

Town of Fort Frances Public Works

July 23, 2014

Ref: Water Bill

Acct.#014853 B

James & Barbara Adair

320 Victoria Ave.

Fort Frances



To Whom It May Concern;

I am writing in regards to my outstanding water bill to inform you I feel it is wrong to bill me for water I did not receive and therefore am unwilling to pay. February 27th 2014 or there abouts the water main out in front of our house burst and was fixed. After it was fixed we really did not have enough pressure to adequately serve our needs. We realized there were many breaks around town and thought this may be the problem but found out it was not. We proceeded to try to talk to someone in PW to address this issue. We were told the problem was ours and we should check the facets and such in our home, so we did. This did not resolve our issue of no water pressure so for the next three months of phoning leaving messages we were told it was our problem. Having had enough I went to the office of Public Works and spoke to Doug Herr in person who said he would send a guy out to check the curbside and come into the house to check the water pressure if I would be home. I stated I would make sure I was home as I just wanted this resolved. I waited at home all day and no one showed up and no one phoned! Having had more than Enough I ph'd public works the very next day to speak to Doug Herr and was told he was on vacation so I asked to speak to his supervisor, Doug Brown. I left a message on his phone stating my frustration over the way his department had handled this and I would like it resolved. June 5th I returned home from work to allow entry to our home to assess the water pressure. It was determined that I had Very low pressure and things I was told that had been checked had not been checked. June 9th they once again dug up the road in front of our house and found a blockage at the entry to our water line that had been the cause of the low pressure.

My major complaint in this is that this department gave nothing but lip service over this issue. It could have been resolved back in March if they had really listened to my complaint. I realize it was a very busy time and many were without water but this is a service I pay for and the service was not there.

I pay \$152.24 +HST per billing and as I was not getting the water I pay for I am willing to only pay for half the water, even though I feel I was getting even less than that. As you can see on my acct I have fully paid the sewer portion and only half the water portion. I intend to only pay half for March, April and May.

Barbara Adair