

May 24, 2019

Mayor June Caul
Members of Council
Town of Fort Frances

Dear Mayor June Caul and Members of Council,

Please accept this letter as a request to review La Place Rendez-Vous' water/sewer charges during the billing periods of May-June 2017 and July-August 2017.

Following months of investigation and communications with Doug Herr, Travis Rob and Craig Miller, we have gathered considerable data on this issue and feel we hold a strong case towards our account being over charged. It was recommended by Craig Miller to present this request to Town Council in hopes it can be reviewed by the O&F committee.

During the period listed above (2 billing cycles), one of our two water meters was not functional due to a dead battery resulting in a read not being available. Our account was billed on an estimate, based on the previous year's usage, as per prescribed bylaw. I recognize that this is a reasonable practice, however, our two-line water system has a unique set-up and this estimate provides an inaccurate usage for our facility. Furthermore, the time it took to replace the dead battery exasperated the issue.

At the time in question, we had two water services into our main building, and a third going to a separate rental unit. The two water services are interconnected within our main building. This fact was not fully realized until isolating one water service following a lighting upgrade in our parking lot in November of 2017. We discovered water ran throughout our entire building even with one of the lines being shut off. After compiling years of water usage from both services, a trend was created based on our billing cycle. It became very clear that the estimated billings of only one meter resulted in a perceived and unprecedented amount of water usage. In an interconnected water system such as ours, any estimated must consider the water usage of both meters.

Comparing the average water usage from both meters for these two billing cycles and the estimate used by the town without considering the non-functioning meter, created a situation where we paid an overage of 933,497.52 gallons (3533.70 cubic meters) of water more than the previous year for the same period. That excess of water would fill an Olympic sized pool 1.4 times and represents a 46% increase in usage. It is simply impossible based on our sales, slight decrease in traffic, and historical & current data that we used that much water. A thorough inspection of our facility presented no indication of a water leak that would explain this quantity of water usage. We paid \$35,924.88 for 2 billing periods of water and sewer service, which is \$10,468.55 over the previous year of which the estimate was based. Please see the attached spreadsheet to review our water usage over several years.

HOTEL. DINING. EVENTS.

www.rendezvoushotel.com

Following calls to the water meter manufacturer and an official in Thunder Bay, I was advised that our water usage is sent electronically every day to Hydro One in Thunder Bay. This prompted my request to view the data based on our meter for this period. Sincere gratitude to Craig for seeking this data on my behalf. Considering the town's meters share information remotely on a daily basis, it would be reasonable to expect a battery replacement to occur within days, instead of 3.5 months. This time period was observed by reviewing the meter data from Hydro One. Had a quick replacement ensued, I expect an estimate would not have been triggered or even necessary.

I am requesting Town Council authorize the reimbursement of the overage charges, \$10,468.55, triggered by the estimated water meter usage during these two billing periods in 2017. Without considering both meters, this estimate does not accurately represent our usage and also reflects neglect on the maintenance and service of the equipment.

I hope that my request for meter data is the start of a new process where this information is received from Thunder Bay on a more accessible and frequent basis so issues can be quickly identified, and customers can rely on a reasonable maintenance on the equipment we pay to lease. It was discouraging how many times I was told "you must have a leaky toilet".

I approach Council knowing I have been diligent on this issue. I ordered a die test for every toilet in our hotel, created spreadsheets to review our billing history, contacted the manufacturer of our water meter to understand the functionality of our equipment and arranged meetings to seek advice from Public Works. I am hopeful this will result in support from council and perhaps prompt improved water-service standards for all commercial customers in our community.

Thank you for reviewing my request and attached data. I am available to address any questions you may have.

Sincerely,

A handwritten signature in cursive script, appearing to read "Sarah Noonan", followed by a small dot.

Sarah Noonan
General Manager
La Place Rendez-Vous

Usage Date	Lobby	M3		Hotel	M3		Hotel Use	M3		\$		M3		Annex Use	\$		Annex	M3		Total	Yearly Usage	Yearly Total	\$
		Lobby Use			M3			L+H Use		L+H Cost													
Nov-Dec '14	\$ 2,873.37	836.58		\$ 2,598.82		903.00		1739.58		\$ 5,472.19		\$ 336.52		74.00		\$ 5,808.71				\$ 5,808.71			
Jan-Feb '15	\$ 3,051.28	844.15		\$ 2,621.57		863.00		1707.15		\$ 5,672.85		\$ 391.67		89.00		\$ 6,064.52				\$ 6,064.52			
Mar-Apr '15	\$ 3,161.42	876.32		\$ 2,869.52		950.00		1826.32		\$ 6,030.94		\$ 539.87		141.00		\$ 6,570.81				\$ 6,570.81			
May-June '15	\$ 3,167.89	878.22		\$ 4,816.07		1633.00		2511.22		\$ 7,983.96		\$ 212.12		12.00		\$ 8,196.08				\$ 8,196.08			
July-Aug '15	\$ 3,550.11	989.89		\$ 8,922.92		3074.00		4063.89		\$ 12,473.03		\$ 212.12		12.00		\$ 12,685.15				\$ 12,685.15			
Sept-Oct '15	\$ 3,433.50	955.82		\$ 7,477.97		2567.00		3522.82		\$ 10,911.47		\$ 525.62		136.00		\$ 11,437.09				\$ 11,437.09			
Nov-Dec '15	\$ 3,154.94	874.43		\$ 3,698.87		1241.00		2115.43		\$ 6,853.81		\$ 377.42		84.00		\$ 7,231.23				\$ 7,231.23			
Jan-Feb '16	\$ 2,974.15	793.04		\$ 2,958.31		947.00		1740.04		\$ 5,932.46		\$ 335.40		60.00		\$ 6,267.86				\$ 6,267.86			
Mar-Apr '16	\$ 2,934.19	781.69		\$ 3,098.95		995.00		1776.69		\$ 6,033.14		\$ 449.67		99.00		\$ 6,482.81				\$ 6,482.81			
May-June '16	\$ 3,506.95	944.46		\$ 5,363.84		1768.00		2712.46		\$ 8,870.79		\$ 347.12		64.00		\$ 9,217.91				\$ 9,217.91			
July-Aug '16	\$ 4,168.29	1131.84		\$ 11,674.13		3921.00		5052.84		\$ 15,842.42		\$ 396.00		80.00		\$ 16,238.42				\$ 16,238.42			
Sept-Oct '16	\$ 8,109.53	2252.32		\$ 3,723.54		1208.00		3460.32		\$ 11,833.07		\$ 289.02		44.00		\$ 12,122.09				\$ 12,122.09			
Nov-Dec '16	\$ 6,417.88	1771.57		\$ 1,323.87		389.00		2160.57		\$ 7,741.75		\$ 218.70		16.00		\$ 7,960.45				\$ 7,960.45			
Jan-Feb '17	\$ 5,262.22	1674.00		\$ 853.57		219.00		1893.00		\$ 6,115.79		\$ 275.08		36.00		\$ 6,390.87				\$ 6,390.87			
Mar-Apr '17	\$ 5,801.56	1852.00		\$ 680.86		162.00		2014.00		\$ 6,482.42		\$ 372.04		68.00		\$ 6,854.46				\$ 6,854.46			
May-June '17	\$ 7,352.92	2364.00		\$ 5,547.04		1768.00		4132.00		\$ 12,899.96		\$ 272.05		35.00		\$ 13,172.01				\$ 13,172.01			
July-Aug '17	\$ 10,025.38	3246.00		\$ 12,070.63		3921.00		7167.00		\$ 22,096.01		\$ 656.86		162.00		\$ 22,752.87				\$ 22,752.87			
Sept-Oct '17	\$ 9,901.15	3205.00		\$ 3,759.37		1178.00		4383.00		\$ 13,660.52		\$ 287.20		40.00		\$ 13,947.72				\$ 13,947.72			
Nov-Dec '17	\$ 5,207.68	1656.00		\$ 905.05		235.00		1891.00		\$ 6,112.73		\$ 229.63		21.00		\$ 6,342.36				\$ 6,342.36			
Jan-Feb '18	\$ 3,008.55	905.00		\$ 436.58		78.00		983.00		\$ 3,445.13		\$ 232.20		14.00		\$ 3,677.33				\$ 3,677.33			
Mar-Apr '18	\$ 3,737.55	1140.00		\$ 470.79		89.00		1229.00		\$ 4,208.34		\$ 232.20		30.00		\$ 4,440.54				\$ 4,440.54			
May-June '18	\$ 2,697.77	810.00		\$ 2,542.05		755.00		1565.00		\$ 5,239.82		\$ 313.06		46.00		\$ 5,552.88				\$ 5,552.88			
July-Aug '18		0.00		\$ 5,676.93		1763.00		1763.00		\$ 5,676.93		\$ 306.84		44.00		\$ 5,983.77				\$ 5,983.77			
Sept-Oct '18		0.00		\$ 4,299.20		1320.00		1320.00		\$ 4,299.20		\$ 275.74		34.00		\$ 4,574.94				\$ 4,574.94			