

December 17, 2020

Report To: Travis Rob, P.Eng., Manager of Operations & Facilities

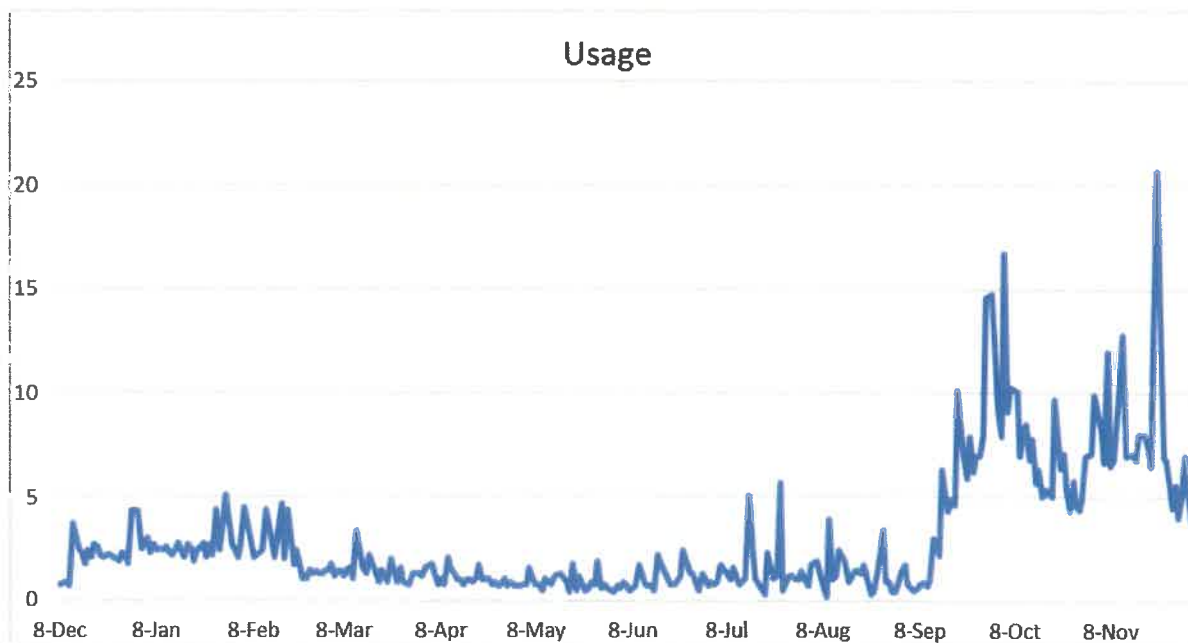
From: Craig Miller, P.Eng., Environmental Superintendent

SUBJECT: 271 Scott Street – Water & Sewer Bill Dispute

On December 9, 2020, the Town received an email from Ms. Desserre transmitting a letter from Ms. Marge Toninato, the former owner of 271 Scott Street.

Ms. Toninato had been in contact with myself and Ms. Wendy Kellar with respect to her water bill issued in November for the September / October billing period. For previous periods, Ms. Toninato was billed approximately \$250, on average. However, for this one billing period, Ms. Toninato received a bill of \$1250.33.

Upon reviewing the meter history of this account, it was quickly apparent that on or about September 15, 2020, the water usage for this service dramatically increased. Upon further inspection, I was advised by Ms. Desserre that they had found a fixture not working properly causing the excess water usage. Below is a chart of the daily water usage for the past year.



Ms. Toninato told me that prior to the pandemic, she regularly visited the property. However, with the border closed, she was unable to check in on the property. I do not know if she had anyone else checking on the property, in her absence.

It is my recommendation that the Water and Sewer bill remain as issued. The water was used. It is a property owner's responsibility to ensure their property is regularly maintained in good working order.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Craig Miller', with a stylized, flowing script.

Craig Miller, P.Eng.
Environmental Superintendent

Attached:

- Email from Ms. Desserre
- Letter from Ms. Toninato
- Billing history of 271 Scott Street

From: [Marilyn Desserre](#)
To: [Town](#)
Cc: [Marge Toninato](#); [Marilyn Desserre](#); [Craig Miller](#)
Subject: [External] Letter to Mayor and Members of Council - Request for Water Bill Adjustment due to Extenuating Circumstances - 271 Scott Street
Date: Wednesday, December 9, 2020 8:55:49 AM
Attachments: [Prime Cuts request for Water Bill Adjustment.docx](#)

[EXTERNAL] Don't click links or attachments unless you recognize the sender and know the content is safe. You can forward suspicious messages to support@fortfrances.ca.

Dear Mayor and Members of Council;

Please consider the attached letter of request for addition to your next agenda.

Thank you for your consideration,

Sincerely,

Marilyn Desserre (on behalf of)
Marjorie Toninato

December 8, 2020

Mayor and Members of Council
Town of Fort Frances
320 Portage Avenue
Fort Frances, Ontario

Re: Request for water bill adjustment due to extenuating circumstances

Dear Sirs/Mmes;

After 35 years of running my hair dressing Business (Prime Cuts Inc.) on Scott Street in Fort Frances, I am having to dissolve my company and dispose of the associated property due primarily to my deteriorating health.

The current pandemic has been hard on so many, and I was fortunate that my business was able to stay open for a good portion of the last 10 months, but I was unable to come to Canada during this time because of the Government imposed restrictions and quarantine requirements, non-essential business designation, and my ongoing health care requirements due to my terminal illness.

Throughout the life of my business, I have paid my bills as I have received them. While the International border has been closed, getting mail from Canada was difficult for me and I did not receive utility / service bills consistently. As a result, I was not always aware there were bills outstanding, nor was I aware if/when there was an issue with any of these bills or services. Such is the case with my most recent water bill which almost 5 times higher than normal (\$1250.33), apparently due to a faulty toilet valve that was passing. I was not made aware of this problem until I called to settle my final bill for the property sale.

I spoke with Environmental Superintendant Craig Miller who looked into the matter, dispatched a crew member, and determined the meter reading was accurate. It was at this time the faulty toilet valve was diagnosed, and though I realize I am fully responsible for the repairs and resulting excessive use of water, I am asking that the Town of Fort Frances recognize my forced absence from the property, and resulting inability to diagnose and repair the problem in a timely manner. I am also asking that they consider a one-time reduction in the resulting usage fees in recognition of my extenuating circumstance and years of business in your city.

I appreciate the great service I have received from your Corporation over the past 35 years, and thank you in advance for your consideration in this matter. I would be happy to answer any questions you may have and look forward to hearing from you regarding this matter.

Sincerely,

Marjorie Toninato
Prime Cuts
271 Scott Street
Fort Frances, Ontario
1-218-286-5890

From 2/29/2020 to 12/8/2020

Account 021353.00 Municipal Address 271 SCOTT ST
560102 ONTARIO LED

Document Type	Document	Trx Source	Date	Description	Trx Amount
	BF	0	0/0/0000	Balance Forward	\$0.00
Levy	LEVY	278181 UTLVY00000904	2/29/2020	Utility Levy	\$241.50 VOIDED
Levy	LEVY	281852 UTLVY00000922	2/29/2020	Utility Levy	\$248.00
Void Document	UTVD	1592 UTVD000000470	3/19/2020	Void	-\$241.50
Cash Receipt	CRREC	46090 CRREC000003593	3/30/2020	Cash Receipt	-\$241.50
Levy	LEVY	285242 UTLVY00000948	4/30/2020	Utility Levy	\$248.00
Penalty	PNLTY	82 UTPEN000000043	5/1/2020	Penalties	\$0.08
Penalty	PNLTY	84 UTPEN000000044	6/1/2020	Penalties	\$1.78
Penalty	PNLTY	86 UTPEN000000044	6/1/2020	Penalties	\$1.40
Arrears Letters	UTARL	14477 UTARL000000262	6/10/2020	Arrears Letter Printed	\$0.00
Cash Receipt	CRREC	47627 CRREC000003745	6/23/2020	Cash Receipt	-\$254.58
Levy	LEVY	286498 UTLVY00000973	6/30/2020	Utility Levy	\$248.00
Cash Receipt	CRREC	48235 CRREC000003817	7/27/2020	Cash Receipt	-\$251.18
Levy	LEVY	292012 UTLVY000001012	8/31/2020	Utility Levy	\$527.72
Adjustment	CRADJ	2952 CRADJ000000872	8/31/2020	Adjustments	-\$26.72
Adjustment	CRADJ	2952 CRADJ000000872	8/31/2020	Adjustments	-\$26.56
Cash Receipt	CRREC	49277 CRREC000003907	9/3/2020	Cash Receipt	-\$254.32
Penalty	PNLTY	93 UTPEN000000049	10/1/2020	Penalties	\$0.28
Penalty	PNLTY	94 UTPEN000000049	10/1/2020	Penalties	\$3.14
Arrears Letters	UTARL	15445 UTARL000000271	10/5/2020	Arrears Letter Printed	\$0.00
Cash Receipt	CRREC	50297 CRREC000003977	10/7/2020	Cash Receipt	-\$273.40
Levy	LEVY	295506 UTLVY000001080	10/31/2020	Utility Levy	\$1,250.33
Levy	LEVY	295704 UTLVY000001108	11/30/2020	Utility Levy	\$246.41
Penalty	PNLTY	97 UTPEN000000051	12/1/2020	Penalties	\$5.63
Penalty	PNLTY	98 UTPEN000000051	12/1/2020	Penalties	\$9.08
Adjustment	CRADJ	2945 CRADJ000000868	12/1/2020	Adjustments	-\$1.64
Adjustment	CRADJ	2945 CRADJ000000868	12/1/2020	Adjustments	-\$1.40
Arrears Letters	UTARL	16018 UTARL000000276	12/2/2020	Arrears Letter Printed	\$0.00

Report Total: \$1,462.55

*** END OF REPORT ***