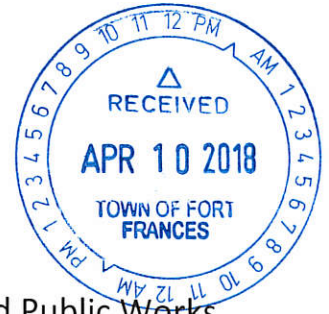


To Fort Frances Town Council,



On Feb. 11 2018 our waterline at 833 Armit Ave. froze, we called Public Works and the crew came and thawed the line. It was determined at that time that the line was frozen on town property. The crew left instructions that a tap should be left running at about a pencil stream. We were also informed that if the line froze again there would be a charge to thaw it. We set a tap at the recommended flow and exactly one week later on Feb. 18 the line froze again on town property, we explained to the crew that we had a tap running and it froze again, the crew recommended increasing the flow, we now have two taps running and have not had any further issues. We have received a bill in the amount of \$426.45 we find it difficult to understand why such an extraordinary amount has been billed to us for an issue that clearly is not on my property but is on town property. We do understand that there are costs involved to the town to have crews on call as well as equipment costs, but to bill such a large amount for the time involved and again the issue is on town property not ours is wrong and uncalled for, as tax paying citizens we have contributed to payment of these services through taxes. We believe this charge should be reversed, thank you for your consideration of this issue.

A handwritten signature in blue ink, appearing to read 'Lori Drennan', written over a horizontal line.

Lori Drennan

Tyler Reinson