

RECEIVED
May 17.18

May 16 2018

South Huron Mayor and Council
c/o Rebekah Msuya-Collison Clerk

RE: 310 Huron St W Exeter Ontario Account 068340.00

We received a bill from the Municipality for billing period Feb 1 2018 to April 30 2018 in the amount of 989.64.

This is an extremely high bill considering I am the only one at home during the week as my husband is currently working in Toronto and has been for the past 18 months.

We do not have any leaking taps or toilets and had one of your staff in to review. We have a water softener with the taps turned off and unplugged as this unit isn't working. We also have the water line to the fridge for ice turned off as well. I was advised that our unit could be sent for testing but it is unlikely it would be found to be faulty and would cost another \$250 another expense I don't wish to incur. If there was any running water it would be heard but that is not the case either.

We filled our swimming pool last May as we had a new liner installed and filled our pool periodically through the summer pool season and our July billing for that period was only \$500.

I am asking for \$300 forgiveness for this as nothing definitive has been found and we have gone 3 months between readings and now a problem has surfaced. We also had a higher than normal reading last time as well so it is possible there was a fault with the meter and has righted itself. Your staff member indicated that in 6 days it had gone from 4865 to 4866 which is reasonable for our situation. In light of those two events I would appreciate your consideration in this matter. I have also set up to auto pay monthly in good faith so this account doesn't get behind.

I will also be watching the meter weekly to ensure this doesn't happen again. Thank you for your time and I look forward to hearing from you very soon.

Clayton and Jane Hefley
519-280-0536