

From: Daniel Aristone
Sent: Tuesday, December 15, 2015 4:37 AM
To: Hopkins, Anna; Dan Aristone
Cc: Dan Aristone
Subject: Delegation date- London hydro.

Hi, I am writing to you to see if you can assist me with a recent matter involving London Hydro and a recent audit that was conducted. I was advised to contact my ward counsel member in regards to having a delegation date set for an exception status.

My name is Daniel Aristone and I am a London resident who has lived in a residential property on Vallas Circle in Talbot Village for the past three years. This residence was my first home purchase. Prior to purchasing my home I rented at a rental property in the downtown area in the city of London.

Upon purchasing my home I completed all the necessary steps and arrangements to have London Hydro advised of the move and to initiate my billing for the new address. I have chosen to maintain paper billing as I believe it beneficial for me to be able to see the monthly charges to aid in my knowledge and awareness regarding future consumption. I have paid all of my bills on time for the entire time that I have resided at this address.

Last week I was provided with a letter from London Hydro indicating that an error was made regarding my Infrastructure Connection Charges and a week later further received a large envelope containing 25 past bills (from the past 2 years) which had now been recalculated indicating that I was to now owe \$593.11 which was due by December 14, 2015.

I immediately contacted London Hydro to enquire and was eventually directed to speak with supervisor Steve IRWIN who advised me that there were 25 accounts both residential and industrial which a recent audit uncovered had an improper Metre sizing associated to their accounts which in turn resulted in improper infrastructure connection charges to be applied over the past years. I was advised that the error was the fault of London Hydro and that myself and the others who were affected would be provided a credit toward the newly calculated amount. I was advised to get into contact with Dan WHITE at [519-661-5800 EXT 5594](tel:519-661-5800) who would be handling the matter and better able to explain the issues and handle the credit and repayment options.

Several days later after leaving multiple messages for Dan WHITE I received a call back and was advised again that the error was the fault of London Hydro and that I had no responsibility in the error but that it was recently decided that no credit was going to be applied to help cover the cost for me and these other 25 accounts and that myself and the other customers were now responsible to repay the full amount. I was advised that a payment plan could be established to pay back the amount over the next six months, one year or two. WHITE advised me that the ultimate decision to apply a credit in this situation belonged to Tara CLAYTON who was the London water manager and who could be contacted at [519-661-2500 EXT 5016](tel:519-661-2500).

I contacted CLAYTON who after a very lengthy conversation advised me that after the audit was completed and these 25 accounts were noted that the decision was her's to whether or not any credits should be applied to reflect that the error was in fact that of London Hydro and to help myself and the other customers repay the now outstanding amounts. CLAYTON advised that a number of these 25 accounts were large businesses and the amounts owing were quite high and that as London water bylaw states errors can be repaid over two years the decision was made by her to have all 25 accounts repaid in full with no credits applied. CLAYTON advised me that even though the error was clearly made and missed by London Hydro that it was now going to be my responsibility to repay the newly calculated outstanding amount. CLAYTON was unwilling to treat each account as a case by case basis and to use any degree of discretion or compassion. After much disagreement and back and forth with CLAYTON I was provided with the name of CLAYTON's supervisor Roland WELKER , [519-661-2500 EXT 5593](tel:519-661-2500).

On Friday December 11 2016 I contacted WELKER and left message on his voicemail.

On Monday December 14 2015 I was contacted back by WELKER who I found to be very rude with me through our entire conversation. WELKER advised me that London hydro accepted all responsibility for the mistake made and acknowledged that I had nothing to do with the issue but that he was unwilling to credit my account in any way to cover the cost of the error made by London hydro.

I have reviewed the entire city of London water bylaw and found the only mention of billing errors to be this,

" 3.19 **Retroactive refund of billing errors**

Any refund for previous Water Charges collected shall be the lesser of either payments for two (2) years prior to the discovery of the error; or, the duration of the current account. "

I contacted WELKER back to enquire about his authority to charge my account at this date. WELKER advised me as per the London water by law and his own personal interpretation of the bylaw that he did not have to credit me anything and that I was responsible to repay the full amount. WELKER was unable to provide any references from the by law which provided him with any authority in this matter and advised that he was rusty in regards to the by law wordings.

I feel that the City of London Water Bylaw was very clear in its writing and do not believe that it is open to be manipulated or reinterpretation as WELKER deems appropriate.

I believe that as a customer that I have done all my required due diligence in paying my hydro bills on time and trying to understand the charges being applied to each bill. I have used each of my bills as a guide in my future consumption and usage. I felt that as the error has been found and confirmed to be made by London Hydro that that it should be their responsibility to acknowledge their mistake and not simply punish their customers for their errors. I am unable to see any authority written in the water bylaw which allows for these charges time applied to me at this date.

I have left a message on your voicemail and am writing this email to you now to provide you with all the background information and in hopes that you are able to establish a delegation date for me or refer me to someone who may be able to assist me further.

Thank you very much for your time.

- Dan Aristone