

From: Rowe, Linda
Sent: Friday, September 28, 2012 8:14 AM
To: 'LYNNE STEIN'
Cc: Mercier, Betty; Welker, Roland; Feldberg, Matt; Saunders, Cathy
Subject: RE: Lynne Stein

From: LYNNE STEIN
Sent: Thursday, September 20, 2012 7:16 PM
To: Rowe, Linda
Subject: Lynne Stein

Ms Linda Rowe, Committee Secretary,
Finance & Administrative Services Committee,
City Hall, London, Ontario.

Dear Ms Rowe;

Due to water levels in my area of the city, I installed a back up sump pump, in 2010.

In 2011, this pump failed & ultimately I received a rebate of a portion of the excess charges.

The pump was repaired & was considered to be in good working order. During November 2011, I adequately closed my condo unit & went to Florida. During mid November, the pump malfunctioned, causing total water charges of \$3583. , for the periods ending November 28, 2011 to February 25, 2012.

Reasonable usage for the same period, based on history, might be \$160.

Due to Canada/U.S. post office confusion, I did not receive my Canadian mail, including the water

commission correspondence, until February 5, 2012. I immediately contacted my handyman, who

turned off the pump. It has not been used since February 5, 2012.

All billings related to this account have been promptly paid by automatic debit, as due.

It would seem that I have paid approximately \$3400. in excess charges.

Dan White & Matt Feldberg of the water commission have been dealing with this matter & have received various correspondence so related.

Based on a reasonable compassionate request, please consider refunding a portion of the apparent excess amounts.

Respectfully,
LYNNE STEIN

P.S. Please consider my attendance, as delegation status, if the committee would so desire.