



My Handyman Bo  
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To Whom It May Concern,

June 11, 2012

Another quick note to explain more excessive water usage at 475 McGarrell Dr. # 20.

After the previous incident with water being used by both the sump pump and the leaking toilet we seemed to have rectified the problem. As you may recall we had to replace a defective flow control valve on the Burcam pump, which was covered under the manufacturers warranty.

This new valve worked perfectly from August 3/2011 until sometime in November when it started to malfunction again. As you can determine from your readings, Ms. Stein had gone away for an extended period of time. Apparently someone only came into the house to do an occasional check of the premises. Again since no-one was actually aware if the creeping water meter dial no-one would have noticed the water usage. Ms. Stein was only aware of the situation when she received a letter sent from London Hydro. This letter eventually found her in Florida, at which time she phoned me and asked me to go have a look. This took place about February 5/2012. At that time I shut off the water supply line to the backup pump and no further water would have been used.

Ms. Stein would not return from Florida until April so nothing was done in the meantime. So now we are in the process of contacting both yourself asking for a credit to her water bill as well as contacting Burcam Pumps to see what they will do.

For your convenience I am also enclosing a copy of the first letter I wrote so you may refer to that for the particulars.

Again, in this case the excessive water usage is not the fault of the homeowner, but rather the fault of the pump manufacturer, whom we will be contacting directly.

If I can be of any further assistance please feel free to contact me directly at the above number.

Bo Grahl

