

January 9, 2012

STEIN, LYNNE
475 MCGARRELL DR UNIT 20
LONDON ON N6G 5K6

Re: Billing Number 3713957 – High Water Consumption

Dear LYNNE STEIN:

London Hydro has recently confirmed a substantial increase in your water consumption. On December 23 2011 our meter reader obtained a reading of 1474 from meter number W122476 On January 6, 2012 we performed a recheck reading to verify this consumption and obtained a reading 1676 which confirms the previous read. This reading will produce a high consumption in comparison to your account history.

In an effort to promote conservation and cost savings for our customers, London Hydro would like to suggest that if you cannot readily account for this increase that you check the following:

- **Did you have guests or extra laundry demands last month?**
- **Do you see or hear water running or dripping from toilets, faucets or sinks?**
- **Is there a silent leak in a toilet?**
To check, put a few drops of food coloring in the tank. Wait ten minutes. If the water in the bowl is now colored, you have a leak!
- **Have you had any repairs made in the last month?**
If so, did they use or release water in the process?
- **Check your water softener and/or reverse-osmosis system?**
Have the settings been changed, or a new system added?

Should you have any questions, please do not hesitate to contact our Customer Service Department by phone at 519-661-5503 between 8:15am and 6:00pm, Monday to Friday, by email at billingsupport@londonhydro.com or by fax 519-661-5838.

Sincerely,
Customer Service Department,
London Hydro Inc.