

From: [REDACTED] <[REDACTED]>
Sent: April 9, 2020 3:30 PM
To: [REDACTED] <[REDACTED]>
Subject: High water bill due to burst pipe

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Amber. i was referred to you by [REDACTED] re my huge water bill at [REDACTED]. See bill below. i am asking for a relief for forgiveness for a large portion of this bill. The place is vacant due to a tenant skip out and a pipe burst. A lot of water poured out before it was stopped. My insurance company would not cover and i have been burdened with restoring the place.

Is there a provision that would forgive a portion of this bill due to the circumstances?

My last occupants - The [REDACTED]'s didn't pay for a year while i took them to court to evict. Legal costs and missed payments were over 15k. The eventually moved out leaving 10's of thousands in work to be done to a totally wrecked place. They abandoned 3 dogs there inside!

i had just finished replacing all flooring, installed new furnace, complete painting, new kitchen and then the burst happened!

I was notified by the town who drove by and saw water coming out of the place. They shut the water off. I send my contractor there who has since replaced the new flooring and fixed broken pipes.

This place has caused me great hardship and now this water bill is just another huge cost on top of what i can not already afford.

I am asking for compassion here to reduce this bill to something more reasonable.
Are you able to request this for me?

This would be much appreciated.

Thank you.

[REDACTED]
([REDACTED])



Wheatland County

RR#1 Highway # 1
242006 Range Road 243
Strathmore, Alberta T1P 1J6

UTILITY INVOICE

Questions?

Online: www.wheatlandcounty.ca
Email: utilities@wheatlandcounty.ca
Phone: (403) 934-3321
Monday to Friday 8:00 am - 4:30 pm.
Closed Saturday, Sunday, and Stat. Holidays

Statement Date: March 31, 2020

Billing Period: March 1, 2020 - March 31, 2020

Your account number [REDACTED]

Amount Owning: \$930.19

For service at: [REDACTED]

Due Date: April 27, 2020

Amount Owning

Prior Account Balance	\$112.73
Adjustments processed	\$80.00
Late fees added	\$0.00
Payments we processed <i>Thank you</i>	-\$113.00
New Charges	\$850.46
Capital Levy	\$15.31
Water Consumption Rate (m3) 211.00 M3 @ \$1.93 = \$407.23	\$407.23
Water Debenture	\$4.02
Water Flat Rate	\$21.40
WID Conveyance Gleichen	\$101.28
Wastewater Usage (m3)	\$286.96
Wastewater Flat Rate	\$14.26
Total Payment now due	\$930.19
Payment Due after April 27, 2020	\$976.70

Additional Billing Highlights

Number of days in the period: 31
Your average daily utility cost: \$27.43

PLEASE ALLOW 3-5 BUSINESS DAYS FOR PAYMENT TO BE APPLIED TO YOUR ACCOUNT WHEN PAYING ONLINE OR AT YOUR FINANCIAL INSTITUTION.

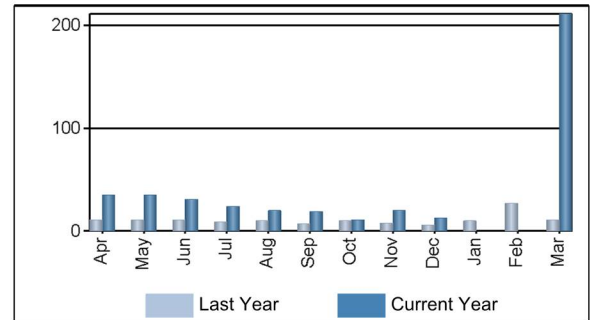
Meter Reading and Usage Details this bill

Meter: 1480820984
Reading on 3/19/2020 Actual 1,591
Previous reading on 2/18/2020 Actual 1,380
Amount of water you used 211 M3

Payment and Adjustment Details

Payment on 3/6/2020 -\$113.00
Disconnect/Reconnect Gleichen on 3/31/2020 \$40.00
Disconnect/Reconnect Gleichen on 3/31/2020 \$40.00

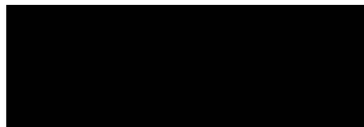
Your Historic Usage



Utility Bill Payment Return Slip

Please complete and return this slip with your payment. Make your payment payable to Wheatland County. For other payment options, please contact us.

Your Account Number [REDACTED] Total payment due \$930.19 Payment Due after April 27, 2020 \$976.70



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Payment enclosed

\$

FOIP Act, s17