



UTILITY INVOICE

City of Kawartha Lakes P.O. Box 696
Lindsay, Ontario K9V 4W9
Tel: 705-324-9411
Toll Free: 1-888-822-2225
utilitybilling@kawarthalakes.ca
www.kawarthalakes.ca

Account Number: [Redacted]
Billing Date: Sep 30 2024
Bill Start Date: Jul 01 2024
Bill End Date: Sep 30 2024

003040 [Redacted] BROOKS, PEGGY ANNE
[Redacted]

Service Address
12 MOYNES CRT

Table with 6 columns: Meter No., Reading Date, Current Reading, Previous Reading, Consumption, Avg. Daily Consumption. Values include 1662.70, 1498.30, 164.40 Cubic Meter, 1.36 Cubic Meter.

Table with 2 columns: Description (METERED-WATER, SEWER, FIXED-WATER, FIXED-SEWER, Current Levy, Amount Past Due, Balance Due by Oct 31 2024, Balance Due After Oct 31 2024) and Amount (501.42, 279.48, 99.06, 103.14, 983.10, 0.00, 983.10, 1032.26).

IMPORTANT NOTES:

FIXED RATE CHARGE COVERS FROM JULY 1, 2024 TO SEPTEMBER 30, 2024
YOU CAN NOW RECEIVE YOUR BILLS ELECTRONICALLY THROUGH WWW.PAYREQ.COM

Please see reverse for important information.

Please detach and return bottom portion with payment. Retain top portion for your records.



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P.O. Box 696
Lindsay, Ontario K9V 4W9

UTILITY INVOICE

Account Number: [Redacted]
Billing Date: Sep 30 2024

Service Address
12 MOYNES CRT

Account Number [Redacted]

Amount Due



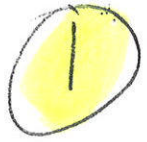
\*983.10\*

[Redacted] BROOKS,
PEGGY ANNE
[Redacted]

Table with 2 columns: Description (Balance Due by Oct 31 2024, Balance Due After Oct 31 2024, Enter Amount Enclosed) and Amount (983.10, 1032.26).

UB0910012300120013110202400098310001032262

From: Colin McGee CMcGee@kawarthalakes.ca  
Subject: 12 Moynes Crt  
Date: Oct 30, 2024 at 4:17:08 PM  
To: [REDACTED]



Good afternoon Peggy,

Apologies on the lateness of my reply, but we are doing late monthly billing reports and it is all we can do to get bills out before month end.

As far as your account goes- here is a screen shot of your usage:

26-Sep-2024	1,498.30	1,662.70	164.40	121
28-May-2024	1,470.40	1,498.30	27.90	90
28-Feb-2024	1,444.70	1,470.40	25.70	91
29-Nov-2023	1,410.50	1,444.70	34.20	90
31-Aug-2023	1,333.90	1,410.50	76.60	92
31-May-2023	1,289.00	1,333.90	44.90	91

It does look like a higher than normal usage, so we generally get you to get an actual reading from inside, but I saw that you are unable to get a reading. We also recommend getting a reading before bed and then one first thing in the morning when no one has used the water overnight to see if there was water going through the meter, indicating a leak. So both those options seem negated.

What you can do is check all your water appliances- mainly toilets (check the backs to make sure the stopper is seated properly, as the majority of high water usage is toilets, with water running constantly down the back, and you often can't see a leak or even hear it. I would check sinks, toilets, water heaters, water softeners, ice makers, laundry tubs, even water powered sump pumps.

This usage period is Summer though, and it is **121 days** which is roughly an extra month of usage compared to other billings, so that is part of the equation, so any lawn/sod or garden watering from May to end of September would be included, and any hot tub or pool filling if you have those.

I will see if I can get one of our meter reading technicians to come and get a check read from the outside and get back to you with those results. If the reading is higher than the one in September and it is much higher, then you would need to continue to look for leaks, or possibly get a plumber to check for you. Our technician when he came out on September 26<sup>th</sup> got an actual reading from your meter and that was what we used to bill you by, here is what he stated: "Everything was in working order when I arrived, Checked and verified before leaving" and he left the reading of 1662.70 on that day.

I will advise at some point tomorrow or Friday when I am able to obtain a reading from them. I put a penalty hold on the account, so even if it is past the due date when we receive

payment, no penalty will be charged.

Thanks!

Colin McGee  
Accounts Clerk  
Utility Billing, City of Kawartha Lakes  
705-324-9411 ext. 1219  
[www.kawarthalakes.ca](http://www.kawarthalakes.ca)



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From: Peggy Brooks [peggybrooks070@gmail.com](mailto:peggybrooks070@gmail.com)  
Subject: Re: 12 Moynes Crt  
Date: Oct 31, 2024 at 9:54:16 AM  
To: McGee Colin [CMcGee@kawarthalakes.ca](mailto:CMcGee@kawarthalakes.ca)

Good morning Colin. As a follow up to my message left on your voicemail yesterday , when the repairman came to put on the new water meter outside , it took him three meters before he got one that would work. I have originals of all my bills and your numbers are correct. My question is, if the inside meter is not working , then how did he get a reading at all! Did he manually just type in a number! This is not acceptable! This also makes no sense. As I mentioned we have no leaks and we believe this is faulty equipment on your end. Please get this issue fixed asap. We have never had a water bill this high even when we moved into this new house and were watering our new sod ! Thankyou. Peggy [REDACTED] Brooks.  
Sent from my iPhone

On Oct 30, 2024, at 4:17 PM, Colin McGee <[CMcGee@kawarthalakes.ca](mailto:CMcGee@kawarthalakes.ca)> wrote:

Good afternoon Peggy,

Apologies on the lateness of my reply, but we are doing late monthly billing reports and it is all we can do to get bills out before month end.

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31-Aug-2023	1,333.90	1,410.50	76.60	92
31-May-2023	1,289.00	1,333.90	44.90	91

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From: Peggy Brooks [peggybrooks070@gmail.com](mailto:peggybrooks070@gmail.com)  
Subject: Re: 12 Moynes Crt  
Date: Nov 4, 2024 at 4:38:03 PM  
To: McGee Colin [CMcGee@kawarthalakes.ca](mailto:CMcGee@kawarthalakes.ca)

Hi Colin. A gentleman came by last Thursday to look at our meter in the house. He determined that we needed a new one. He said he would be back on Friday. I stayed home all day waiting. He never showed and I still have not heard anything. Can you give me an update please. Also we have to discuss our last bill which is outrageous and in no way way correct. This has to be adjusted. Please let me know your findings. Thankyou. Peggy [REDACTED] Brooks  
Sent from my iPhone

On Oct 31, 2024, at 9:54 AM, Peggy Brooks <[REDACTED]> wrote:

Good morning Colin. As a follow up to my message left on your voicemail yesterday , when the repairman came to put on the new water meter outside , it took him three meters before he got one that would work. I have originals of all my bills and your numbers are correct. My question is, if the inside meter is not working , then how did he get a reading at all! Did he manually just type in a number! This is not acceptable! This also makes no sense. As I mentioned we have no leaks and we believe this is faulty equipment on your end. Please get this issue fixed asap. We have never had a water bill this high even when we moved into this new house and were watering our new sod ! Thankyou. Peggy [REDACTED] Brooks.  
Sent from my iPhone

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On Nov 4, 2024, at 4:38 PM, Colin McGee <[CMcGee@kawarthalakes.ca](mailto:CMcGee@kawarthalakes.ca)> wrote:

I am presently out of the office.

For urgent matters, kindly contact the following:

**Utility Billing:**

email to [Utilitybilling@kawarthalakes.ca](mailto:Utilitybilling@kawarthalakes.ca).

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From: Colin McGee CMcGee@kawarthalakes.ca  
Subject: RE: Automatic reply: 12 Moynes Crt  
Date: Nov 11, 2024 at 9:04:51AM  
To: Peggy Brooks peggybrooks070@gmail.com

Hello Peggy,

I am working remotely from home today.

I have previously passed along your situation and contact information to my Manager Linda Liotti (705) 324-9411- extension

1274, for follow up.

I am not authorized to do any type of adjustment to your billing if it is required, so she will follow up with you.

She will also determine if a new register or full water meter replacement is required, as it seems that your meter may have

stopped.

I have sent her notification that you may be calling today, or if she can reach out to you asap to try and get a resolution.

Colin McGee  
Accounts Clerk  
Utility Billing, City of Kawartha Lakes  
705-324-9411 ext. 1219  
[www.kawarthalakes.ca](http://www.kawarthalakes.ca)



**From:** Peggy Brooks [REDACTED]  
**Sent:** Monday, November 11, 2024 8:49 AM  
**To:** Colin McGee <CMcGee@kawarthalakes.ca>  
**Subject:** Re: Automatic reply: 12 Moynes Crt

Hi Colin. Are you back in office yet? Please call me at [REDACTED] Thankyou. Peggy Brooks  
Sent from my iPhone

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From: Peggy Brooks [peggybrooks070@gmail.com](mailto:peggybrooks070@gmail.com)

Subject: Re: Automatic reply: 12 Moynes Crt

Date: Nov 18, 2024 at 6:13:05 PM

To: McGee Colin [CMcGee@kawarthalakes.ca](mailto:CMcGee@kawarthalakes.ca)

Hi Colin. I have still not heard from your manager Linda. I have left three messages on her machine. We still have not had anyone at the house to fix the broken meter either. It has now been one month and no one has contacted us. Very poor communication from your department! Peggy [REDACTED]

Brooks

Sent from my iPhone

On Nov 11, 2024, at 9:04 AM, Colin McGee <[CMcGee@kawarthalakes.ca](mailto:CMcGee@kawarthalakes.ca)> wrote:

Hello Peggy,

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I have previously passed along your situation and contact information to my Manager Linda Liotti (705) 324-9411- extension

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I am not authorized to do any type of adjustment to your billing if it is required, so she will follow up with you.

She will also determine if a new register or full water meter replacement is required, as it seems that your meter may have

stopped.

I have sent her notification that you may be calling today, or if she can reach out to you asap to try and get a resolution.

Colin McGee



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From: **Colin McGee** [CMcGee@kawarthalakes.ca](mailto:CMcGee@kawarthalakes.ca)  
Subject: **RE: Automatic reply: 12 Moynes Crt**  
Date: **Nov 19, 2024 at 8:35:56 AM**  
To: **Peggy Brooks** [peggybrooks070@gmail.com](mailto:peggybrooks070@gmail.com)

Good morning Peggy,

I believe Linda is in the office today after noon, after dealing with outside meetings. I will pass along your email though I am sure she has your messages and hopefully can return a call today to you.

I will arrange an appointment for the meter once it is authorized, and we will make sure it is done before month end.

Colin McGee  
Accounts Clerk  
Utility Billing, City of Kawartha Lakes  
705-324-9411 ext. 1219  
[www.kawarthalakes.ca](http://www.kawarthalakes.ca)



**From:** Peggy Brooks [REDACTED]  
**Sent:** Monday, November 18, 2024 6:13 PM  
**To:** Colin McGee <[CMcGee@kawarthalakes.ca](mailto:CMcGee@kawarthalakes.ca)>  
**Subject:** Re: Automatic reply: 12 Moynes Crt

Hi Colin. I have still not heard from your manager Linda. I have left three messages on her machine. We still have not had anyone at the house to fix the broken meter either. It has now been one month and no one has contacted us. Very poor communication from your department! Peggy [REDACTED] Brooks  
Sent from my iPhone

On Nov 11, 2024, at 9:04 AM, Colin McGee <[CMcGee@kawarthalakes.ca](mailto:CMcGee@kawarthalakes.ca)> wrote:

Hello Peggy,

I am working remotely from home today.

I have previously passed along your situation and contact information to my Manager Linda Liotti (705) 324-9411- extension

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**From:** Peggy Brooks [peggybrooks070@gmail.com](mailto:peggybrooks070@gmail.com)  
**Subject:** Re: Automatic reply: 12 Moynes Crt  
**Date:** Nov 19, 2024 at 8:38:52 AM  
**To:** McGee Colin [CMcGee@kawarthalakes.ca](mailto:CMcGee@kawarthalakes.ca)

**Thankyou Colin. We still have the issue of the outrageous last water bill that needs to be resolved. We have confirmed that we have no water leaks anywhere in the house. Hopefully she can adjust our last bill. Peggy.**

**Sent from my iPhone**

On Nov 19, 2024, at 8:35 AM, Colin McGee <[CMcGee@kawarthalakes.ca](mailto:CMcGee@kawarthalakes.ca)> wrote:

Good morning Peggy,

I believe Linda is in the office today after noon, after dealing with outside meetings. I will pass along your email though I am sure she has your messages and hopefully can return a call today to you.

I will arrange an appointment for the meter once it is authorized, and we will make sure it is done before month end.

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705-324-9411 ext. 1219  
[www.kawarthalakes.ca](http://www.kawarthalakes.ca)  
<image001.png>

**From:** Peggy Brooks [REDACTED]  
**Sent:** Monday, November 18, 2024 6:13 PM  
**To:** Colin McGee <[CMcGee@kawarthalakes.ca](mailto:CMcGee@kawarthalakes.ca)>  
**Subject:** Re: Automatic reply: 12 Moynes Crt

Hi Colin. I have still not heard from your manager Linda. I have left three messages on her

I never received this email until Nov 27/24

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by anyone else is unauthorized.

**From:** Linda Liotti

**Sent:** Thursday, November 21, 2024 6:41 AM

**To:** Peggy Brooks

**Subject:** Follow-up - 12 Moynes Crt -

BROOKS, PEGGY ANNE

KINDLY CONFIRM RECEIPT VIA EMAIL RESPONSE

Good morning Ms. Brooks,

As a follow-up to our telephone conversation yesterday, please be advised of the following:

- Contact was made with our vendor and an appointment has been arranged for 1 pm today to inspect the meter and outside reader.

In our discussion yesterday afternoon, the following was explained regarding the City's High Bill Adjustment policy:

1. Determination of the cause of the high consumption and whether it qualifies for relief within the policy
2. Is the high consumption at least two (2) times the "normal consumption" based on same period or historical consumption
3. If the above are met, then an adjustment will be calculated as fifty percent (50%) of the difference between the high water bill and the average consumption, to a maximum of \$1,500 (Section 13.1).

You advised there was no leak, hence, the High Bill Adjustment policy would not be applicable to provide financial relief.

In our discussion, you requested how one would proceed to seek financial relief for

this bill. As discussed, that could only be done at the direction of Council. Please review the process of how to make a Deputation to Council for the utility bill in question should you wish to proceed with this option.

Regards,

Linda

**Linda J. Liotti**, (she/her)  
**M.I.M.A., Licensed Paralegal**  
Manager, Revenue and Taxation  
City of Kawartha Lakes  
705-324-9411 ext. 1274



You can now receive your tax/utility bills electronically, visit <https://www.payreq.ca>

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From: **Linda Liotti** lliotti@kawarthalakes.ca  
Subject: **FW: Follow-up - 12 Moynes Crt - UB#**

[Redacted]

**BROOKS, PEGGY ANNE**

Date: **Nov 27, 2024 at 9:48:54 AM**

To: [Redacted]

Cc: **Utility Billing** utilitybilling@kawarthalakes.ca

**KINDLY CONFIRM RECEIPT VIA EMAIL RESPONSE**

Hello Ms. Brooks,

Responding to your voice mail from Monday, November 25<sup>th</sup> @9:31 am advising that you did not receive the below email – I'm forwarding along for your convenience, see below sent on Thursday, November 21<sup>st</sup> at 6:41 am.

The vendor advised that a new meter and outside reader were installed on Thursday, November 21<sup>st</sup> and the removed meter has been returned to the Utility Billing division. As discussed in our call on Wednesday, November 20<sup>th</sup>, the meter will be sent to a third party for testing to confirm whether the measuring mechanism within the meter was functioning within standard.

Regards,

Linda

**Linda J. Liotti**, (she/her)  
**M.I.M.A., Licensed Paralegal**  
Manager, Revenue and Taxation  
City of Kawartha Lakes  
705-324-9411 ext. 1274



You can now receive your tax/utility bills electronically, visit <https://www.payreq.ca>

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