

November 13, 2022

ORANGEVILLE TOWN COUNCIL

To Whom It May Concern:

My name is **Tony Traetto** and I own the building located at **19 Stewart Court** in Orangeville. In the summer of 2022 I received a call from the Town of Orangeville to tell me that they observed a huge consumption of water from the premises. They read the meter remotely and later made an appointment to come inside the building and perform a physical reading. I had told them that the building practices had not changed to warrant any increase and if anything consumption should have gone down. Later another gentleman who told me the consumption would likely cost about \$7,000 dollars and was confused after his site visit with this. He shrugged with no explanation to why the meter read was so high. I was told to call Matthew from the Town of Orangeville because Hydro was only responsible for billing. Mathew told me that he would send a representative from Neptune to see if possibly the meter may be at fault. This gentleman looked around and told me he thought it was impossible that we used over **52 m³/day** of water without any evidence of water damage or flooding – which there is none. I can assure you I wasn't filling a water truck or any pools either! He tested the meter at that time and concluded all was ok and he would recommend my bill be adjusted accordingly. That all being said, up to this point nobody is willing to reduce my bill of over 100 times my normal water consumption!

I have maintained all along that at one point there was a glitch in the meter but I was told that is very unlikely. I also suggested maybe- and I am far from an expert in this field but possibly all the work on the water system at the end of my road where they kept cutting open the street and running the water for hours on end could have caused some foreign material or something to jam up the meter and again was told that was highly unlikely. In other words nobody including myself has an explanation.

At this point I contacted Joe Andrews from Orangeville Town Council. When I explained my situation he was sympathetic to it and said he thought for certain we could come up with a resolution and put me in touch with Tim Kocialek from

Infrastructure Services. Initially he thought that there was a remedy for this type of issue but later told me that relief only applied for residential water bill discrepancies. At this point, we are with Orangeville Hydro giving me a bill for what now is over **\$11,000**. I just want paint a picture of how much water **52m3** of water per day is. If my calculation is correct that is 52,000 litres of water per day or 1,560,000 litres of water per month. To put that into perspective, an Olympic size swimming pool holds just over 2 million litres of water. I want to again state that multiple visits to my location have not shown any signs of this type of water consumption. There has been no plumbing issues, no water is under the building or at the front side or back parts of the yard.

I was told at the end of the day that I have to prove that I didn't consume this amount of water and it was suggested that I can pay to remove the meter and send it out to get tested but my suspicion is if the problem was intermittent nothing will come back out of the ordinary. At this point I want to resolve this issue as soon as possible and want to state that I have run my business in Orangeville for over 11 years and have paid a substantial amount of property tax, consumed a fair amount of Hydro, water and other utilities and have gladly paid what I owed. My wife Elaine and I are also supporters and volunteers to various causes and organizations in Orangeville and if you ask around you will find we are upstanding citizens. That being said I am willing to pay a penalty or fee to clear up this situation sooner than later and ask for relief as any business would be hard pressed to absorb an \$11,000 water bill. My water and sewer consumption for the month of September 2022 was \$61.25. I was hoping paying a year worth of this water bill at \$735. I believe this to be a fair compromise at this point even though I can't prove the water didn't pass through my meter. The flip side is I don't believe you can't prove it did. That point is probably irrelevant although it is frustration on my part when I think about this charge.

In closing, after this lengthy rant of a letter, all I am asking for is that this special type of situation is reviewed and dealt with on your behalf with compassion and empathy for an Orangeville Commercial property owner.

I thank you for your time.

Regards

Tony Traetto