

City of Georgina
Water Billing Department
26557 Civic Centre Rd
Keswick, ON L4P 3G1

Subject: Request for Assistance with Excessive Water Bill Due to Undetected Sump Pump Issue

Dear Water Billing Department,

I hope this letter finds you well. My family and I have been proud residents of Keswick for the past two years since purchasing our first home. We are a young family with a four-year-old son, and both my spouse and I work full-time to support our household. We love this community and have truly enjoyed making it our home.

However, we are reaching out to you regarding an extraordinarily high water bill that we received, which has placed an overwhelming financial burden on us. Until a representative from the water company visited our home to investigate, we had no knowledge of any excessive water usage. We were completely unaware of the issue, as there were no visible signs of a leak or water loss on our property.

As soon as we were made aware of the problem, we immediately called a plumber the same day and followed up with the city by phone. We were advised to have the issue fixed promptly and then discuss the matter further, as the city representative acknowledged that our bill was exceptionally high and unlike anything they had seen go undetected before.

Our home, built in the 1970s, has a small crawl space accessible only by a hatch on the side of the house. We do check this space periodically, but unfortunately, the issue went unnoticed. We have a sump pump with an automatic water-powered backup system, which is connected to an exterior discharge pipe that drains to the ditch. Additionally, we have a battery-powered alarm that is supposed to alert us if the water level rises too high.

Our plumber determined (as outlined in the attached report) that the float switch in the backup system malfunctioned, causing water to continuously enter the sump pump. As a result, the system ran 24 hours a day, pushing large amounts of water out to the ditch. Since there were no visible signs of water inside or around our home and the alarm did not activate, we had no way of knowing that this was happening. The only reason we became aware of the issue was when the city notified us of unusually high water usage—before the bill had even been issued.

As soon as we learned of the problem, we took immediate action to resolve it, hiring a plumber at a cost of nearly \$2,000—an expense that was extremely difficult for us to afford. We are already struggling to keep up with our mortgage and childcare expenses, and this unexpected and unintentional water usage has put us in an even more difficult financial position.

Given that this situation was entirely undetectable until the city brought it to our attention, and that we acted promptly to resolve the issue, we are respectfully requesting assistance in reducing or forgiving this excessive water bill. We did not knowingly or intentionally waste this water, and we simply cannot afford to pay such a large, unexpected charge.

We sincerely appreciate your time, understanding, and consideration of our request. Please let us know if any further documentation is required. We would be grateful for any support the city can provide in helping us resolve this matter.

Thank you for your time and assistance.

Sincerely,

Philip Strunc and Jenna Potash