

Matt Fordyce
177 Furnival Rd
Rodney, ON N0L 2C0

March 26, 2024

To: Municipality of West Elgin

Thankyou for taking the time to read this letter. I am writing in hopes that you will consider closing our previous tenants water bill account.

Our tenants first moved in July 1, 2022 and they missed payment on their first water bill. Once the bill was 15 days past due, the Municipality sent me both the bill and a first notice of utilities outstanding letter. This was perfect because I immediately contacted the tenants and they paid the bill right away. Since this first missed payment, we have not received any indication of missed payments or outstanding balances.

Our Tenant's moved out Jan 31, 2024. In Mid January they completed the move out requests and I completed the move in requests to switch the utilities back into my name. Again, there was no mention of any missed payments or outstanding balances.

On March 7, 2024 I received a bill in the mail for \$498.78 for missed payments for my tenants (no payments since Oct 2023). This is over a month after they have already moved out. At this point I have exhausted all options to try and contact my previous tenants with no luck.

If I were to have received a notice letter like the first time or some indication when we did the move in request that they missed their payments then I could have spoke to them about this in person and came up with a solution but unfortunately once I received notice that they hadn't been paying the water bill, my tenants were long gone.

I want you to know that I understand my finical obligation, however, I also feel that it is fair to expect some kind of timely notice if my tenants stop making payments so I am not blindsided by a \$500 bill over a month after they have moved out.

Considering the above information, I am asking that you please consider closing our tenant's water bill.

Thanks,

Matt Fordyce
Elgin House to Home