

**Subject:** Water Billing.

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**From:** Roger & Cathy Vaughan [REDACTED]  
**Sent:** Sunday, November 21, 2021 7:55 PM  
**To:** Mayor <[mayor@barriere.ca](mailto:mayor@barriere.ca)>  
**Cc:** Bob Payette <[bpayette@barriere.ca](mailto:bpayette@barriere.ca)>  
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Mayor Ward and council.

I have been charged duplex rate for water for some time and with it came double allotment which was fair enough. When the rates and base allotment changed this year I noticed a huge jump in my bill and looked into it when I received my last bill and realized I am being charged duplex or double rate but only receiving a single allotment. I called the office a couple of weeks ago and was told that unless I had two water meters I would only get one allotment of water but would still be charged for two since I have a legal suite in the basement. To be charged for something and then not receiving it is what I believe is called fraud.

They said to get two allotments of water I would need to put in a second meter due to changes in the bylaws when the rates changed this spring. That would be pointless as the house and suite are on the same water system. If there was a change in bylaw to that effect I should have been grandfathered into the previous way of billing which would give me the two amounts I am paying for rather than having to completely re-plumb my house at my expense which is what I was told to do in addition to adding a second meter at my expense. I was also not in any way notified that I would be changing from duplex or two basic allotments to one. That was not in any of the public notices that I saw. Only the rate changes.

I request that my last two bills be adjusted to a duplex base amount like I previously received and the extra I have paid applied to the next billing.

Second issue. I now have a well so I can water my garden and actually reduce fire hazard by keeping green grass at a reasonable cost. I am prepared to use the well for household use as well as irrigation as it is excellent water and far better tasting and cleaner than I receive from the District. I will put in the required back flow preventers and would and will shut off from the district system. When I was first charged for duplex billing I was told that if the suite became vacant and I was using it as a guest room and recreation room I would only be charged a single rate. I assume that this would also be true if I cut off from the District water system. This is contrary to what I was told when I phoned a couple weeks ago. Also if I cut off from the district water system I believe I should only have to pay a small reduced rate until such time as the meter shows usage. I have no problem with paying double street lighting and garbage fees while the suite is rented.

Note about water quality. When I started building over twelve years ago I was staying in my RV and using the neighbours irrigation water in my RV. This is the same water source the well I had put in uses. Excellent water There was no district water available to service the house. I had to pay for the main to be extended about six feet or something so I could get connected. This extension was bungled severely and they ended up digging up the main something like four times at my expense and ended up costing several thousand more than the estimate I was given. I was also charged an administration fee on top of the bill with the explanation that when the district contracts to highways they are charged that extra fee. Having been employed by highways for 23 years I know that highways has no equipment

to do any work for the district so that is not even possible. I was too angry to argue so just paid the bill but have been wary of trusting the district to be honest from then on. This dishonesty has now been reinforced by being charged for something I am not receiving. In any case when I started using the district water I thought my hose to the trailer was faulty until I realized that it was the horrible quality water the district supplies. Tastes terrible and stinks like chlorine bleach unless you run the tap for a time which wastes water. Still have to do this in the house in the morning. That is when I realized I should not have paid to have the main extended and put in a well which actually at the time would have been less money and I would have saved water billing for the rest of time as a resident of Barriere. Another issue is that the town water has such a high mineral content that it is causing the element in my hot water tank to burn out at about three year intervals. During replacement I vacuum a large amount of mineral pieces and flakes out of my hot water tank in the hopes of extended that life of the replacement element. The issues with water for the past two years and the severe restrictions on water use prompted me to put in the well this year which will be hooked up in the spring at least for irrigation. However since water seems to be such an issue for the district I think it would be in their best interests to negotiate a rate for water being available and let me supply my own water for consumption in addition to irrigation.

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