

To the Members of Barrie City Council:

18 June 2018

Re: A Water Only Exemption Dye test

This was an unfair fee levied against me. On 5 March 2018, I received a notice concerning a dye test, so I could retain my status of Waste Water Fee being waived. The test was conducted on 7 March 2018 and proved, I was not connected to the Municipal Sewer system. My problem is that my neighbors received this test for FREE. I on the other hand am being billed for it \$349.24. My question to Sandra Brunet (Manager of Environmental Operations) is and was many times, WHY was I excluded from the free testing period? Although she admits in e-mails, that my neighbors were tested free of charge, I must pay. I just want to be treated the same as my neighbors and I want to have the fee that was eventually attached to my Municipal taxes dropped. I have also communicated my concerns to:

Manager of Operations

Director of Operations

Stakeholder and Special Projects Coordinator Lauren Wild, who has been the only truly helpful executive, with this unfair situation.

Like I said previously in this complaint, "WHY did my neighbors receive preferential treatment"? And why was I EXCLUDED? Environmental Operations staff, claim they don't know, and neither do I.

I am a long term resident of Barrie, a Senior Citizen and a Veteran. I served 23 years in the Royal Canadian Air Force, to ensure that we live in a Country that treats all of its Citizens fairly. Ironically I am now finding it necessary to contact you, so that I also, am treated fairly.

I have been requesting fairness in this matter since early March 2018.

I am disappointed that instead of having this matter settled in a timely fashion, I have been shuffled from one office to another at Barrie City Hall, without any resolution.

Of special interest is the e-mail from Sandra Brunet (Manager of Environmental Operations) dated 6 April 2018, which states "at the time your neighbors had their dye test performed, it was NOT a chargeable service".

Respectfully

Gerald Wade CD

Barrie, On

CITY OF BARRIE  
RECEIVED

JUN 18 2018

MAYOR'S OFFICE

On Friday, April 6, 2018 3:05 PM, Sandra Brunet <[Sandra.Brunet@barrie.ca](mailto:Sandra.Brunet@barrie.ca)> wrote:

Greetings Mr. Wade,

I hope that this email finds you well and that my thoughts below assist in your understanding of the situation.

As I understand it, you own a home that is not connected to the sanitary sewer. You have received a sanitary sewer exemption without an exemption renewal since 1984. In order to renew your exemption a dye test was completed which, according to the current City of Barrie Water and Wastewater Billing By-Law, is a chargeable service.

Having said this, I understand your thoughts with respect to being treated unfairly however, I think it is more about timing than anything else. When your neighbours required a dye test to confirm the criteria for an exemption, this service was not a changeable one and hence they received the dye test at no charge. Since then, By-Law 2016-115, the Water and Wastewater Billing By-Law, was updated to include such charges.

I trust that this provides more clarity to the situation. Should you wish to inquire further, please feel free to contact myself at 705-739 4220 ext. 6140.

Regards,  
Sandra Brunet, BSc.,  
Manager of Environmental Operations