

**From:** Kimberley Stephenson [REDACTED]  
**Sent:** Wednesday, November 27, 2024 1:26 PM  
**To:** Kyra Dunlop <kdunlop@thebluemountains.ca>  
**Cc:** Allison Kershaw <akershaw@thebluemountains.ca>; Town Clerk <townclerk@thebluemountains.ca>  
**Subject:** RE: New Home - 1st Water Bill TBM

**Hello,**

**Please note that I own properties in the Town of Blue Mountains and recently received the 1<sup>st</sup> water bill for a new home in Thornbury. The home was vacant with no water usage, yet the water bill came to a total of \$208.77. I was completely shocked by this amount for a water bill with no usage.**

**I called TBM Water Services and was advised that last year a new account charge was approved for \$105 for all new water accounts. Charging \$105 for a new account is an excessive amount to charge new homeowners, No utility company, or municipalities in Ontario charge more than \$35-\$50 for a new account fee. I believe the new account fee was \$30 in 2023 so an increase of 250% is excessive.**

**I would ask that you please forward my feedback and discontent regarding this fee to the Town Council and ask them to reduce this fee.**

**I'm certain most homeowners would be aligned that \$105 is an outrageously high new account fee and hopefully this is changed to a more reasonable fee for 2025 and beyond.**

**Thanks**

**Kimberley Stephenson**