

**From:** Matthew Hoogenboom  
**Sent:** Sunday, March 28, 2021 9:39 PM  
**To:** James Hutson <hutson@middlesexcentre.on.ca>  
**Cc:** Tiffany Farrell <farrell@middlesexcentre.on.ca>  
**Subject:** Re: Tim Hortons Water Acct

**CAUTION:** This email originated from outside of the Middlesex Centre email system. Please use caution when clicking links or opening attachments unless you recognize the sender and know the content is safe.

To the Attention of the council for Middlesex centre.

My name is Matt Hoogenboom and my wife Judy and I are the proud owners of the Tim Hortons in Komoka Ontario. In early March, a billing agent for Middlesex centre water contacted us to let us know that our February water bill was significantly higher than our normal monthly bill. I was shocked to find out how much higher as we had not changed any processes in the restaurant and could not see any significant leaks anywhere. I was shocked when she emailed the bill to me showing me that we had gone from an average of 85-90 M3 to 411 M3 for the month of February. That's 4x our normal usage. Why this is so shocking, is because we use water all day long, as we are a coffee business. How could we possibly use 4x our normal usage and not have any visible leaks. We sought out the advice of Middlesex centre water employees and their suggestions led us to bring in plumbers who had better experience. Much research was done and three plumbers brought in to figure out the cause. We could not understand how the water leak could be sub grade because there was no water coming up through the floor tiles or wall seams. This much water had to be going somewhere. Finally after a couple weeks it was determined that one of our hot water lines under ground must have a leak. We hired a plumber to thoroughly investigate and find the leak and have it repaired. A costly adventure to say the least. This leak was not something we could control or have anticipated since it was underground and not showing any signs. We are writing and appealing to council to consider billing our restaurant for our standard average water consumption for feb and March. We know this is a significant ask for this council and we certainly don't take this request lightly. If it were not for an already strained situation due to covid, we would not make this request. However, due to the year long disruption to our business, simply looking past this situation and writing it off to the "cost of business" is simply too difficult to do. I respect whatever decision council comes up with and I thank you for your valuable time today.

Best Regards

Matt Hoogenboom.

Matt Hoogenboom  
Hoogenboom Group of Companies.