

**Adrienne Wilson**

---

**From:** [REDACTED]  
**Sent:** November-08-20 1:31 PM  
**To:** Rocky View Tax Section; Questions  
**Subject:** [EXTERNAL] - Requesting forgiveness of penalty

Do not open links or attachments unless sender and content are known.

Attention: Rocky View County  
Dear Sirs and Madams,

We received an overdue tax account reminder and a resulting tax penalty that really bothered us, and it's important for us to explain why.

This year has been a rollercoaster for us, personally and professionally, at best. My husband and I are both entrepreneurs, he in the oilfield services industry (directional drilling and oilfield cementing) and me in the non-profit fundraising sector. Both of our sectors have been hit hard. Despite the Covid-19 global health and economic crisis, we have been doing everything we can to ensure we pay each bill on time. Amid the stress and the challenges, we have never asked for leniency on any of our personal household or community expenses.

With our businesses, we have been struggling with month after month of "green-light" then cancelled contracts, unstable revenue and barriers to cash flow. Some of the government funding as provided a cushion for my husband's business, but for my business it has not. Our attention has also been diverted based on a significant personal loss in our family of someone very close to us, and an emergency surgery.

Needless to say, our intention was always to pay this invoice in full. To evidence that, we paid the first half up front and our intention was to pay the second half before the deadline. To be authentic and honest, it somehow slipped our minds. I believe this happened based on the weight of everything on our plates, business-wise, and personally. This year has been a whirlwind cognitively, emotionally and physically for our family.

We do not have a habit of missing payments or neglecting any of our financial responsibilities. We are always proud of being accountable and contributing members of our community. It would have been most valuable to receive any kind of a helpful reminder of this upcoming deadline this year, even though I am aware that it's not a requirement for Rocky View County to do so. This year, given the special and extraordinary circumstances, a friendly reminder could have really helped us out, especially considering we do not have a history of non-payment with Rocky View County.

We request forgiveness of this late payment penalty. This year has presented unusual challenges for so many families. Many other organizations and service providers have demonstrated flexibility, forgiveness and responsiveness in light of the Covid-19 pandemic.

We truly value our membership and our part in the Rocky View community. Once we realized our oversight, we immediately submitted payment of the remaining principle of our community tax invoice. Please do not lay this 12% tax penalty on us this year.

We greatly appreciate your consideration of this request.

Kindest regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]