

December 1, 2020

Rocky View County

262075 Rocky View Point

Rocky View AB T4A 0X2

Dear Council Members:

Re: Late Fees on Roll #s 05717001, 05720005, 05721003 and 05721104

I am writing to humbly ask for a reversal of the late charges made on the above noted roll numbers totalling \$470.69.

As you can see from past payment history, we have never been late, nor have we ever asked for an extension. This was a one-time unique mess up.

I had sent a cheque in July (see attachments) which would have brought our account to date. I notice very early in September that the cheque had not been cashed, I called your office to confirm and was told it was not received. After confirming all the information with your CSR it was determined I had accidentally issued it to your old office, which was not updated in our system (I also looked through all the correspondence from Rocky View and do not have anything indicating you were moving) which is an error on my part and as been rectified.

I was told at that point to submit the original envelope to your office and the charges would be reversed. Unfortunately, to this date we have not received the envelope back from Canada Post. We have even checked with the post man who delivered to the old address and nothing was returned to him.

It was recommended by Canada Post to issue all further correspondence to you using a tracking number which we have already implemented that way this does not happen again in the future.

I hope you will take the above into consideration and grant us this one-time reversal of late fees.

Regards,

