

## Sonja Stout

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**From:** mchayford@comcast.net  
**Sent:** Tuesday, July 16, 2024 3:00 PM  
**To:** Darwin McClary  
**Cc:** Sonja Stout  
**Subject:** FW: Mary Chayka-Crawford \*\*Water and Sewer Dispute\*\*  
**Attachments:** 20240716\_142118.jpg; 20240716\_142133.jpg; 20240716\_142206.jpg

Please use this letter instead, I found a few errors when I reread it which I should have done before I sent it! Sorry and thank you!

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**From:** mchayford@comcast.net <mchayford@comcast.net>  
**Sent:** Tuesday, July 16, 2024 2:55 PM  
**To:** 'Darwin McClary' <mclaryd@lakeorion.org>  
**Cc:** 'Sonja Stout' <stouts@lakeorion.org>  
**Subject:** Mary Chayka-Crawford \*\*Water and Sewer Dispute\*\*

Hello Darwin,

RE: Water and Sewer Dispute: Mary Chayka-Crawford, 434 Newton Court, Lake Orion; Account #062-4340.

I received my Water and Sewer invoice yesterday morning and it was for \$932.25! This is a huge amount and far, far more than my “normal” quarterly billing.

I immediately went to the Village office certain this was an error. Andrea told me “water was flowing” at my house and she would provide a print out of dates so maybe I could determine if there was a single instance and/or day there was an issue. Instead, Wes Sanchez stopped by my house with the printout and said it was “ongoing” and not a single date or dates. He was really helpful and spent time with me going through my house checking toilets, faucets, shower heads, plumbing connections, etc. I knew there were no leaks as I keep my house in excellent maintenance. I also have a second meter for irrigation which he checked and also the outside spigots...again with no issues.

When he was in the basement, he heard a noise by my sump pump and realized water was flowing from the pipe continually as my sump thought is was in “emergency” mode! My Alarm company recently added a sump protector that would send an alert to my audible system and my phone and there was no emergency so no alert. Wes determined the float was set too high.

I immediately called a plumber and luckily he knows me so he made an emergency visit and said my sump motor was not working as it was burned out likely because of the alarm float being way too high. Because of this, the system sent water out but it wasn’t sump water it was Village water! And I received no alarm because the float was set higher than the other float. My plumber had to put in a new pump, adjust the float accordingly and I tested the new set up several times with the Alarm office and the alarm worked properly. The pump is a very good brand (he put in the same brand again) and should not fail in the five years I have had it since it doesn’t get much use.

Although my Alarm Company is not taking responsibility for this stating my sump motor failed, I don't have any other recourse but to ask the Village for consideration. I understand water did flow through my system, but I didn't "use" it. I also, obviously, didn't use the "sewer" part of the charge.

As you now know, from receiving my bill, going to the Village office, Wes finding the issue and a plumbing repairing the problem only took four and half hours. I am very lucky in this matter and appreciate it was handled promptly.

I have been an resident in the Village since I starting building my house in 2017 and have always been in good standing with all my payments. I am a conscientious homeowner and always a concerned citizen and person of the early who actively conserves water and our precious resources. I am also a single person living in my house and am away from home six months per year. So, although I understand minimum charges, I never really use my "share" but know that is part of living in the Village. Which I LOVE.

Thank you for your time and consideration and I sincerely appreciate ANY monetary relief you can provide.

Mary

NOTE: See photos attached to support my case.