

13 January 2006

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The Park BC Account
C/- Mrs C Spitz
4/1328 Pukuatua Street
ROTORUA 3201

Dear Madam,

METERED WATER SUPPLY: 96 PUKUTUA STREET, ROTORUA
WATER ACCOUNT WB 5635

Further to our recent phone conversations, please find attached a brief water consumption history for your complex. The cubic metre per day volume that is shown in the right-most column is calculated as an average daily usage over the reading period.

As you will see, the usage historically was 1.1 to 1.8 cubic metres per day up until around December 2004 when it increased significantly to between 3.6 and 4.4 cubic metres. This may have been due to increased occupancy within the complex or extra usage through the geothermal bore to other properties.

Since the meter reading in November 2005 the usage has dropped again and the latest reading taken yesterday shows an average daily usage of 1.4 cubic metres, although this may be the result of the Christmas holiday period.

In looking at the recent usage I agree that the meter reading recorded on 24 August 2005 of 1827 was most likely incorrect. I have calculated an estimated reading for that date based on daily consumption between May and November 2005. This gives a reading of 2195, which means the meter reading may have been 2187 rather than 1827.

In any case it appears the High Reading warning on your November 2005 invoice was the result of the incorrect August reading and that there may not have been a need to engage a plumbing contractor to search for water leakage. For that reason we will look at a reimbursement of the charge you have incurred as a result. As we discussed if you could forward a copy of that invoice I will arrange for a credit to be placed on your water account.

I regret that I cannot offer any dispensation on the water charges themselves as the criteria for this is dependent on leakage being identified and written proof of repairs undertaken.

Thank you.

Yours faithfully

Laurence Kirk
Utilities Operations Technician