

Re: City of High Point Utilities Account Number 143787; Address (former): 3833 Windstream Way, Jamestown, NC, 27282

My name is Josh Apel and this is my wife, Sarah. I work in banking and Sarah is a Nurse who worked several years at High Point Hospital. These are our children: William, Nicholas, and Mary. All three were born at High Point Hospital.

We moved into Jamestown in Ward 4 in 2006 and lived there for over 10years. We signed up for budget bill soon after starting our utilities with the City.

Over the 10 years we used City Utilities we have perfect payment history

While on Budget Bill, we paid every month what the statement told us to pay in GOOD FAITH that it was satisfying what we owed.

About two weeks before the scheduled sale of our house on May 12, I called the city to cancel our utilities when I was informed that we owe a balance of \$2,071.89. We've been fighting it ever since.

You all should be aware of our situation. I believe.

Over the last six weeks we learned that the software that was in place for Budget Bill was called Allegacy and years ago it was discovered that it contained serious errors and was not re-evaluating usage. The person in charge was Warren

Larson and he was having his staff manually re-evaluate and adjust bills until he left his position. His successor totally abandoned that process. Our account apparently hasn't been re-evaluated in years and may have never been re- evaluated after the software problems were discovered.

The fact is if our account had been re-evaluated, which was the City's responsibility to do, and we put our FAITH and TRUST in the City to do it, we would have paid for any increased usage years ago and would owe ZERO today. Yes, we acknowledge that we consumed the energy, but we are faced with this balance because of the City's error, not ours. Further, we were also on equal payment-type plans with USAA Insurance and Piedmont Natural Gas. On their respective statements, you can see an account balance that is sometimes larger than the amount being billing under the equal payment plan, however, we pay what the statement tells us to and at the end of that period our account is satisfied.

Therefore, it could easily be assumed that with us paying \$215 per month, which is what we were paying to the City of High Point Utilities, that over 12 month period we would end up paying \$2,580., which is more than the balance shown on the City statements, and so it would appear that we would have an overpayment situation. There was NOTHING on the City bills that indicated that the large balance was a

We're not asking you to set a new precedent for everyone affected by this. The others that have been affected can fight their own battles if they choose to. We're here fighting for our family.

You members of the council, who represent the PEOPLE in the City of High Point who voted you into your positions, have the ability to make this right for our family. And the right thing to do is to waive this balance due to an error on the part of the City. We are the victims; Please put yourselves in our shoes.

We respectfully request for a vote to take place to consider waiving this balance and we pray that you will find it in your hearts and consciences to vote in our favor so that our family can move on to a new home without this dark cloud hanging over us. Thank you.