



Outlook

roll 1536 020 001 41200

From Annie Kennedy

Date Fri 2026-10-09 2:59 PM

To Kelly Picken <K.Picken@northkawartha.ca>

as per our recent telephone conversation, this letter is a request to have the penalty charge of \$25.40 refunded to my tax account. The penalty was charged for arrears which was not caused by me. The installment was paid on Sept 23 2026 (due Sept 28) on line the same way I have done for the last 30 plus years.

After receiving the arrears notice, I checked my statements and saw that it did not go through even though I had a confirmation number.

The bank(TD) has told me that the payment had been rejected by the merchant. Your finance dept says that it was a bank issue.

I have no control over the bank's payment system or the Town's payment system, and had made my payment on time.

I request that the penalty be removed from my account by town council.

I will pay the outstanding taxes of \$ today to cover my payment due Sept 28

I would like to receive an update on this request and when it will be brought to council. Thank you