

June 10, 2014

Report To: Mayor & Council

From: Doug Brown, Manager of Operations & Facilities

**SUBJECT: Mr. Fred Brown owner of 951 - 6th Street West – Requesting to Downward Adjust his March/April 2014 Water & Sanitary Sewer Invoice**



Please find attached a letter from Mr. Fred Brown requesting to have his March/April/May 2014 Water/Sanitary Sewer Invoice adjusted downward.

Please find attached a report prepared by Doug Herr, Environmental & Facilities Superintendent outlining all pertinent details in regards to the water service line at 951 – 6<sup>th</sup> Street, West. Basically Fred Brown took upon himself to bleeding his water service line based on the temperature of the water. There is no history of frozen water service lines for this property.

Under the Town's water system by-law No. 16/06 section 5.7 (see attached), no permission was granted ahead of time to Fred Brown, owner of 951 – 6<sup>th</sup> Street West to bleed his water service line to prevent it from freezing. Please find attached a spreadsheet outlining the usage pattern over the past 5 years for this water account No. 005901B. Most metered customers are aware of the fact in order to bleed their service line for freezing protection prior approval is required by the Town. A similar case was presented to Council earlier this year, please find attached the administration report dated April 23, 2014 in regards to 237 Church Street – Mr .Ryan Mason.

The Operations & Facilities Executive committee recommends the following;

1. That the March/April water/sanitary sewer invoice for 951 – 6th Street West be adjusted downward from a total of 669 cubic meters to an adjusted total of 140.94 cubic meters based on averaging the 2010, 2011, 2012, 2013 & 2014 actual consumption pattern ( 5 year average).
2. That the May/June be adjusted based on averaging the 2010, 2011, 2012, 2013, 2014 actual consumption pattern ( 5 year average).

Respectfully Submitted  
Operations & Facilities Division

*Doug Brown*

Doug Brown, P. Eng.  
Operations and Facilities Manager

Council approval of this report will ensure the following;

1. That the March/April water/sanitary sewer invoice for 951 – 6th Street West be adjusted downward from a total of 669 cubic meters to an adjusted total of 140.94 cubic meters based on averaging the 2010, 2011, 2012, 2013 & 2014 actual consumption pattern (5-year average).
2. That the May/June be adjusted based on averaging the 2010, 2011, 2012, 2013 & 2014 actual consumption pattern (5 –year average).

RECOMMENDED

JUN 18 2014

CLERK

Dee P

CLERK

R. W. Widdall

5/23/2014

FRED BROWN EQUIPMENT(1987) LTD  
PO BOX 549  
FORT FRANCES, ON  
P9A 3M8

Town of Fort Frances  
320 Portage Ave  
Fort Frances, ON  
P9A 3P9

**Mayor in council**

Re: Water bill account # 005901B

This is a request to reduce our water bill as we have had to keep our water running in order to stop it from freezing. Checked water temperature and it was at -1c and is still below 0 today. Will stop water from running when temperature goes above 0.

Attaching water bills from last year.

Thank you for your consideration,

A handwritten signature in black ink, appearing to read 'Fred B', with a long horizontal line extending to the right.

Fred Brown

President

FRED BROWN EQUIPMENT(1987) LTD

**TOWN OF FORT FRANCES**

320 PORTAGE AVE  
FORT FRANCES, ONTARIO  
P9A 3P9  
(807) 274-5323

FEB. 28, 2014 TO APR. 30, 2014

FRED BROWN EQUIPMENT (1987)  
LTD  
BOX 549  
FORT FRANCES, ONTARIO  
P9A 3M8

ACCOUNT NO.	NET INCLUDING ARREARS	DUE DATE	AFTER DUE DATE
005901 B	1,943.02	MAY 30, 2014	1,967.31

ACCOUNT NUMBER  
005901 B

SERVICE ADDRESS  
951 SIXTH ST W

PREVIOUS READING	PRESENT READING	CONSUMPTION
218	887	669.00 CU.MTRS

WATER CHARGES	1,021.93
SEWER CHARGES	907.09
SPRINKLER CHARGES	0.00
HYDRANT CHARGES	0.00
METER REPLACEMENT FEE	6.00
ENVIRONMENTAL FEE	8.00
ARREARS	0.00
MISC. CHARGES	0.00

NET OWING	1,943.02
IF PAID BEFORE	MAY 30, 2014
PENALTY	24.29
GROSS OWING	1,967.31
AFTER DUE DATE	MAY 30, 2014

Keep this portion for your records.

**TOWN OF FORT FRANCES**

320 PORTAGE AVE  
FORT FRANCES, ONTARIO  
P9A 3P9  
(807) 274-5323

**WATER BILL**

FEB. 28, 2014 TO APR. 30, 2014

FRED BROWN EQUIPMENT  
951 SIXTH ST W

FRED BROWN EQUIPMENT (1987)  
LTD  
BOX 549  
FORT FRANCES, ONTARIO  
P9A 3M8

**PAYMENT OPTIONS**

Please send entire bill  
when making payment along  
with self-addressed stamped  
envelope if receipt required.

ACCOUNT NUMBER  
005901 B

NET OWING	1,943.02
Due Date	MAY 30, 2014
After Due Date	1,967.31

# TOWN OF FORT FRANCES

320 PORTAGE AVE  
FORT FRANCES, ONTARIO  
P9A 3P9  
(807) 274-5323

FEB. 28, 2013 TO APR. 30, 2013

FRED BROWN EQUIPMENT (1987)  
LTD  
BOX 549  
FORT FRANCES, ONTARIO  
P9A 3M8

ACCOUNT NO.	NET INCLUDING ARREARS	DUE DATE	AFTER DUE DATE
005901 B	183.06	MAY 31, 2013	185.35

ACCOUNT NUMBER  
005901 B

SERVICE ADDRESS  
951 SIXTH ST W

WATER CHARGES	94.38
SEWER CHARGES	82.68
MISC. CHARGES	6.00
TOTAL CURRENT BILL	183.06
ARREARS	0.00

PREVIOUS READING	PRESENT READING	CONSUMPTION
37	48	11.00 CU.MTRS

NET OWING	183.06
IF PAID BEFORE	MAY 31, 2013
PENALTY	2.29
GROSS OWING	185.35
AFTER DUE DATE	MAY 31, 2013

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# TOWN OF FORT FRANCES

320 PORTAGE AVE  
FORT FRANCES, ONTARIO  
P9A 3P9  
(807) 274-5323

## WATER BILL

FEB. 28, 2013 TO APR. 30, 2013

FRED BROWN EQUIPMENT  
951 SIXTH ST W

FRED BROWN EQUIPMENT (1987)  
LTD  
BOX 549  
FORT FRANCES, ONTARIO  
P9A 3M8

### PAYMENT OPTIONS

Please send entire bill  
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envelope if receipt required.

ACCOUNT NUMBER  
005901 B

NET OWING	183.06
Due Date	MAY 31, 2013
After Due Date	185.35

**TOWN OF FORT FRANCES**

320 PORTAGE AVE  
FORT FRANCES, ONTARIO  
P9A 3P9  
(807) 274-5323

**WATER BILL**

APR. 30, 2013 TO JUNE 30, 2013

FRED BROWN EQUIPMENT (1987)  
LTD  
BOX 549  
FORT FRANCES, ONTARIO  
P9A 3M8

ACCOUNT NO.	NET INCLUDING ARREARS	DUE DATE	AFTER DUE DATE
005901 B	183.06	JULY 31, 2013	185.35

ACCOUNT NUMBER  
005901 B

SERVICE ADDRESS  
951 SIXTH ST W

WATER CHARGES	94.38
SEWER CHARGES	82.68
MISC. CHARGES	6.00
TOTAL CURRENT BILL	183.06
ARREARS	0.00

PREVIOUS READING	PRESENT READING	CONSUMPTION
48	64	16.00 CU.MTRS

NET OWING	183.06
IF PAID BEFORE	JULY 31, 2013
PENALTY	2.29
GROSS OWING	185.35
AFTER DUE DATE	JULY 31, 2013

Keep this portion for your records.

**TOWN OF FORT FRANCES**

320 PORTAGE AVE  
FORT FRANCES, ONTARIO  
P9A 3P9  
(807) 274-5323

**WATER BILL**

APR. 30, 2013 TO JUNE 30, 2013

FRED BROWN EQUIPMENT  
951 SIXTH ST W

FRED BROWN EQUIPMENT (1987)  
LTD  
BOX 549  
FORT FRANCES, ONTARIO  
P9A 3M8

**PAYMENT OPTIONS**

Please send entire bill  
when making payment along  
with self-addressed stamped  
envelope if receipt required.

ACCOUNT NUMBER  
005901 B

NET OWING	183.06
Due Date	JULY 31, 2013
After Due Date	185.35



**TOWN OF FORT FRANCES**

320 PORTAGE AVE  
FORT FRANCES, ONTARIO  
P9A 3P9  
(807) 274-5323

**WATER BILL**

DEC. 31, 2012 TO FEB. 28, 2013

FRED BROWN EQUIPMENT (1987)  
LTD  
BOX 549  
FORT FRANCES, ONTARIO  
P9A 3M8

ACCOUNT NO.	NET INCLUDING ARREARS	DUE DATE	AFTER DUE DATE
005901 B	183.06	MAR. 28, 2013	185.35

ACCOUNT NUMBER  
005901 B

SERVICE ADDRESS  
951 SIXTH ST W

WATER CHARGES	94.38
SEWER CHARGES	82.68
MISC. CHARGES	6.00
TOTAL CURRENT BILL	183.06
ARREARS	0.00

PREVIOUS READING	PRESENT READING	CONSUMPTION
21	37	16.00 CU.MTRS

NET OWING	183.06
IF PAID BEFORE	MAR. 28, 2013
PENALTY	2.29
GROSS OWING	185.35
AFTER DUE DATE	MAR. 28, 2013

Keep this portion for your records.

**TOWN OF FORT FRANCES**

320 PORTAGE AVE  
FORT FRANCES, ONTARIO  
P9A 3P9  
(807) 274-5323

**WATER BILL**

DEC. 31, 2012 TO FEB. 28, 2013

FRED BROWN EQUIPMENT  
951 SIXTH ST W

FRED BROWN EQUIPMENT (1987)  
LTD  
BOX 549  
FORT FRANCES, ONTARIO  
P9A 3M8

**PAYMENT OPTIONS**

Please send entire bill  
when making payment along  
with self-addressed stamped  
envelope if receipt required.

ACCOUNT NUMBER  
005901 B

NET OWING	183.06
Due Date	MAR. 28, 2013
After Due Date	185.35

June 9, 2014

Report To: Doug Brown, Manager of Operations & Facilities  
From: Douglas Herr, Environmental & Facilities Superintendent  
SUBJECT: Fred Brown Equipment (1987) Ltd.  
Re: 951 Sixth Street West  
Letter Dated May 23, 2014 – Water Bill Account #005901B

Find attached a letter from Mr. Fred Brown, Fred Brown Equipment (1987) Ltd. requesting to have his March & April 2014 water/sanitary sewer invoice reduced. Included with the letter are copies of the 2013 water/sewer invoices for the same period.

On May 21, 2014 I received a telephone call from Caroline Brown indicating that they had received a larger than normal invoice from the Town regarding their water/sewer usage and would like a reduction. She said that they had been running the water to prevent it from freezing as per the Town's advertisement. I informed her that the advertisement stated that if you had a history of frozen service lines, or those living in the same neighbourhood where freezing of the services have been occurring, to run the water. She was also told that no one from this business had called the Town requesting that they wanted to run their water because of the concern of freezing. She wanted to know what she had to do to claim for a possible reduction. I told her to write a letter to Mayor and Council if she wished to proceed.

I went to check the property file to see if there was any history of frozen water lines, no file was on record. This tells me that there hasn't been any issues with this property, at least that the Town is aware of since it was built.

There was one property in the vicinity of this one that had frozen water service line, 1000 McIrvine Rd. (Gardewine North). Their water service was frozen within the parking lot, not the street.

In accordance with the Town's Water System By-law No. 16/06, section 5.7, no permission was granted ahead of time from Fred Brown Equipment, to bleed their water service line to prevent it from freezing.

Since there was no history of any frozen water service at this location in the past, no other frozen water service lines in the vicinity and no permission was obtained as per the Town's by-law, the Owner should not receive compensation.



Section 3.12 of Part 3 of this by-law. The terms and conditions required for granting the permit shall be at the discretion of the Town and may be changed from time to time, as the Town deems necessary.

**5.4 Sale – disposal – approval – non-metered**

No person shall sell or dispose of non-metered water, give it away or permit the same to be taken, carried away or obtained without written approval of the Engineer.

**5.5 Waste – prohibited**

No person, owner, occupier or otherwise shall wrongfully, neglectfully or improperly use water.

**5.6 Pipes – fixtures maintained – prevention of leaks**

All persons supplied with water by the Town shall keep private service pipes, valves, fixtures, taps and other appurtenances on their property of premises in good repair and free from leaks.

**5.7 Freezing – prevention – prohibited**

No person, without the express written authorization of the Engineer, shall allow water to run to waste to prevent freezing of private water services or piping inside premises, but shall make necessary adjustments to prevent such freezing.

**5.8 Operation or interference – unauthorized – offence**

No person except the Engineer or person authorized by the engineer for that purpose shall open or close a valve in the water works distribution system, remove, tamper with or in any way interfere with any valve, water meter, structure, water main or water service in the water works distribution system.

**5.9 Operation of shut-off valve**

No person, other than persons authorized by the Engineer for that purpose shall be permitted to operate the shut-off valve to any premises.

**5.10 Fire service – improper use**

Any water supplied or made available for any land or building for purposes of protection of property or persons from fire or for preventing fires or the spreading of fires shall not be used for any other purpose unless otherwise authorized, in writing from the Engineer.

**Part 6  
WATER SERVICES – CONSTRUCTION**

**6.1 Installation – by Town – by Contractor**

All water services between the water main and the property line shall be installed by the Town or by contractors engaged by the Town for the purposes of such installation or as specified in new land development projects where agreements with the Town and the developer or subdivider to complete such work.

**6.2 Installation – to Town specifications – Ont. Build. Code requirements**

All water service pipes and private mains located within Town property shall be constructed according to Town specifications as approved by the Engineer from time to time. All water service pipes and private mains located on private property shall be constructed in accordance with the Ontario Building Code as revised from time to time and in accordance with good engineering practices and shall be approved by the Chief Building Official. Where the Ontario Building Code is silent the Town's specifications shall be applied and shall prevail.

**6.3 Connection to main – prior application**

The installation of the water service pipe connection will not be scheduled or commenced in any way until the customer has met the requirements of this by-law.

**6.4 Installation – alteration – approval by Town**

For any new water service pipe or private main installation, or alteration of existing water service pipes or private mains, the owner must apply for approval from the Town.

**6.5 Installation Inspection by Town**

The Town must inspect all water service pipes and appurtenances installed, including those required under a Subdivision or Development Agreement. The charge for inspection is to be at an hourly wage charge plus a vehicle or as specified in the Subdivision or Development Agreement.

**6.6 Installation – access for inspection**

The Town or persons authorized by the Town for inspection shall be, at all times, entitled to enter any premises for the purposes of examining pipes, connections and fixtures which are used in connection with the water service pipe and/or service main.

**6.7 Termination of service – building demolition – permanent/temporary**

In the event of the demolition of any building or buildings on a premise serviced with water and the appropriate application made with the Town, the existing water service is to be terminated as follows:

Water Account - 005901-B - 951 6th Street West - Fred Brown - Forestry Company  
usage in cubic meters

Billing		6	5	4	3	2	1	
Year		Nov/Dec	Oct/Sept	Aug/July	June/May	April/March	Feb/Jan	Total
2014						669	110	779.00
2013		15.00	15.00	14.00	16.00	11.00	16.00	87.00
2012		6.00	0.00	19.00	8.30	4.77	8.09	46.16
2011		6.14	3.73	9.77	9.32	6.95	6.64	42.55
2010		10.27	10.82	9.86	12.23	13.00	9.27	65.45
5-year						140.94	30.00	204.03
4-Year	Average	9.35	7.39	13.16	11.46	8.93	14.00	89.04
3-Year	Average	7.47	4.85	12.88	9.95	8.24	8.00	51.39

April 23, 2014

Report To: Mayor & Council

From: Doug Brown, Manager of Operations & Facilities

**SUBJECT: Mr. Ryan Mason owner of 237 Church Street – Requesting to Downward Adjust his January/ February 2014 Water & Sanitary Sewer Invoice**

Please find attached a letter from Mr. Ryan Mason requesting to have his January & February 2014 Water/Sanitary Sewer Invoice adjusted downward.

Basically one of his tenants is bleeding their water service line in one of the apartment units as a result of the Town's advertisement. 237 Church Street is considered a Commercial and Industrial (CI) metered water customer as it has both residential apartment units and commercial space (old Phillip's law office) in the building.

Under the Town's water system by-law No. 16/06 section 5.7 (see attached) no permission was granted ahead of time to Ryan Mason, owner 237 Church to bleed their water service line to prevent it from freezing. Mr. <sup>Mason</sup> Ryan purchased back sometime in October or September of 2012 and received the first water bill for the building in November of 2012 and might not have been aware of this requirement. The bleeding occurred on the downstream streamside of the water meter, as a result the amount of water consumed in January & February of 2014 registered on the meter. Please find attached a spreadsheet outlining the usage pattern over the past 5 years for this water account No. 0211638B. Most metered customers are aware of the fact in order to bleed their service line for freezing protection prior approval is required by Town.

The Operations & Facilities Executive committee recommends the following;

1. That the Jan/Feb water/sanitary sewer invoice for 237 Church Street be adjusted downward from a total of 742.05 cubic meters to a adjusted total of 192.05 cubic meters based on averaging the 2010, 2011 and 2012 actual consumption pattern.
2. That the March/April be adjusted based on averaging the 2010, 2011, 2012 & 2013 actual consumption pattern for an average of 150.58 cubic meters.

Respectfully Submitted  
Operations & Facilities Division

*Doug Brown*

Doug Brown, P. Eng.  
Operations and Facilities Manager

Council approval of this report will ensure the following:

- 1) That the Jan/Feb water/sanitary sewer invoice for 237 Church Street be adjusted downward where the total of 742.05 cubic meters be reduced to a total of 192.05 cubic meters based on averaging the 2010, 2011 and 2012 actual consumption pattern.
- 2) That the March/April be adjusted based on averaging the 2010, 2011, 2012 & 2013 actual consumption pattern for an average of 150.58 cubic meters.

RECOMMENDED

APR 24 2013

DIV. MNG.

*Day Brown*

EXECUTIVE COMM.

*[Signature]*

**Mason Rentals**  
Ryan Mason / Audra Smith  
RMB96-RR1 Fort Frances ON P9A3M2

Town of Fort Frances  
320 Portage Ave  
Fort Frances ON  
P9A 3P9

September 24/2012

*Account # 021163 B.*

Attention: Town Council

Please accept this letter requesting an adjustment be made to our water bill at 237B Church St.

Under the advisement in the news paper and on CFOB radio, the town of Fort Frances requested that residents of Fort Frances turn water on and keep it running during the cold periods in January and February 2014 to stop water lines from freezing. Our tenant complied by turning it on and letting it run.

To our surprise we received a water bill in the amount of 2141.75 for the January and February billing period. We were also advised that the next bill will be quite high as well.

This is a list of what our bills have been in the past year.

Dec 31 2012 – Feb 28 2013	183.06
Feb 28 2013 – April 30 2013	384.03
April 30 2013 – June 30 2013	241.22
June 30 2013 – Aug 31 2013	191.06
Aug 31 2013 – Oct 31 2013	191.06
Oct 31 2013 – Dec 31 2013	191.06
 Dec 31 2013 – Feb 28 2014	 2141.75

As you can clearly see there is quite a difference in our bill. We are not sure what the next one will be yet but we are requesting that town council can help with an adjustment to that on as well when the time comes.

Thank you for your time  
Ryan Mason



Section 3.12 of Part 3 of this by-law. The terms and conditions required for granting the permit shall be at the discretion of the Town and may be changed from time to time, as the Town deems necessary.

**5.4 Sale – disposal – approval – non-metered**

No person shall sell or dispose of non-metered water, give it away or permit the same to be taken, carried away or obtained without written approval of the Engineer.

**5.5 Waste – prohibited**

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**5.6 Pipes – fixtures maintained – prevention of leaks**

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**5.7 Freezing – prevention – prohibited**

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**5.8 Operation or interference – unauthorized – offence**

No person except the Engineer or person authorized by the engineer for that purpose shall open or close a valve in the water works distribution system, remove, tamper with or in any way interfere with any valve, water meter, structure, water main or water service in the water works distribution system.

**5.9 Operation of shut-off valve**

No person, other than persons authorized by the Engineer for that purpose shall be permitted to operate the shut-off valve to any premises.

**5.10 Fire service – improper use**

Any water supplied or made available for any land or building for purposes of protection of property or persons from fire or for preventing fires or the spreading of fires shall not be used for any other purpose unless otherwise authorized, in writing from the Engineer.

**Part 6  
WATER SERVICES – CONSTRUCTION**

**6.1 Installation – by Town – by Contractor**

All water services between the water main and the property line shall be installed by the Town or by contractors engaged by the Town for the purposes of such installation or as specified in new land development projects where agreements with the Town and the developer or subdivider to complete such work.

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**6.4 Installation – alteration – approval by Town**

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**6.5 Installation inspection by Town**

The Town must inspect all water service pipes and appurtenances installed, including those required under a Subdivision or Development Agreement. The charge for inspection is to be at an hourly wage charge plus a vehicle or as specified in the Subdivision or Development Agreement.

**6.6 Installation – access for inspection**

The Town or persons authorized by the Town for inspection shall be, at all times, entitled to enter any premises for the purposes of examining pipes, connections and fixtures which are used in connection with the water service pipe and/or service main.

**6.7 Termination of service – building demolition – permanent/temporary**

In the event of the demolition of any building or buildings on a premise serviced with water and the appropriate application made with the Town, the existing water service is to be terminated as follows:



Water Account - 021163B - 237 Church Street  
usage in cubic meters

Year	Nov/Dec	Oct/Sept	Aug/July	June/May	April/March	Feb/Jan
2014						742.5
2013	22.05	25.45	7.50	49.64	108.91	0.00
2012	69.05	24.32	101.36	98.86	212.95	85.23
2011	156.00	135.45	135.23	97.05	164.09	387.73
2010	218.64	173.41	132.05	125.45	116.36	103.18
5-year						263.73
4-Year	116.43	89.66	94.03	92.75	150.58	167.97
3-Year	147.89	111.06	122.88	107.12	164.47	192.05

