

public works

March 19, 2018

Mayor and Council
Town of Fort Frances
320 Portage Avenue
Fort Frances, P9A3P9



Dear Sirs, Madam,

I am writing this letter in regards to the statement I received which I didn't think I should be billed.

On December 09, 2017, I called the public works as our sewer line froze. I spoke to Travis Rob. Mr. Wiedenhoff and Mr. Bruyere showed up and they were there for not even 5 minutes they didn't want to do anything as according to Mr. Wiedenhoff, it's in our property. I didn't think that being there for not even 5 minutes without lifting a finger costing me \$366.48.

Robert worked over the week end to thaw the line out until water started to flow a little bit. Monday morning (Dec. 11), I called the public works again and told Mr. Rob that we got the water going a little bit but we need help to thaw the rest of the line. We made an arrangement to meet the crew after lunch. Again, Jay Bruyere and Linda Carmody showed up.

Mr. Bruyere stood in front of the house and said they can't do it. I asked him if they can at least try. All he did is reluctantly opened the sewer line and told me that there is only a little bit of ice build up. Then, he insisted to let them inside my house to check the clean-out even though I told him that there is no clean out inside and everything is outside where I showed him many times. Him and Mrs. Carmody went into my house with their work boots, dragged wet dirt all the way to my

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basement just to stare at the pipes. I didn't understand why he was so persuasive for me to let him in which according to Mr. Wiedenhoff, they are not allowed to go inside our property to do work by any means. Then he told me RUDELY that I should go to Belluz and rent a machine to thaw the line myself. Mrs. Carmody suggested that I should call my friends for help. Mr. Bruyere is so rude and ignorant towards me. As a matter of fact, they didn't even bring a steaming machine. Nothing got done again so I told him thanks for nothing. After they left, I called Mr. Rob and told him what happened and even told him how rude he was towards me and I don't think he should treat people that way. He said that he will talk to them when they get back.

After my conversation with Mr. Rob, I went to see Marc Caron to ask if there is something he can do to help me.. Marc made some phone calls to get the help I need but by the time Tom Veert's Crew came, it was already late and not much they can do. By Tuesday (Dec. 12), our water was also frozen because we can't use the water at all.

It is Tom Veert's crew came to unthawed the sewer and water line with Marc Caron's help.

When I got the bill in January, I went to the town hall and asked the front desk clerk who I should talk too to find out why I got a bill for the job that the public works crew didn't do? She told me to call Doug Herr. I called Mr. Herr left a message, no response. Called him twice left messages to call me and no response am actually still waiting if he will call me back. I assumed he will never call me back it's been over 2 months since.

I don't think I should pay for the job that they didn't do. I am attaching the statement that I got from the town and the invoice that I got from Tom Veert to proove that his crew were the ones that did the work not the public works employees.

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I still don't understand why Mr. Bruyere insisted for me to let them into my house, dragged their dirty work boots all the way to my basement when Mr. Wiedenhoff told us that they are not allowed to go inside peoples home.

The water line from my house at 1123 Scott Street is still frozen since February 12. I am just waiting for it to thaw on it's own to avoid dealing with Jay Bruyere. I'd rather wait than deal with rude and ignorant people like him. Which is really sad especially we are a tax payer.

I am requesting to please consider to remove the charges off as I didn't think that I should be paying for something that the public works crew didn't do.

Sincerely,



Tess Coish
1212 Olde Shambles Roade
Fort Frances, P9A3S7



Customer ID	COISH0005
INVOICE	IVC0000002476
Type	
Date	12/31/2017
Page	1

COISH, ROBERT & TERESITA
1212 OLDE SHAMBLES RD
FORT FRANCES ON P9A 3S7

Purchase Order ID		Payment Terms ID			
SEW		Net 30			
Item Number	Description	Quantity	U Of M	Unit Price	Ext. Price
UNPLUG SEWER	1212 OLDE SHAMBLES RD - DEC 9/17	1	Each	\$366.48	\$366.48
UNPLUG SEWER	1212 OLDE SHAMBLES RD - DEC 11/17	1	Each	\$25.50	\$25.50
				Subtotal	\$391.98
				Misc	\$0.00
				Tax	\$0.00
				Freight	\$0.00
				Trade Discount	\$0.00
				Total	\$391.98

STATEMENT



Town of Fort Frances
320 Portage Avenue
Fort Frances Ontario P9A 3P9
(807) 274-5323 Ext. 0000

Date:	06/03/2018
Account:	COISH0005

Amount Paid:	
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COISH, ROBERT & TERESITA
1212 OLDE SHAMBLES RD
FORT FRANCES ON P9A 3S7

Payment Terms: Net 30
Finance Charge APR: 15.00%

Deposits Received: \$0.00

^Please return this portion with your payment^

Document No.	Date	Code	Description	Amount	Balance
	01/02/2018	BBF		\$396.88	\$396.88
ACCOUNTS NOT PAID PROMPTLY WILL RESULT IN COLLECTION ACTION				Amount Due:	\$396.88

Current	31 - 60 Days	61 - 90 Days	91 and Over
\$4.90	\$391.98	\$0.00	\$0.00

Codes: SLS = Sales / Invoices
SCH = Scheduled Payments

FIN = Finance Charges
SVC = Service / Repairs

CR = Credit Memos
RTN = Returns

ITEM NO	QUANTITY	UNIT	DESCRIPTION	HST	PST	UNIT PRICE	AMOUNT
	1.25	hrs	Steaming for Tess's Kitchen				
	4.50	hrs	Dec 11	H		150.00	187.50
			Dec 12	H		150.00	675.00
			Subtotal:				862.50
			H - HST 13%				
			HST				112.13
Tom Veert Contracting Ltd HST: #10531 1856							
COMMENTS							
HST #R105311856							
SERVICE CHARGE OF 2% PER MONTH							
TOTAL							974.63