

December 2, 2016

Report to: Mayor and Council

From: Travis Rob, Manager of Operations & Facilities

RE: Water Service Installation Delays – 832 Huffman Court

At the November 14, 2016 meeting of Council a letter from Mr. Murray Cawston was referred to the Operations and Facilities Executive Committee where Mr. Cawston was requesting compensation for 5 to 6 hours of delay in the installation of the water and sewer services to his new dwelling being constructed at 832 Huffman Court. Attached to this report is a report from Mr. Doug Herr, Environmental and Facilities Superintendent outlining the work completed at that site by the water distribution operators during the installation of the services.

There was an issue at this property with the corporate stop which was resulting in a low flow condition at the curbstop. The Town forces asked the property owner and operator to hold off on backfilling around the curbstop so that the issue could be investigated. During this time other works were being completed on site, such as the installation of the sanitary sewer service. Further there is a required connection inspection to be completed by the water distribution operators as well as a service inspection to be completed by the Chief Building Official. Both of these inspections are completed as soon as either party is available and the Chief Building Official has completed connection inspections in the past when the distribution operators are unavailable to limit the delay in construction. There is some delay to be expected in having these inspections completed depending on staff availability. Both inspections were completed as soon as practicable after notification by the contractor.

Typically the installation of services such as these would require 7 to 8 hours to complete depending on the situation, far more than the 4.5 to 5.5 that Mr. Cawston is alleging in his letter. It should also be noted that during the excavation of the water service, the Town curbstop was hit by the contractor working for Mr. Cawston and the box was bent. No costs were borne by the property owner or contractor for this damage.

After the determination of the issue with the corporate stop the Town utilized the Hydro-vac truck to excavate to the main and repair the corporate stop alleviating the flow restriction experienced at this property so that the water service would be ready for connection once Mr. Cawston begins the construction of his new dwelling. This work was all completed at the expense of the Town.

In consideration of the facts detailed above and in the report submitted by Mr. Herr, it is the recommendation of the Operations and facilities Executive Committee that Mr. Cawston be reimbursed for 1 hour of equipment time at \$125.00 per hour plus HST for delays to allow the Town forces to investigate the issue with his water service at 832 Huffman Court.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Travis Rob", with a stylized flourish at the end.

Travis Rob, EIT

Manager of Operations & Facilities

Council approval of this report will agree with the recommendation of the Operations and Facilities Executive Committee that Mr. Cawston be reimbursed for 1 hour of equipment time at \$125.00 per hour plus HST for delays to allow the Town forces to investigate the issue with his water service at 832 Huffman Court.

2016DecCawstonServiceDelayHuffman

December 01, 2016

Report To: Travis Rob, Manager of Operations & Facilities
From: Douglas Herr, Environmental & Facilities Superintendent
**SUBJECT: Water Service
832 Huffman Court (Murray Cawston)
Letter Received: October 28, 2016**

Find attached a letter from Mr. Murray Cawston requesting compensation for delays resulting in their contractor not being able to backfill due to issues with the water service.

I have discussed this with my staff who were on site at the time trying to determine what the issue was with the water service line. They provided me with their comments:

September 13, 2016 – Greg Wiedenhoeft was telephoned to do a connection inspection at 832 Huffman Court in the morning. When he arrived he had to wait for the curbstop to be exposed so that he could do the inspection. Upon doing the inspection it was discovered that there was little/no water flow when the valve was turned on. Greg had asked the Owner to leave the curbstop exposed until they could determine what was happening. They had no issues with this and continued with the installation of the sanitary sewer service. All of the above was part of the inspection.

After lunch Greg returned to the site to try and resolve the water flow issue. Greg asked the Owner if he could get the excavator to move some material away from the curbstop so that he could do some work. This took the excavator approximately 15 minutes to complete. Jay Bruyere arrived on site at approximately 1:00 p.m. to assist Greg. They tried a few different things to get the water to run but nothing seemed to work. Greg then told them that they could now backfill the excavation. They both left the site at approximately 2:00 p.m.

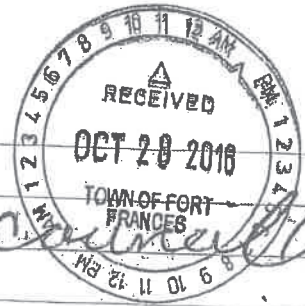
In regards to Mr. Cawston's letter there is no possibility that the Town crew caused a 5-6 hour delay. I do agree that the Town did ask the Owner not to backfill until they could figure out what was going on, but this time would have for the most part contributed to a couple of hours.

Respectfully Submitted,



Douglas Herr, Environmental & Facilities Supt.

Enclosed: Letter – Murray Cawston



To Mayor & Town Council

When my sewer & water was being installed at 8321 DUFFIN COURT - the valve on the opposite side of the street was mostly turned off, causing an approximate 5-6 hour delay at my expense. GEORGE ARMSTRONG Company was asked by town employees not to backfill until they could figure out the problem. When we finally backfilled it caused the 5-6 hour delay.

Thank you for addressing
this issue.

Maria Cawston

George Armstrong Co. Limited**Box 818****Fort Frances, Ontario P9A 3N1****Canada****Phone: 807-274-3294****Fax: 807-274-8469****INVOICE****Invoice No.:** 4797**Date:** 10/20/2016**Purchase Order No.:****Page:** 1**Sold to:****Murray Cawston**

932 Kaitlyn

Fort Frances, Ontario P9A 3X4

Ship to:**Murray Cawston**

Huffman build site.

Business No.: 101988574RT0001

Quantity	Unit	Description	Tax	Unit Price	Amount
September 13, 2016					
9.5	Hours	325BL Put in sewer and water.	H0	125.00	1,187.50
44.0	Yards	Fill Sand	H0	15.00	660.00
September 20, 2016					
3.5	Hours	325BL Digging crawl space.	H0	125.00	437.50
15.0	Yards	Crushed Rock Del'd. Sept.21/16	H0	24.00	360.00
September 23, 2016					
19.0	Yards	32MPa Ready-Mix concrete #1869 1871 1872	H0	165.00	3,135.00
4.0	Hours	325BL with concrete bucket swing to footings.	H0	125.00	500.00
30.0	Yards	Crushed Rock Del'd. Oct. 4/16	H0	24.00	720.00
October 6, 2016					
18.5	Yards	32MPa Ready-Mix concrete #1903 1904	H0	165.00	3,052.50
3.0	Hours	325BL Swinging concrete.	H0	125.00	375.00
66.0	Yards	7/8" Granular 'A' Del'd. Oct. 11/16	H0	20.00	1,320.00
10.0	Yards	Fill sand Del'd. Oct. 11/16	H0	15.00	150.00
October 14, 2016					
21.0	Yards	32MPa Ready-Mix concrete #1912 1913 1916	H0	165.00	3,465.00
October 17, 2016					
2.5	Yards	32MPa Ready-Mix concrete #1918	H0	165.00	412.50
		Less than 5 yard delivery	H0	125.00	125.00
		Subtotal:			15,900.00
		H0 - HST 13%			
		GST			2,067.02
Terms: Net 30, Due 11/19/2016. Comment: Payable by Cash or Cheque... 1.5% Interest per month on overdue accounts...				Total Amount	17,967.02