

October 17, 2016

Report To: Mayor and Council

From: Travis Rob, Manager of Operations & Facilities

**RE: Sewage Backup – 509 Victoria Avenue**

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Please find attached report from Doug Herr, Environmental and Facilities Superintendent outlining the chain of events leading up to the sewage backup at this property as well as the repair works completed by the Town forces to remedy the situation. It is evident through this report that, in repairing a water break, the Town crew inadvertently damaged the sanitary sewer service for this property.

The letter enclosed from Mr. & Mrs. MacEachern, is requesting compensation for the costs incurred by the property owner to have Pryde's Plumbing and Heating attend the site to try to repair the service, however there is no cost stated. Given that the problem was likely tied to the water main break near the location of the sanitary sewer line. It is the recommendation of the Operations and Facilities Executive Committee that the request for partial compensation for the works completed by Pryde's Plumbing and heating be accepted in principle and once an invoice is submitted, further consideration be given to the value.

Respectfully Submitted



Travis Rob, EIT

Manager of Operations & Facilities

<p>Council Approval of this report will agree with the recommendation of the Operations and Facilities Executive Committee that that the request for partial compensation for the works completed by Pryde's Plumbing and heating be accepted in principle and once an invoice is submitted, further consideration be given to the value.</p>
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2016October509VictoriaAveClaim

October 16, 2016

Report To: Travis Rob, Manager of Operations & Facilities  
From: Douglas Herr, Environmental & Facilities Superintendent  
**SUBJECT: Sewage Backup**  
**509 Victoria Avenue (Heather & Geoff MacEachern)**  
**Letter Dated: October, 2016**

Find attached a letter from Heather and Geoff MacEachern requesting that the Town pay for the plumbers charges for trying to unplug their sewer repairs in September of 2016.

I have outlined the chain of events that took place, see below:

- September 4, 2016 – the Public Works On-call person, Dave Martin arranged for a crew to repair a water break on the 300 block of First Street East near Victoria Avenue. The break was an abandoned lead water service which the crew terminated at the water main.
- September 27, 2016 – The Town received a telephone call for a plugged sewer at 509 Victoria Avenue. A Town crew was dispatched to the residence to try and unplug the sewer service. The crew arrived at the residence at approximately 10:00 a.m. where they ran the roto-rooter cable with the larger knife out towards the main. Ran all the cable out 100 feet but line remained plugged. Tried running the roto-rooter cable from the cleanout at the property line on First Street back towards the house. Could only get in approximately 50 feet. And could not get past this point. Kept trying from both ends. Even added on a 30 foot extension onto the cable. Still could not get the service line unplugged.

Heather and Geoff MacEachern came into the Public Works office in the later morning asking me, Greg Wiedenhoeft was present what the Town was going to do about their sewer service and why they would let someone build over their service. I told them that there were a couple of options; one is to install a new service off Victoria Avenue from this property or excavate in the yard at the northwest corner of the house and try using the pressure truck to clear the line. They elected to have Daryl's Landscaping excavate in their yard. I told them that in the meantime, locates were required the Town would continue to work on resolving the issue.

- September 28, 2016 – A Town crew went back to 509 Victoria Avenue to try once more. I contacted Travis George and told him to trace the roto-rooter cable once he had it all the way out. I checked the sanitary sewer main television reports to see if there were any other connections on First Street East (300 block). I telephoned Greg Wiedenhoeft with my findings. He measured the distance to the service tie-in from the sanitary main at First Street East and Victoria Avenue along First Street East. This measurement coincided with the trace location of the roto-rooter cable and ended up in the same location of the water service repair done September 4, 2016.

I talked with Travis George and Dave Martin whom were both on the repair to see if they had come across a sanitary sewer service. The both said that they did not.

Being that it was coincidental that the roto-rooter cable traced to this location. It then was determined that the Town would re-excavate the water service repair location to see if the

sewer service had be damaged. The MacEachern's were notified of what the Town was going to do and to have Darly's Landscaping hold off in excavating the backyard until the Town completed the excavation.

This same day the Town excavated down to the sewer service where they found it had been inadvertently damaged, either during the excavation or backfilling operations. The repair was completed and the service to 509 Victoria Avenue was restored. The excavation was partially backfilled.

- September 29, 2016 – The remainder of the excavation for sewer service repair work was completed.

In viewing the property file for this property the records indicated that the sewer service did go to First Street East and was shared with 511 Victoria Avenue, see attached sketch. This is why time was spent by both the Owner's plumber and the Town to try and resolve the issue. It was only when the roto-rooter cable was traced to another location on First Street that it became evident that the service did not go where the sketch showed. It actually goes under both 511 and 513 Victoria Avenue residences. A new sketch has been made up outlining the location, also attached.

As for the Town paying for the Owner's plumbers charges, I would have to agree as the Town did cause the damage. Also the MacEachern's are now well aware of its present location and have been advised to relocate the service line out to Victoria Avenue. Next time there may be nothing the Town can do for them.

Respectfully Submitted,



Douglas Herr, Environmental & Facilities Supt.

Enclosed: Letter - Heather & Geoff MacEachern  
GIS Map - Historic/actual service record locations  
Roto-Rooter Television Inspection Report 2013  
Sketch - Historic location

To Whom it May Concern

Oct/2016

On Monday September 26/16 our sewer at 509 Victoria Ave Ft. Frances Ontario was plugged and not flowing.

We called Prydes Plumbing and Heating and they pulled a few roots, but hit a dead head. They were here for 2 days which will be an expensive bill.

(Which we are asking council to compensate us for) We would have paid for a "maintenance" clean out but the problem was out on Town's property. When I receive the bill I will hope by then, council would agree that the Town should pay Prydes.

I will bring the bill to Mr. Brown's attention.

1. There was an old leaking water pipe on First Street & Victoria which burst on Labour Day weekend.

2. It finally collapsed the sewer main on Sept 25<sup>th</sup> - 26<sup>th</sup>



3. Our Sewer main.

I saw the dirt & water from the burst water main shortly after, in our basement where it is attached. (Sept 5<sup>th</sup> - 7<sup>th</sup>)

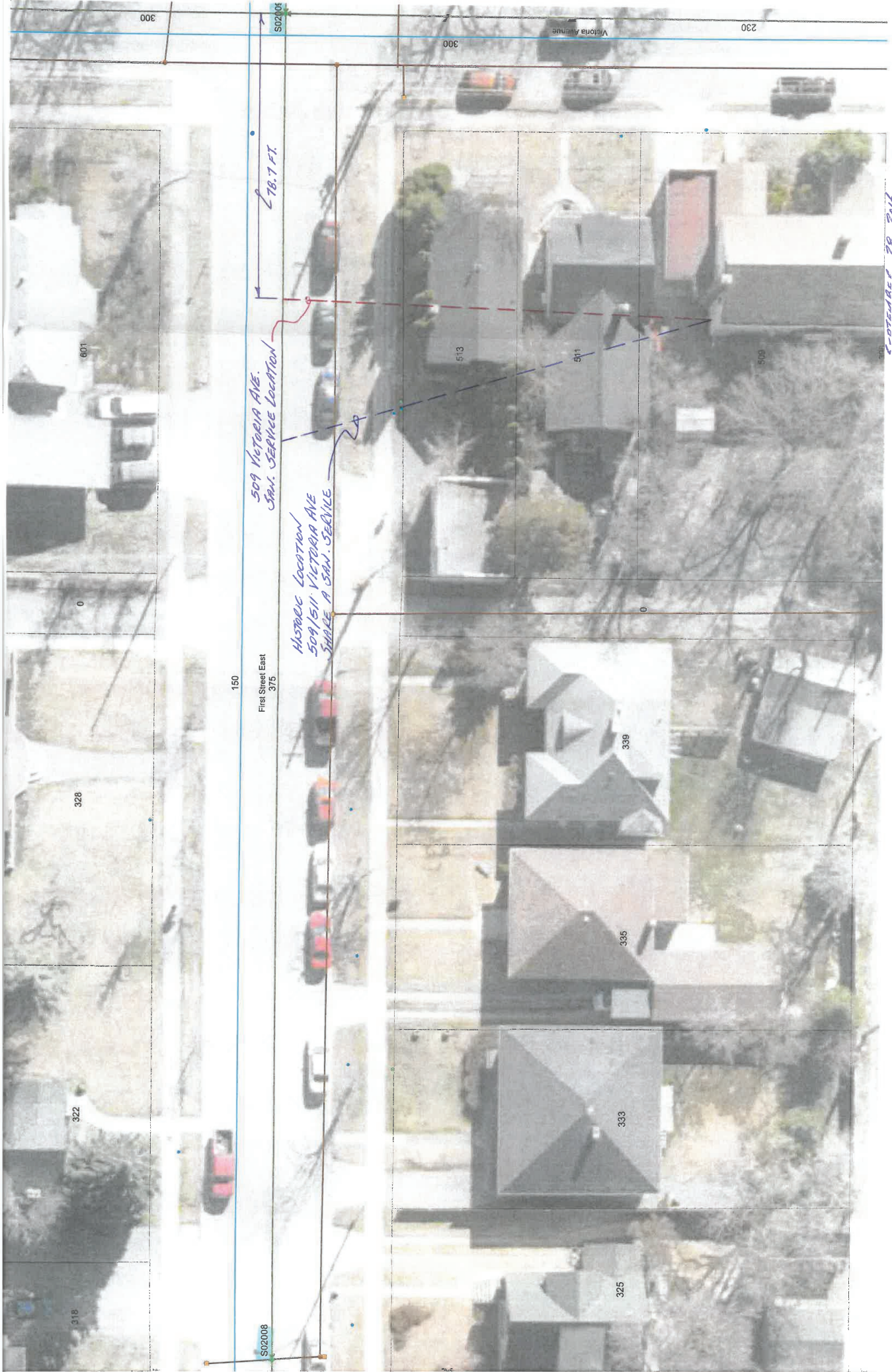
& Thankfully the "Wonderful Crew" that finally resolved the problem by re-digging up the street to repair the breakage.

We can't say enough about "Greg" Wiedentkett, Trapper George & Jay Bruyere. They made us feel like this wasn't just our problem and stayed into the night to resolve it. Kudos & Much Appreciation to this crew. Greg actually told me that he couldn't sleep trying to figure it out. Great & dedicated workers, whom all deserve acknowledgement for their work.

When we get our bill from Prydes we are willing to pay for 1 clean out and would hope that council agrees to pay the rest.

Thankyou Sincerely Heather & Geoff MacEachern  
807-276-5023





2-DECEMBER 20 2012

# Observation & Defect Listing

City: **Fort Frances**      Surveyors Name: **Lucien**      Certificate #: **1234**      Date: **2013/09/08**      Sht. No.: **2**  
 Location Code: **N/A**      Location (Street and Number): **1st ST**      Further Location Details:  
 Upstream Manhole #: **S02009**      Downstream Manhole #: **S02008**  
 Pipe Seg. Ref.: **SL02009**      Material: **Clay Tile**      Shape: **Circular**      Height: **14**      Width: **14**      Jt. Lgth.: **357**      Total Lgth.: **357**      Lgth. Surv.: **357**

Distance	Condition	Cont. Dfct.	Values			Joint	Clock Position		Grade
			1st	2nd	%		At/From	To	
0.0 ft.	MGO - General Observation					<input type="checkbox"/>			
Remarks: Starting line SL02009									
78.4 ft.	CM - Crack Multiple					<input type="checkbox"/>	11	2	3
Remarks: infiltration from cracks									
78.7 ft.	LU - Alignment Up					<input type="checkbox"/>			1
Remarks: Line connection on top of pipe small flow from line									
116.8 ft.	LU - Alignment Up					<input type="checkbox"/>			1
Remarks: Line connection on top unable to get closer picture due to water									
143.5 ft.	LU - Alignment Up					<input type="checkbox"/>			1
Remarks: Line connection on top of pipe is capped									
169.6 ft.	LU - Alignment Up					<input type="checkbox"/>			1
Remarks: Line connection on top is capped									
203.8 ft.	CL - Crack Longitudinal					<input type="checkbox"/>	12		2
207.1 ft.	CL - Crack Longitudinal					<input type="checkbox"/>	12		2
210.8 ft.	CL - Crack Longitudinal					<input type="checkbox"/>	12		2
213.0 ft.	CL - Crack Longitudinal					<input type="checkbox"/>	12		2
213.0 ft.	RFC - Roots Fine Connection					<input type="checkbox"/>	3	9	1
214.2 ft.	LU - Alignment Up					<input type="checkbox"/>			1
Remarks: Line connection on top of pipe is capped									
215.1 ft.	LU - Alignment Up					<input type="checkbox"/>			1
Remarks: Line connection on top of pipe slight water flow in line									
215.1 ft.	RBC - Roots Ball Connection				5	<input type="checkbox"/>	11	1	4
216.2 ft.	B - Broken					<input checked="" type="checkbox"/>	11	1	4
Remarks: Piece of pipe is missing possible mud visible									
216.2 ft.	CL - Crack Longitudinal					<input type="checkbox"/>	12		2
219.4 ft.	CL - Crack Longitudinal					<input type="checkbox"/>	12		2



Recorded  
7/11/07 JX

The Corporation of the Town of Fort Frances  
Operations & Facilities Division

APPENDIX

Sewer Service Maintenance Report

Location: Civic Address: 509 & 511 Victoria Ave  
Frontage/Flankage Street: Service goes out back to 1st St. E.

Sewer Service: ☒ Sanitary ☐ Storm ☐ Other

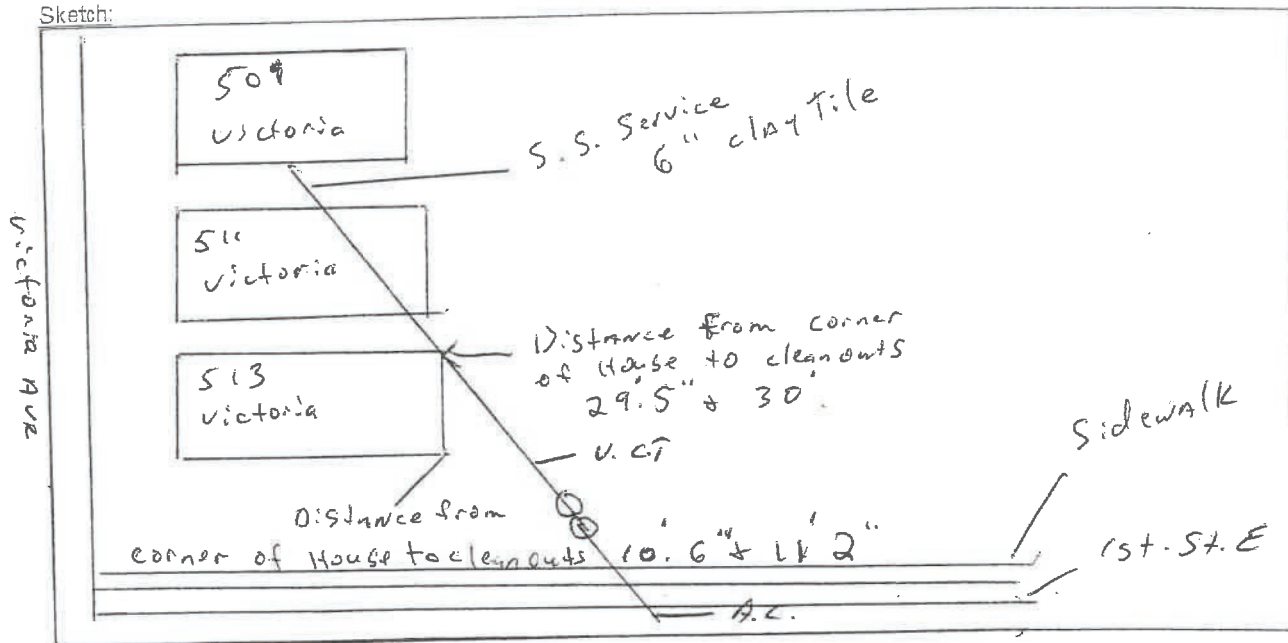
Item Service Related to:

At Cleanout: (House Corners Preferred, Property Bar or Ref. #) \_\_\_\_\_

At Main Tie-in: (Manhole Preferred, Property Bar or Ref. #) \_\_\_\_\_

Tie-In #1: \_\_\_\_\_ Tie-In #2: \_\_\_\_\_  
(North/South Corners) (East/West Corners)

Sketch:



Type: ☒ Residential/Domestic ☐ Residential/Fire and Domestic  
☐ Residential/Fire ☐ Commercial ☐ Industrial

Service Size: 150 (mm)

Branch Service: ☒ Yes ☐ No

House address that service is branched off of: 509, 511 are all serviced off of one

Installation Type: ☒ Repair ☐ New Installation

☐ Replacement ☐ Termination

Date of Repair/New Installation/Replacement/Termination: \_\_\_\_\_

Service Pipe Information:

Pipe Material Type: ☒ A.C. ☐ PVC (SDR-35) ☒ V.C.T. ☐ Other

Other (Specify): A.C. from property to main, V.C.T. from property to houses.



# The Corporation of the Town of Fort Frances Operations & Facilities Division

## Cleanout Information:

Cleanout Riser Size: ☒ 100 mm ☐ 150 mm ☐ Other  
Cleanout Riser Assembly: ☒ Wye/45 Sweep ☐ Wye/45 Bend ☐ Other  
Cleanout Cap Type: ☒ Cast Iron ☐ PVC ☐ Other  
Cap Manufacturer: ☒ Mueller ☐ Emco ☐ Other  
Depth at Cleanout (Property Line): 91" metres

## Main Tie-in Information:

Connection Type: ☐ 45 Wye Branch ☐ Service Saddle ☐ Other  
Rise Installed: ☐ No ☐ Yes  
If Yes, Specify Vertical Height (Top of main to top of riser): \_\_\_\_\_ metres  
Depth at main: \_\_\_\_\_ metres

## General Information:

Length of Service (Main to Cleanout): \_\_\_\_\_ metres  
Length of Repair Section: 121" metres Location of Repair: \_\_\_\_\_  
Repair Information: From property out towards main  
installed clean out towards main & towards  
Houses, P.U.C. & 2 Fernco's.

Bedding Class: ☐ Granular "A" ☒ Granular "B" ☐ Sand  
☒ Native Soil ☐ Crushed Rock

Insulation: ☐ Yes ☒ No Thickness: \_\_\_\_\_ mm

Thaw/Trace Wire: ☐ Yes ☒ No

CCTV Inspection: Done by: \_\_\_\_\_ Date: \_\_\_\_\_

## Property Side Information:

Nominal Size on Private Property: 6" metres/inches

Material Type on Private Property: native soil

## Other Information:

Status of Service: ☒ In Service ☐ Temporarily Out of Service ☐ Terminated

Comments: \_\_\_\_\_  
\_\_\_\_\_

Crew: W.F. Skilton

L.H. Gayrol

Date: July-25/07

Entered in GIS by: shaw

Date Recorded: 6/Nov/07