

August 22, 2014

Report To: Mayor and Council

From: Doug Brown, Manager of Operations & Facilities

SUBJECT: Request from James & Barbara Adair of 320 Victoria Avenue to Waive Half of the water portion of the water/sewer fees for the months of March, April & May of 2014.

Please find attached a letter dated July 23, 2014 from Barbara Adair, which was referred to the Operations & Facilities Executive committee for a recommendation for Council to consider. Please find attached a report prepared by Doug Herr, Environmental & Facilities Superintendent outlining all pertinent details in regards to trying to ensure adequate water pressure was received & restored at 320 Victoria Avenue

The monthly 2014 residential water and sewer fees are as follows;

Monthly Water portion - \$ 38.06

Monthly Sanitary Sewer portion \$ 33.64

Total Monthly Bill \$ 71.70

Due to extended period of time to address the water pressure issue at 320 Victoria venue, I would support waiving half of the water portion of the monthly sewer and water fees for the 3 months period; March, April & May of 2014 as requested by the James & Barbara Adair.

The Operations & Facilities Executive Committee recommends the following;

- 1) That James & Barbara Adair of 320 Victoria Avenue receive a 50% discount off the water portion of the total water and sewer fee for the months of March, April & May of 2014 or a total discount in the amount of \$ 57.09.

Respectfully Submitted
Operations & Facilities Division,

Doug Brown

Doug Brown, P. Eng.
Operations & Facilities Manager



RECOMMENDED

SEP 03 2014

DIV. MNG.

EXECUTIVE COMM.

Doug

R. Widenberg

Council approval of this report will ensure the following:

1. That James and Barbara Adair of 320 Victoria Avenue receive a 50% discount off the water portion of the total water and sewer fee for the months of March, April and May of 2014 or a total discount in the amount of \$57.09.

2014AugustBarb320VictoriaAvenue

Town of Fort Frances Public Works

July 23, 2014

Ref: Water Bill

Acct.#014853 B

James & Barbara Adair

320 Victoria Ave.

Fort Frances



To Whom It May Concern;

I am writing in regards to my outstanding water bill to inform you I feel it is wrong to bill me for water I did not receive and therefore am unwilling to pay. February 27th 2014 or there abouts the water main out in front of our house burst and was fixed. After it was fixed we really did not have enough pressure to adequately serve our needs. We realized there were many breaks around town and thought this may be the problem but found out it was not. We proceeded to try to talk to someone in PW to address this issue. We were told the problem was ours and we should check the facets and such in our home, so we did. This did not resolve our issue of no water pressure so for the next three months of phoning leaving messages we were told it was our problem. Having had enough I went to the office of Pubilc Works and spoke to Doug Herr in person who said he would send a guy out to check the curbside and come into the house to check the water pressure if I would be home. I stated I would make sure I was home as I just wanted this resolved. I waited at home all day and no one showed up and no one phoned! Having had more than Enough I ph'd public works the very next day to speak to Doug Herr and was told he was on vacation so I asked to speak to his supervisor, Doug Brown. I left a message on his phone stating my frustration over the way his department had handled this and I would like it resolved. June 5th I returned home from work to allow entry to our home to assess the water pressure. It was determined that I had Very low pressure and things I was told that had been checked had not been checked. June 9th they once again dug up the road in front of our house and found a blockage a the entry to our water line that had been the cause of the low pressure.

My major complaint in this is that this department gave nothing but lip service over this issue. It could have been resolved back in March if they had really listened to my complaint. I realize it was a very busy time and many were without water but this is a service I pay for and the service was not there.

I pay \$152.24 +HST per billing and as I was not getting the water I pay for I am willing to only pay for half the water, even though I feel I was getting even less than that. As you can see on my acct I have fully paid the sewer portion and only half the water portion. I intend to only pay half for March, April and May.

Barbara Adair

August 15, 2014

Report To: Doug Brown, Manager of Operations & Facilities
From: Douglas Herr, Environmental & Facilities Superintendent
SUBJECT: James & Barbara Adair
Re: 320 Victoria Avenue
Letter Dated July 23, 2014 – Water Bill Account #014853B

Find attached a letter from James and Barbara Adair complaining about the service they received regarding their complaint about low water pressure/flow they experienced during the months of March to May before being fixed June 2, 2014. They are also concerned about paying for water they did not receive. She indicated in her letter that she only paid for half the water, all of the sewer during this period and felt that this was more than fair.

I have also attached a Chain of Events document outlining the particulars regarding this issue. As you can see this issue first came to light on February 26, 2014 and was resolved on June 2, 2014. Due to the extreme winter season the Town had to deal with a large number of frozen water service lines (approx. 270) and broken water mains/services (approx. 21), from March to May. Even though the water operators were quite busy during this time they should have dealt with this matter earlier.

I can understand what the Adair's had to go through in order to have their water supply returned back to normal. Therefore due to the timelines the Adair's had to wait and the Town's lacking to resolve this matter in a more efficient matter, I would recommend that the Adair's only pay half the water bill during the period of March to May only.

Chain of Events
320 VICTORIA AVENUE
Low Pressure/Flow Complaint

- February 26, 2014 – day of the excavation to repair the water main break, Jack Fiset, Town worker went into the residence to check if the water was flowing as it may have froze during the repair. He reported an excellent flow.
- April 21, 2014 – when complaint form was initially received the water distribution operator was too busy to address it immediately.
- May 2, 2014 – Greg Wiedenhoeft and Paul Lemesurier happened across the Owner of the property. Asked Owner if he was still having water pressure/flow issues. Owner indicated so and also mentioned something about a filtration system in the house. Greg/Paul speculated that the filters within filtration system had gotten plugged with scale from the water distribution system. The Owner said he would check and get back to them. He never did call back.
- May 6, 2014 – second complaint form came in. Still hadn't heard from Owner if filters were plugged or clear. Appears that the couple hadn't discussed the issue.
- May 30, 2014 – Homeowner called the Public Work Office and talked with Doug Brown. Doug then called Paul Lemesurier and made arrangements to meet with her, Owner. Investigation showed that the problem was likely external and excavation at the water main was required to determine/resolve the issue.
- June 2, 2014 – Town crew on site to excavate and determine/resolve the low pressure/flow issue. Excavation was done at the water main where the main stop and water service line was exposed. The main stop was turned off and the service line disconnected. The main stop was turned back on, without the service attached only to find a partial blockage/obstruction. A probe was inserted into the main stop to determine what was blocking the water from passing through. The obstruction, piece of scaling, undetermined was removed and the water resumed back to proper pressure/flow. Reconnected service, issued a drinking water advisory and backfilled excavation.