

July 2nd, 2014

Report To: Mayor & Council

From: Doug Brown, Manager of Operations & Facilities

**SUBJECT: Roberta Parker owner of 215 Scott Street (Mr. Sub) -
Requesting to Downward Adjust her March/ April 2014 Water &
Sanitary Sewer Invoice**



Please find attached a letter from Roberta Parker requesting to have her March & April 2014 Water/Sanitary Sewer Invoice adjusted downward.

215 Scott Street is considered a Commercial and Industrial (CI) metered water customer and there is no record indicating that there was any history of a frozen water service line. Under the Town's water system by-law No. 16/06 section 5.7 (see attached) no permission was granted ahead of time to Roberta Parker, owner of 215 Scott Street to bleed their water service line to prevent it from freezing. The bleeding occurred on the downstream side of the water meter, as a result the amount of water consumed in March & April 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. 021262A. Most metered customers are aware of the fact in order to bleed their service line for prevention of freezing prior approval is required by the Town.

The Operations & Facilities Executive committee recommends the following;

1. That the March/April water/sanitary sewer invoice for 215 Scott Street be adjusted downward from a total of 259 cubic meters to an adjusted total of 102.24 cubic meters based on averaging the 2010, 2011, 2012, 2013 & 2014 actual consumption pattern.

Respectfully Submitted
Operations & Facilities Division

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 215 Scott Street be adjusted downward from a total of 259 cubic meters to an adjusted total of 102.24 cubic meters based on averaging the last 5 years (2010, 2011, 2012, 2013 & 2014) actual consumption pattern.

RECOMMENDED
JUL 09 2014
DEPUTY MGR. Dery Brown
EXECUTIVE COUNCIL R. Wiedenhoop



MR. SUB
215 SCOTT STREET
FORT FRANCES, ON
P9A 1G9

MAY 31, 2014

TO THE MAYOR AND COUNCIL MEMBERS OF FORT FRANCES

RE: WATER AND SEWER CHARGES DURING THE WINTER OF 2014

DUE TO THE LONG COLD SPELL DURING THIS PAST WINTER I WAS CONCERNED ABOUT MY WATER LINE FREEZING. I TOOK THE ADVICE BEING BROADCAST ON THE RADIO AND SET ONE OF THE TOILETS TO RUN TO PREVENT THE PROBLEM OF FROZEN PIPES. AS A RESULT MY WATER AND SEWER BILLS HAVE INCREASED SIGNIFICANTLY. I WAS NOT AWARE I NEEDED TO CALL THE TOWN AND LET THEM KNOW I WAS DOING THIS OR THAT I SHOULD HAVE TAKEN A PICTURE OF MY WATER METER WHEN I STARTED THE WATER RUNNING. I AM NOW REQUESTED SOME ASSISTANCE WITH MY ELEVATED WATER AND SEWER BILLS FOR THIS TIME PERIOD.

I HAVE ATTACHED COPIES OF MY INVOICES FOR THIS PERIOD FOR 2013 AND 2014 FOR COMPARISON.

YOUR CONSIDERATION AND ASSISTANCE WOULD BE GREATLY APPRECIATED.

THANK YOU.

ROBERTA PARKER

OWNER/MANAGER

TOWN OF FORT FRANCES

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

WATER BILL

FEB. 28, 2014 TO APR. 30, 2014

BRUCE PARKER ENTERPRISES LTD
215 SCOTT ST
FORT FRANCES ON
P9A 1G8

ACCOUNT NO.	NET INCLUDING ARREARS	DUE DATE	AFTER DUE DATE
021262 A	832.75	MAY 30, 2014	843.16

ACCOUNT NUMBER
021262 A

SERVICE ADDRESS
215 SCOTT ST

PREVIOUS READING	PRESENT READING	CONSUMPTION
1870	2129	259.00 CU.MTRS

WATER CHARGES	435.63
SEWER CHARGES	386.39
SPRINKLER CHARGES	0.00
HYDRANT CHARGES	0.00
METER REPLACEMENT FEE	6.00
ENVIRONMENTAL FEE	8.00
ARREARS	3.27-
MISC. CHARGES	0.00

NET OWING	832.75
IF PAID BEFORE	MAY 30, 2014
PENALTY	10.41
GROSS OWING	843.16
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

V.....

FEB. 28, 2013 TO APR. 30, 2013

BRUCE PARKER ENTERPRISES LTD
215 SCOTT ST
FORT FRANCES ON
P9A 1G8

ACCOUNT NO.	NET INCLUDING ARREARS	DUE DATE	AFTER DUE DATE
021262 A	340.50	MAY 31, 2013	344.76

ACCOUNT NUMBER
021262 A

SERVICE ADDRESS
215 SCOTT ST

WATER CHARGES	178.22
SEWER CHARGES	156.28
MISC. CHARGES	6.00
TOTAL CURRENT BILL	340.50
ARREARS	0.00

PREVIOUS READING	PRESENT READING	CONSUMPTION
1556	1646	90.00 CU.MTRS

NET OWING	340.50
IF PAID BEFORE	MAY 31, 2013
PENALTY	4.26
GROSS OWING	344.76
AFTER DUE DATE	MAY 31, 2013

Keep this portion for your records.

Water Account - 021262A - 215 Scott Street - Bruce Parker Enterprises Ltd. - Mr. Sub
usage in cubic meters

Billing Year	6 Nov/Dec	5 Oct/Sept	4 Aug/July	3 June/May	2 April/March	1 Feb/Jan	Total	
2014					259	46	305.00	
2013	45.00	46.00	44.00	43.00	90.00	65.00	333.00	
2012	87.00	229.00	823.00	205.00	44.00	41.00	1429.00	
2011	53.00	181.80	440.96	77.28	40.91	31.82	825.78	
2010	50.00	104.56	240.94	68.19	77.28	36.37	577.33	
5-year					102.24	44.04	694.02	
4-Year	Average	58.75	140.34	387.23	98.37	63.05	43.65	771.83
3-Year	Average	63.33	171.79	501.63	116.82	54.06	36.40	944.04

TOWN OF FORT FRANCES
By-Law No. 16/06

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: