

From: [Doug Brown](#)
To: [cubbie](#); [Travis Rob](#); [Craig Miller](#); [Lisa Slomke](#)
Subject: RE: Invoice # 0000004805/Unplug Sewer
Date: Monday, January 7, 2019 3:36:55 PM

Hi Ken, Happy New year, sorry hear you had a sewer service line issue back in November where eventually the O & F workforce unplugged the sanitary service line. I have discussed the issue with Travis where he indicated that he informed you that you must write a letter to the Clerk if you are looking for a credit from the invoice. Administration has no authority to write off any invoice. Council will likely refer your request to the O & F executive committee for review and provide a recommendation. You will have an opportunity to state your position and the facts as you see them to the O& F executive committee. . The O & F division will be given the same opportunity. This is a standard means on handling such a request. Hope this helps.

Douglas DC Brown P Eng
CAO
Town of Fort Frances
807-274-5323 Ext 1213

From: cubbie <rogoza2k@netscape.net>
Sent: Monday, January 07, 2019 9:46 AM
To: Doug Brown <dbrown@fortfrances.ca>
Subject: Fwd: Invoice # 0000004805/Unplug Sewer

Good morning, Doug.

We are forwarding you this email after talking to Craig Miller and Travis Rob. (Both Craig and Travis have stated that they must support their employee.) The short story is that I phoned the Town public utilities emergency line after numerous attempts to unclog the basement toilet at my building at 279 Scott Street which included running a 40' snake with a 3/4 inch egg beater attachment through the pipes. I was able to get my tool all the way through my pipes to the end of the 40 feet, which would have been well onto town property; after each use of my 40' snake/egg beater, the water in the toilet flange was still at the floor level and did not ever subside, demonstrating that the clog was not on my property. After the town had run their rotor router, the water completely subsided and the toilet worked as normal. I received a bill for cleaning my pipes. Travis has stated that the employee says he felt resistance at 16 feet (I would assume he felt a joint in the pipes). My attempts would have reduced the water level at the toilet flange if there was a clog on my property. (In addition, I felt no resistance with my smaller tool and was able to extend it the full 40 feet without resistance.) I am asking for the Town to credit the invoice. Please read the email below for full details.

Thanks for your time,
Sincerely,
Ken Rogoza

-----Original Message-----

From: cubbie <rogoza2k@netscape.net>
To: dbrown <dbrown@fortfrances.ca>
Sent: Mon, Jan 7, 2019 9:12 am

Subject: Fwd: Invoice # 0000004805/Unplug Sewer

-----Original Message-----

From: cubbie <rogoza2k@netscape.net>

To: cmiller <cmiller@fortfrances.ca>; trob <trob@fortfrances.ca>

Sent: Mon, Jan 7, 2019 8:37 am

Subject: Re: Invoice # 0000004805/Unplug Sewer

Good morning, Craig & Travis.

I'm writing regarding the aforementioned invoice in which we were billed \$372 for unplugging the sewer line which had a clog somewhere between the sidewalk and the middle of the street. There seems to have been major confusion regarding this job and I would like to address it.

On Friday, November 30th I received a call in the late afternoon that the toilet in the basement of our building at 279 Scott Street would not flush. My wife and I spent hours plunging and using Drano on the clog. The toilet did not regain the ability to flush. I then used my 5 foot snake in the toilet and found that I could get all the way through the toilet. The toilet still would not flush. I then removed the toilet and found that the drain under the toilet had water level with the floor. During my attempts to clear the toilet I had flushed it about 20 times in which it went down very slowly (about 15 minutes) but I discovered that this water was coming up through the floor drain in the room next to the bathroom and soaking that area. I sucked up the water into 2 large garbage barrels + a couple pails + a wet vac full of water, which were all visible in the room when the town employees arrived. I next disconnected the vertical drain pipes which had a disconnect into the main sewer at which time I used my 40' snake with an electric drill attached for more oscillating power and was able to get it through from the cleanout to the area past the outside wall of my property. I then inspected the drain under the toilet and found that the water level was still level with the floor and that additional water poured into the sink still came up through the floor in the room next door. I then wet-vacced the area again and installed dehumidifiers and fans and went home to call the Town. I left a message on Friday night on the Town after hours emergency line, and called again Saturday morning when I didn't receive a reply. While waiting for 2 hours for the Town staff to arrive, I continued use my snake to no avail. When the Town staff arrived, I told them that I had used my snake past the outside wall of my building and explained that the clog must be past the outside wall. I also showed them that the water in the drain under the toilet had come down only about 3/4 of an inch since the previous night (possibly due to evaporation from the dehumidifiers.) "Moose" said that water level with the floor would be normal - which it most certainly is NOT normal in a toilet drain, and my toilet is the highest point in the floor sewer system, and my toilet was not flushing properly.

I believe that the Town staff had the erroneous belief that I had broken the clog because they asked if I wanted them to run their rotor router "anyway." I was dumbfounded as to why they said that. Since my pipes were full of water and additional water would come up on the floor of the room next door - a fact they seemed to have missed. Additionally, I would not phone the emergency line Friday and Saturday for a non-essential cleaning.

After the Town staff used their rotor router (he said he had 75' out) and removed the tool; the water level in the toilet drain disappeared out of sight, proving my point that it was indeed clogged past my property, and that it wasn't normal for water to be level with the floor in the toilet drain.

I am asking that you would refund the invoice that was sent.

Thanks for your help.

Sincerely,
Ken Rogoza

