

June 9, 2014

Report To: Mayor and Council

From: Doug Brown, Manager of Operations & Facilities

SUBJECT: Request from Connie Kress of 1029 Portage Avenue to Waive her Water bill as a result of Utilizing a Temporary Water Service Line

Please find attached a letter dated May 23, 2014 from Connie Kress, 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 thaw the water service line at 1029 Portage Avenue. The Town spent a substantial amount of effort and time trying to thaw this water service line.

During the 2013/14 Winter Season 264 water service lines became frozen (see attached listing) where 18 residential/ICI customers (see attached listing) utilized a temporary service line connecting between their outside garden hose tap and their neighbour's outside garden hose tap. This temporary solution is considered to be a last resort as both methods utilized by the Town's workforce to thaw the water service line were unsuccessful. Under this temporary situation the customer still has water supplied to their home but there is usually a reduction in water pressure and quantity available to both homes depending on the diameter and length of the temporary service line utilized. The Northwestern Health Unit issued a letter dated March 7, 2014 to Municipal Drinking Water Systems outlining the cautions to be followed when utilizing an auxiliary water line and as a result the Town's workforce from March 7, 2014 did not install the temporary auxiliary water lines, it was in the homeowners hands to complete the installation work. See attached letter.

On Friday March 7, 2014, 1029 Portage Avenue was placed on the frozen service line listing, it was occurrence No. 202. This water service line thawed on it's own on Tuesday June 3rd, 2014. Thus approximately 3 months or 88 days where a temporary water service line was utilized. 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

It is difficult to support waiving the entire water portion of the monthly sewer and water fees for approximately a 3-month period, as there was a supply of water servicing this home, however with probably some reduction in pressure and quantity. The sanitary sewer service was fully operational, thus there should be no reduction in fees. To date this is the only residential water customer requesting to waive their fees while on a temporary water service line, thus whatever reduction in water fees is proposed & endorsed by Council, this potentially could impact 17 other residential water customers. The ICI water customers were charged a flat rate fee under a temporary water line

scenario as water was being bled on a continuous basis to prevent the temporary water service line from freezing.

The Operations & Facilities Executive Committee recommends the following;

- 1) That all residential water & sewer customers who utilized a temporary water service line connected to their abutting property owner will be given a 50% discount off the water portion of the total water and sewer fee for the duration that the temporary water service line was utilized during the 2014 winter season.
- 2) In case of Connie Kress her water bill will be reduced by \$ 55.06 based on the following calculations;

- $88 \text{ days} / 365 \text{ days} * (12 \text{ months} / \text{year} * \$ 38.06 / \text{month}) * 50\% = \55.06

Respectfully Submitted
Operations & Facilities Division,

Doug Brown

Doug Brown, P. Eng.
Operations & Facilities Manager

RECOMMENDED

JUN 18 2014

DIV. MNG.

Doug Brown

EXECUTIVE COMM.

R. W. ...

Council approval of this report will ensure the following:

- 1) That all residential water & sewer customers who utilized a temporary water service line connected to their abutting property owner will be given a 50% discount off the water portion of the total water and sewer fee for the duration that the temporary water service line was utilized during the 2014 winter season.
- 2) In the case of Connie Kress her water bill will be reduced by \$55.06 based on the following calculations:
 - $88 \text{ days} / 365 * (12 \text{ months} / \text{year} * 38.06 / \text{month}) * 50\% = \55.06

May 23, 2014



Town of Fort Frances
320 Portage Avenue
Fort Frances, ON
P9A 3P9

Attention: Town Council

Re: Water Services for 1029 Portage Avenue North

I am writing this letter in regards to my outstanding water and sewer account.

Approximately in February, my water line to my residence froze leaving me without water service. The Town Public Works Department attempted to thaw the water line three (3) times without success. I was forced to connect a hose to a neighbor to provide water to my home and is still connected to date.

As a result of not having a full water service to my residence, I had been forced to move out of my house for at least 3 weeks before being able to connect to my neighbor. Even now, my usage is been reduced to a minimum.

Therefore, I am requesting that the Town of Fort Frances waive my outstanding water account for the last billing statement of March 1, 2014, until I get my water service to my residence.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Connie Kress'.

Ms. Connie Kress
1029 Portage Ave.
Fort Frances, ON
P9A 2B1
Cell (807) 275-6184

Frozen Water Service – 1029 Portage Avenue North
Ms. Connie Kress
Chain of Events

March 7, 2014 – Town received a telephone call from Connie Kress of the above address informing the Town that her water service line was frozen. At the time she was told that there were a number of people on the list and that the Town would get to her as soon as possible.

March 13, 2014 – Town dispatched a crew to try and thaw the frozen water service line using the DBH Thawing machine. Tried the following hook-ups:

1. 1029 Portage Ave. curb stop to 1025 Portage Ave. inside house
2. 1029 Portage Ave. inside house to 1025 Portage Ave. inside house
3. 1029 Portage Ave. inside house to 1037 Portage Ave. curb stop

No connection (maximum 200 amps)

March 14, 2014 – I telephoned owner to let her know what we had done and that a union/ball valve would have to be installed so that the Town could try thawing the service line using the Pulse De-Icer (Thawing Machine). She was advised at the time this would be at her cost. I told her that I could make the arrangements with the plumber if she wanted. She gave the go ahead.

Immediately after getting off the telephone with the Owner I telephoned Keith Caul, Prydes Plumbing & Heating. I told him that a union/ball valve had to be installed at this address. Told him to contact the Owner and let her know when you would be there. Gave Keith the owner's telephone number.

At approximately 3:00 p.m. Keith Caul came into the Public Work Office and advised me that the union/ball valve had been installed.

March 17, 2014 – Town dispatched a crew to try and thaw the water service line using the Pulse De-icer (Thawing Machine). Crew could only get the pulse de-ice hose out 71 feet, couldn't get any further.

I telephoned Darren Kress advising him of the situation and that he should connect to the neighbour.

March 18, 2014 – Town dispatched a crew with the DBH machine to try connecting at other locations. Tried the following:

1. 1029 Portage Ave. inside house to the fire hydrant – no connection
2. 1029 Portage Ave. inside house to hydrant valve – no connection
3. 1029 Portage Ave. inside house to rink shack, inside – no connection
4. 1029 Portage Ave. inside house to rink curb stop – no connection

On several occasions during the process of trying to thaw the water service line Don Kress, Owner's father telephoned and came into the office numerous times asking questions and seeing if there was anything else that could be done. He was advised that without digging up the street there was nothing more that could be done.

Report prepared by: Doug Herr, Environmental & Facilities Supt.

DATE OF OCCURRENCE	LOCATION OF FROZEN WATERLINE	NAME OF OWNER	WHO WAS BILLED
1. January 3, 2014	546 Scott Street	John Marcus 276-6715	Town
2. January 14, 2014	415 Third Street, East	Patrick Gallow No phone	Town
3. January 21, 2014	913 McKenzie Avenue	Cheryl Tibbs 276-1707	Billable
4. January 22, 2014	381 Daniel Avenue	Fred Roisin 275-9727	Town
5. January 23, 2014	1617 Colonization Rd, W	Jason Eldridge 274-3884	Town
6. January 27, 2014	1103 River Road	Pete LeDrew 274-3545	Town
7. January 27, 2014	501 Sixth Street West	Towns Rental No phone	Town
8. January 27, 2014	133 Fourth Street West	Natalie Robinson 274-1824	Town
9. January 27, 2014	923 Crowe Avenue	Julie McEvoy 275-7473	50/50 split
10. Jan. 27, 2014	909 McKenzie Avenue N	Kayleen Cross 274-0313	Town
11. Jan. 27, 2014	271 Scott Street	Prime Cuts 274-9445	50/50 split
12. Jan. 28, 2014	817 Armit Avenue	Joy Lockman 276-6746	Town
13. Jan. 28, 2014	1133 Third Street East	Nellie Dolyniuk 274-7104	50/50 split
14. Jan. 28, 2014	415 Third Street East	Patrick Gallow No Phone	Billable Repeat
15. Jan. 30, 2014	621 Scott Street	Matt Jackson 276-6636	Town
16. Jan. 30, 2014	149 Fourth Street West	Louis Cousineau 274-9402	Town
17. Jan. 30, 2014	127 Sixth Street East Native Housing	Jim Veitch 275-8546	Town
18. Jan. 31, 2014	831 Minnie Avenue	Allan Dolph 274-7684	Town (pulsator)
19. Jan. 31, 2014	1027 Victoria Avenue N	Darryl Bombay 274-5011	50/50 split
20. Jan. 31, 2014	861 Kings Highway North American Lumber	Brad 274-3853	Done
21. Jan. 31, 2014	429 Third Street West	Jason Thompson 276-1934	Temporary Water line
22. Feb. 1, 2014	954 Phair Avenue	Dave Wickstrom 274-2398	Town

DATE OF OCCURRENCE	LOCATION OF FROZEN WATERLINE	NAME OF OWNER	WHO WAS BILLED
23. Feb. 1, 2014	1033 Victoria Avenue N	Kevin Pocock 274-1772	Town
24. Feb. 3, 2014	1000 Christie Avenue N	Chris Bazinett 274-4788	Town
25. Feb. 3, 2014	509 Armit Avenue	Dwayne Turriff 276-1451	Town
26. Feb. 3, 2014	1065 Walker Avenue	Kim Johnston 274-7976	Town
27. Feb. 3, 2014	343 Daniel Avenue	Don Kress 274-9482	Town
28. Feb. 3, 2014	432 Scott Street Wright Physio	Jeff Wright 274-4222	Thawed on its own
29. Feb. 3, 2014	1117 Scott Street	Doug Rydell 276-7097	Town
30. Feb. 3, 2014	415 Third Street West	Troy Morris 274-9881	Town
31. Feb. 3, 2014	655 Riverview Drive	Marnie Brown 274-2265	Town
32. Feb. 2, 2014	1119 Scott Street	Joy Legarie 274-6348	Town
33. Feb. 1, 2014	109 Sixth Street East	Don Zaparniuk 276-3536	Town
34. Feb. 3, 2014	1411 Colonization Rd. W	Thor Ruppenstein 274-9699	Town
35. Feb. 3, 2014	240 Third Street West	Tyler Cousineau 275-9877	Town
36. Feb. 4, 2014	1133 River Road, West	Nancy Gladu 274-5028	Town Pulsator
37. Feb. 4, 2014	629 Third Street East	Ray Calder 274-2652	Temporary Water
38. Feb. 4, 2014	1224 Scott Street	Delores Fraser 274-5832	Town
39. Feb. 5, 2014	909 Christie Avenue North	Sheldon Domers 204-996-3447	Town
40. Feb. 5, 2014	1018 Crowe Avenue	Mike Gervais 274-5872	Town
41. Feb. 5, 2014	619 Scott Street	Jesse Gunderson 274-4730	Town
42. Feb. 5, 2014	1032 Victoria Avenue N	Joan Mudge 274-3489	Town
43. Feb. 6, 2014	1123 River Road	David Cross 274-9403	Town

DATE OF OCCURRENCE	LOCATION OF FROZEN WATERLINE	NAME OF OWNER	WHO WAS BILLED
44. Feb. 6, 2014	839 Crowe Avenue	Josh Wreggitt 275-7674	Town
45. Feb. 6, 2014	839 Armit Avenue	Elvie Calvin 274-6090	Town
46. Feb. 6, 2014	518 Fourth Street, West	Mark Addisson 274-1579	Town
47. Feb. 6, 2014	507 Third Street West	Laverna Brown 2714-0173	Town
48. Feb. 6, 2014	115 Fourth Street West	Scott Wensely 274-2883	Town
49. Feb. 6, 2014	1225 Third Street, East	Shawn Hayes 274-1830	Town
50. Feb. 7, 2014	1337 Emo Road	Shawn Pollard 274-1502	Town
51. Feb. 7, 2014	1121 Church Street	Jeff Bottomley 271-1301	Town
52. Feb. 7, 2014	835 Crowe Avenue	Clark Allan 275-8415	Town
53. Feb. 8, 2014	652 Scott Street	Mary Wood 274-6779	Town
54. Feb. 9, 2014	1008 Walker Avenue	Kevin Lake 274-5519	Town
55. Feb. 9, 2014	1104 Victoria Avenue	Kim Strain 274-3686	Town
56. Feb. 9, 2014	825 Crowe Avenue	James Nickleson 276-3718	Town
57. Feb. 9, 2014	931 McKenzie Avenue	John Yellowega 275-7838	Union installed Town
58. Feb. 9, 2014	929 Victoria Avenue	Dennis Ivall 274-3037	Town
59. Feb. 9, 2014	711 Riverview Drive	Irene Bobczynski 274-7637	Town
60. Feb. 10, 2014	1000 McIrvine Road	Gardwine North 274-0750	Done Billable
61. Feb. 10, 2014	1105 Scott Street	Brian Keffer 275-9256	Town Pulsated
62. Feb. 10, 2014	362 Daniel Avenue Steph no temp – Feb. 19/14	Bernie Martens 274-8786	Temporary Water
63. Feb. 10, 2014	263 Sixth Street East	Bill Smeltzer 807-632-8233	Town
64. Feb. 11, 2014	613 Second Street West	Shelly Sharp 276-0302	Town

DATE OF OCCURRENCE	LOCATION OF FROZEN WATERLINE	NAME OF OWNER	WHO WAS BILLED
65. Feb. 11, 2014	1621 Colonization Rd. W	Leo Arrigo 274-9702	Temporary Water
66. Feb. 11, 2014	554 Webster Avenue	James Yerxa 276-7411	Town
67. Feb. 11, 2014	577 Osborne – Unit 84 Stephanie Buckshot	Chris McKinnon 276-1838	Billable
68. Feb. 11, 2014	535 Elm Avenue	George Chabot 274-1588	Town
69. Feb. 12, 2014	1027 Cornwall Avenue	Della Badiuk 274-3624	Town
70. Feb. 12, 2014	517 Lillie Avenue	Evelyn Sletmoen 276-3722	Town
71. Feb. 12, 2014	613 Riverview Drive	Louis Decaire 274-6550	Town
72. Feb. 12, 2014	1355 Colonization Rd. W	Sandra Yeo 274-2604	Town Temp water
73. Feb. 12, 2014	237 Third Street West	Diane Caul 274-9604	Town
74. Feb. 12, 2014	502 Armit Avenue	Jay Brunett 275-7716	Town
75. Feb. 12, 2014	503 Armit Avenue	Ryan Flammond 274-1647	Thawed on its own
76. Feb. 12, 2014	414 Third Street West	Crystal Caul 276-4105	Town
77. Feb. 12, 2014	422 Kings Hwy	Carol Alton 275-7129	Town Pulsator
78. Feb. 13, 2014	755 Riverview Drive	Gary Domanski 274-6430	Town
79. Feb. 13, 2014	1609 Colonization Rd. W	D. Eldridge 276-7772	Temporary Water
80. Feb.. 13, 2014	363 Daniel Avenue	Shannon Munroe 276-6005	Town
81. Feb. 13, 2014	1118 Church Street Paige Smith 274-3274 or 276-5959 (Richard)	Mike Busch	Town
82. Feb. 13, 2014	921 Keating Avenue North	Mario Venerus 275-5450	Billable Pulsator
83. Feb. 13, 2014	375 Daniel Avenue	Arthur Cross 274-3989	Town
84. Feb. 13, 2014	618 Third Street East	Ann Turgeon 274-7649	Town
85. Feb. 13, 2014	Fort Duty Free 411 Mowat	274-7151	Town Pulsator

DATE OF OCCURRENCE	LOCATION OF FROZEN WATERLINE	NAME OF OWNER	WHO WAS BILLED
86. Feb. 13, 2014	558 Scott Street	Dennis O'Donnel 276-3133	Town Feb. 27
87. Feb. 13, 2014	1033 Victoria Avenue 276-4046 or 275-9096	Lisa Pocock 274-1772	Repeat – see #23 - billable
88. Feb. 13, 2014	633 Third Street West	Ray Friesen 275-8837	Town
89. Feb. 14, 2014	423 Sixth Street West 274-6978	Cecil Peddie	Temporary Water
90. Feb. 14, 2014	929 Crowe Avenue	Giselle Oliver 274-3749 or 270- 6201	Town
91. Feb. 14, 2014	908 Christie Avenue N	Dave Poirier 275-9126	Town
92. Feb. 14, 2014	907 Victoria Avenue N	Wendy Calder Max – 274-6305	Town
93. Feb. 14, 2014	220 Sixth Street West	Bill Bone 276-8485	Town
94. Feb. 15, 2014	1008 Walker Avenue	Kevin Lake 274-5519 or 276- 1600	Repeat see #54 Billable
95. Feb. 15, 2014	381 Daniel Avenue	Fred Roisen 275-9727	Repeat see #4 Billable
96. Feb. 15, 2014	133 Fourth Street West Work – 274-1161	Natalie Joulquier 274-1824	Repeat see #8 Billable
97. Feb. 16, 2014	535 Webster Avenue	Merv Ahrens 274-3744 or 276- 2515	Town
98. Feb. 16, 2014	527 Second Street West	Jen Grimard 271-1369	Town
99. Feb. 16, 2014	909 Christie Avenue North	Sheldon Demers 276-7014	Repeat see #39 Billable
100. Feb. 16, 2014	1127 Church Street 274-6462 275-5483 274- 7414	Kalen Kielczewski	Town Feb 21
101. Feb. 16, 2014	934 Christie Avenue North	Raeann Watson 276-7258	Town
102. Feb. 16, 2014	1007 Portage Avenue North	Kelly Morgan 204-979-4121	Town Feb 21
103. Feb. 16, 2014	940 Third Street East	Melissa Carpenter 276-4396	Temp Water
104. Feb. 17, 2014	1207 Third Street East 274-0315	Michelle Danis 705-662-3052	Union installed Temp Water

DATE OF OCCURRENCE	LOCATION OF FROZEN WATERLINE	NAME OF OWNER	WHO WAS BILLED
105. Feb. 17, 2014	429 Third Street East	Janice Winik 275-7731	Town Feb. 23
106. Feb. 17, 2014	911 McKenzie Avenue N.	Jackie Grynol 274-5047	Town Feb. 22
107. Feb. 18, 2014	621 Third Street East	Calvin Smith 276-2547	Town
108. Feb. 18, 2014	1109 Church Street	Ed Halvorsen – rental -	Town Pulsator
109. Feb. 18, 2014	1027 Victoria Avenue N	Darryl Bombay 274-5011	Repeat see #19 Bill– Feb 23
110. Feb. 18, 2014	1135 Third Street East 276-8415	Megan Bale or Selena	Temp Water With 1133
111. Feb. 18, 2014	536 Fourth Street West	Panda Ness 274-3892	Town Feb. 23
112. Feb. 18, 2014	809 Christie Avenue North La Donna Klem - owner	Mrs. McRitchie 275-5118	Town Feb 23
113. Feb. 18, 2014	513 Armit Avenue	Ann Marie Watson 274-2571	Town Feb 23
114. Feb. 18, 2014	824 Victoria Avenue Church of Holy Spirit	Dick – 274-2930 Ralph 274-7074	Town – Pulsate Feb. 25
115. Feb. 18, 2014	1065 Walker Avenue call 274-8382 if not home	Kim Johnston 274-7976	Repeat see #26 Bill Feb 23
116. Feb. 18, 2014	505 Kings Highway	Jamie McKelvie 276-1370	Town Feb. 24
117. Feb. 18, 2014	1007 Crowe Avenue Dave Poierier – 275-9126	Lizzy Nusbaumer 276-5809	Town Feb. 24
118. Feb. 19, 2014	433 Third Street West	Kelvin Scott Robbie – 5-7882	Town Feb. 24
119. Feb. 19, 2014	255 Scott Street Brockies Jewellers	Ted Brockie 274-3934	Town
120. Feb. 19, 2014	423 Third Street East Larry and Lois King	Larry 4-4068 Lois 4-9811 Kitch	Town Feb. 24
121. Feb. 19, 2014	251 Fourth Street West Jeanette Anderson – owner	Harold Ogier 274-1878	Town Feb. 24
122. Feb. 20, 2014	239 Fifth Street East 271-1714	Laurie Flinders 276-5506	Town Feb. 25
123. Feb. 20, 2014	408 Third Street East	Jim Ryan 274-4941	Town Feb. 25
124. Feb. 20, 2014	926 Crowe Avenue	Rodney Shute 274-3055	Town
125. Feb. 20, 2014	1007 Third Street East	Katherine Hands 275-8484	Town Feb. 25

DATE OF OCCURRENCE	LOCATION OF FROZEN WATERLINE	NAME OF OWNER	WHO WAS BILLED
126. Feb. 20, 2014	1017 Third Street East	Lawrence Holbrook 274-2337 276-7153	Town Feb. 25
127. Feb. 20, 2014	1014 Fifth Street East Home 274-2731	Elma Tucker 482-2479 Work	Town Feb. 25
128. Feb. 20, 2014	560 Webster Avenue Evangelical Church	Jeff 4-2997 Church 4-2328	Thawed on its own
129. Feb. 20, 2014	1102 River Road West 274-5783	Robert Caldwell 275-9635	Union Installed Temp Water
130. Feb. 21, 2014	1044 River Road West Raymond Roy – owner	274-6807 – home 276-5193 – Kim	Town Feb. 26
131. Feb. 21, 2014	537 Third Street West	Alvin Howells 274-9239	Town Feb. 26
132. Feb. 21, 2014	555 Elm Avenue	Pat Gartshore 274-5538	Town Feb. 26
133. Feb. 21, 2014	737 Thompson – will call us on March 7, 2014	Cathy Bruyere 274-6668	Town – Pulsate March 7
134. Feb. 21, 2014	617 Scott Street	Dan Scott 274-6292	Town Feb 26
135. Feb. 22, 2014	1143 Portage Avenue 274-6145	Fred Jack 276-2826	Town Feb. 27
136. Feb. 22, 2014	905 McKenzie Avenue 274-0410	Ann Dillon 276-6800	Town Feb. 26
137. Feb. 23, 2014	428 King's Highway Doug Koval 276-5928	Eve Acorn 275-5676 or 4-7148	Town Feb. 27
138. Feb. 23, 2014	551 Webster Avenue Owner – Melissa 276-7511	Angie Lampi 275-6228	Town Feb. 27
139. Feb. 23, 2014	1117 Third Street East	Lilie Pearson 274-6530	Town Feb 27
140. Feb. 24, 2014	1305 Emo Road Dave & Elaine	W – 274-9861 - D H – 274-7863 W – 274-4812 - E	Union installed Temporary Water
141. Feb. 24, 2014	619 Scott Street	Jesse Gunderson 274-4730	Repeat – #41 Bill – Feb 26
142. Feb. 25, 2014	536 Fourth Street, West	Panda Ness 274-3892	Repeat #111 Bill – Feb. 28
143. Feb. 26, 2014	220 Church Street Canada Custom Warehouse	274-3655	Pulsated April 15
144. Feb. 26, 2014	815 Scott Street	Tracy Bourassa 276-2042	Town Feb. 28
145. Feb. 27, 2014	505 King's Hwy Repeat #116	Jamie McKelvie 276-1370	Done Bill – Feb. 28

DATE OF OCCURREANCE	LOCATION OF FROZEN WATERLINE	NAME OF OWNER	WHO WAS BILLED
146. Feb. 27, 2014	517 Lillie Avenue	Evelyn Sletomen 276-3722	Repeat #70 Bill – Feb. 28
147. Feb. 27, 2014	201 Sixth Street West owner Bill Krukoski Linda Hamilton 275-9268	Brenda 484-2172 or 484-9943 John – 484-2728	Done
148. Feb. 28, 2014	501 Sixth Street West (Town's Rental)	Jane Peterson	Repeat (2) March 7 - Bill
149. Feb. 28, 2014	431 Third Street East	Bill Kragg 275-9297	Town March 1
150. March 1, 2014	649 Third Street East	Cody Perron 276-8467	Town March 3
151. March 2, 2014	529 Second Street East	Kathy Gagne 276-0638	March 12 Pulsate
152. March 2, 2014	429 Second Street East	Dana Kosowick 276-7303	Town March 3
153. March 3, 2014	1147 Portage Avenue N	Bobbi Guenette 276-1863	Town March 3
154. March 3, 2014	211 Third Street West	Al Robertson 274-3516	Town March 3
155. March 3, 2014	823 Minnie Avenue	Hilding Ronmark 274-7022	Town March 3
156. March 3, 2014	577 Osborne	Chris McKinnon 276-1838	Town March 4
157. March 3, 2014	1039 Colonization Rd. W. Alternate Beverly 271-0598	Norma Pattison 274-6600	No water to date
158. March 3, 2014	1119 Scott Street	Joy Legarie 274-6348	Repeat #32 Bill – March 4
159. March 3, 2014	1005 Williams Avenue	Mrs. Simmons 274-9735	Town March 4
160. March 3, 2014	375 Central Loop Couchiching	Steve Morrisseau 276-4800	PO voided Cancel –Mar 4
161. March 4, 2014	1003 Victoria Avenue North – 274-0510 – Work	Kelly Badiuk 276-5663	Town March 4
162. March 4, 2014	509 Armit Avenue	Dwayne Turriff 276-1451	Repeat #25 Bill – March 4
163. March 4, 2014	1205 Third Street East girlfriend – 271-1689	Roger Fiegen 271-0458	Town March 4
164. March 4, 2014	363 Daniel Avenue	Shannon Monroe 276-6005	Repeat #80 Bill – March 4
165. March 4, 2014	837 Minnie Avenue	Walter Engelman 274-2530	Town March 5

DATE OF OCCURENCE	LOCATION OF FROZEN WATERLINE	NAME OF OWNER	WHO WAS BILLED
166. March 4, 2014	625 Scott Street	Sherry Sinclair 270-8269	Town March 5
167. March 4, 2014	1702 Colonization Road W Sandra McNay – 276-1293	Lynn 274-0705 Hendrickson	Town March 5
168. March 4, 2014	729 Church Street	Mrs. Bodnarchuk 274-9322	Town March 5
169. March 4, 2014	142 Sixth Street East	Corey Dabranski 274-	Town March 5
170. March 5, 2014	419 Fourth Street West Home 274-1908	David Wright 276-7054	Town March 6
171. March 5, 2014	550 Fourth Street West Home 274-5102	Andrew Hallikas 275-6011	Town March 6
172. March 5, 2014	155 Sixth Street East	Adam Wigdor 276-6352	Town March 5
173. March 5, 2014	523 Fourth Street West	Nicole 275-5385 Williamson	Town March 6
174. March 5, 2014	721 Armit Avenue	Delores Camirand 274-1894	Town March 7
175. March 5, 2014	601 Victoria Avenue Weechi-it-te-win	Pete Bruyere 274-4571	Town March 7
176. March 5, 2014	1027 Scott Street call 218-324-1785	Brian Angus 274-6057	Town March 8
177. March 5, 2014	237 Third Street West	Victor Bedard 274-2402	Repeat #73 March 7 – bill
178. March 5, 2014	731 Scott Street	Carol Ewacha 274-1937	Town March 8
179. March 5, 2014	646 First Street East Mario Galluzzo	Dan – contractor 276-3701	Town March 9
180. March 5, 2014	551 Riverview Drive	Jerry Stratton 274-7947	Town March 8
181. March 5, 2014	535 Elm Avenue	George Chabot 274-1588	Repeat #68 March 8 – bill
182. March 5, 2014	1007 Second Street East	Amanda Stevens 276-7736	Town March 9
183. March 6, 2014	389 Daniel Avenue Home 274-9666	Jen Langtry 276-0084	Town March 6
184. March 6, 2014	609 Victoria Avenue	Dave Hickling 274-7024	Town March 11

DATE OF OCCURRENCE	LOCATION OF FROZEN WATERLINE	NAME OF OWNER	WHO WAS BILLED
185. March 6, 2014	559 Elm Avenue Work – 274-3848	Diane Martinuk 274-8477 Home	Town March 9
186. March 6, 2014	716 Portage Avenue North If no answer knock on door someone will be at home	Tasha Glover 276-3063	Town March 11
187. March 6, 2014	325 Sixth Street West Home – 274-4719	Rosanne Ward 276-3034	Town March 10
188. March 6, 2014	375 Central Loop Steve Morrisseau 276-4800	Genie Morrisseau 274-3116	Billable
189. March 6, 2014	1024 First Street East	Don Smeeth 274-3170	Town March 10
190. March 6, 2014	927 Christie Avenue North	Margret Plante 274-7663	Town March 10
191. March 7, 2014	1116 Third Street East 274-7819	Florence Buffington	Pulsate - Town March 12
192. March 7, 2014	1251 Sixth Street East Home 274-3378	Kathy Egan 276-4089	Town March 10
193. March 7, 2014	1061 Walker Avenue	Amanda Olson 276-2366	Town March 11
194. March 7, 2014	641 Third Street West	Sandra McNay 276-1293	Town March 11
195. March 7, 2014	281 Second Street East H2O	Steve Both 275-8375	Plastic Line Pulsate
196. March 7, 2014	919 Victoria Avenue North Home 274-6118	Doug McDonald 275-7119	Town March 12
197. March 7, 2014	1109 Scott Street Home 274-6276	Josephine McKenzie	Town March 12
198. March 7, 2014	945 Phair Avenue	Brian Rose 276-1556	Town March 12
199. March 7, 2014	233 Third Street West Brothers 274-6757	Sandy Neilson H 274-2225	Town March 14
200. March 7, 2014	742 Thompson Dwayne 276-8516	Jody 275-6256 H 4-9580 W 4- 2042 ext. 4221	Town March 12
201. March 7, 2014	271 Scott Street Prime Cuts	Marge Toninato 274-9445	Repeat #11 March 7 - Bill
202. March 7, 2014	1029 Portage Avenue N	Connie Kress 275-6184	Temp Water
203. March 7, 2014	909 Victoria Avenue N	Corey Spuzak 274-8585	Town March 12
204. March 7, 2014	137 Sixth Street East John DeGagne 275-7851	Kelly Calder 276-5740	Town March 14

DATE OF OCCURRENCE	LOCATION OF FROZEN WATERLINE	NAME OF OWNER	WHO WAS BILLED
205. March 7, 2014	637 Third Street West Dennis Daulk 274-6928	Scott Booth 276-2292	Town March 11
206. March 7, 2014	323 Sixth Street West Blaine Orr – 275-7220	Brian Mitchell 275-5076	Thawed on its own
207. March 7, 2014	1108 Victoria Avenue N Home – 274-4664	Shannon Weir 276-0654	Town March 15
208. March 7, 2014	545 Elm Avenue	Glen Burns 807-788-2459	Town March 15
209. March 7, 2014	1113 Church Street	Dave Taylor 275-9911	Town March 16
210. March 7, 2014	921 Victoria Avenue North	Robin Grimard 274-5136	Town March 12
211. March 7, 2014	621 Church Street Elaine Spencer	Judy Kaufman 275-8273	Town March 15
212. March 7, 2014	111 Sixth Street East	Brian Treftlin 275-8414	Town March 15
213. March 8, 2014	532 Second Street West	Bill Morrison 274-7896	Town March 15
214. March 8, 2014	921 Keating Avenue North	Mario Venerus 274-6925	Repeat #82 March 12 - Bill
215. March 8, 2014	1015 Portage Avenue North	Don McKenzie 274-6439	Town March 15
216. March 8, 2014	713 Church Street	Dillon Mainville 275-6739	Town March 15
217. March 8, 2014	1301 Emo Road	Dwayne Strum 276-2231	Pulsate Needs Union
218. March 8, 2014	755 Second Street West	Warren Zub 274-7053	Town March 16
219. March 8, 2014	347 Daniel Avenue	Darren Yerxa 276-5355	Town March 11
220. March 8, 2014	1018 First Street East Connie 275-5118	Shawna 275-7747	Town March 16
221. March 9, 2014	627 First Street East Home 274-2787	Loreen Morrish 275-7264	Town March 16
222. March 9, 2014	1337 Emo Road	Shawn Pollard 275-9752	Repeat #50 March 16 – bill
223. March 9, 2014	427 Sixth Street West	Kim Matheson 274-7188	Unable to get With either
224. Mar. 10, 2014	397 Scott Street Celestes Beauty Salon	Debbie Perruse 274-3462	Town March 10
225. Mar. 10, 2014	313 Third Street East Home 274-6032	Blake Carlson 275-5006	Town March 16

DATE OF OCCURRENCE	LOCATION OF FROZEN WATERLINE	NAME OF OWNER	WHO WAS BILLED
226. Mar. 10, 2014	509 Crowe Avenue Home 274-5399	Brad Benninger 276-8509	Town March 16
227. Mar. 10, 2014	273 Scott Street Northwood Gallery & Gifts	Neila Booth 274-9224	Town March 12
228. Mar. 10, 2014	1323 Emo Road Becky McClain	Krista Little 275-6051	Temporary Water
229. Mar. 10, 2014	714 Armit Avenue	Val – Metis Hall 274-9576	Town March 11
230. Mar. 10, 2014	513 Victoria Avenue	Allan Bedard 275-6708	Town March 17
231. Mar. 10, 2014	1411 Colonization Road W 4-0360 or 6-1426 - Eleanor	Thor Ruppenstein 274-9699	March 16 Bill
232. Mar. 10, 2014	1020 Third Street East Colleen 274-9416	Jeff Wieresma 276-5338	Town March 17
233. Mar. 11, 2014	419 Fourth Street West	David Wright 276-7054	Repeat #170 March 17 – bill
234. Mar. 11, 2014	527 Second Street West	Jennifer Grimard 271-1369	Repeat #98 March 17 - bill
235. Mar. 11, 2014	521 Lilie Avenue	Erika McKay 204-292-7945	Town March 17
236. Mar. 12, 2014	1037 First Street East Diane Pattison	Shaw Cable 274-5540	Town March 14
237. Mar. 12, 2014	1320 Emo Road owner Greg Gosman	274-3243 Work 274-2517 Home	Town March 17
238. Mar. 12, 2014	429 First Street East Work – 274-2110	Tara Tolley 274-4377 Home	Town March 17
239. Mar. 12, 2014	551 Webster Avenue Melissa owner – 276-7511	Angie Lampi 275-6228	Repeat #138 March 17 – bill
240. Mar. 12, 2014	707 Scott Street	Gordon Dyrland 274-6746	Town March 17
241. Mar. 12, 2014	554 Webster Avenue	James Yerxa 276-7411	Repeat #66 March 17 - bill
242. Mar. 13, 2014	738 Riverview Drive Janet Work 274-7708	Janet Holden 276-2144	Town March 18
243. Mar. 14, 2014	835 Crowe Avenue Work – 274-3969	Clarke Allan 275-8415	Repeat #52 March 17 – bill
244. Mar. 14, 2014	229 Scott Street – Causeway Insurance	274-6688	Town March 14
245. Mar. 14, 2014	1014 Fifth Street East 482-2479 (w)	Elma Tucker 274-2731 (h)	Repeat #127 March 18 - bill
246. Mar. 15, 2014	400 8 th Street	Hammonds 274-3881	Town March 15

DATE OF OCCURRENCE	LOCATION OF FROZEN WATERLINE	NAME OF OWNER	WHO WAS BILLED
247. Mar. 16, 2014	1306 Colonization Rd. W	Mike Godin 276-5169	Town March 18
248. Mar. 16, 2014	1111 River Road West	Eric Shute 4-1911 or 6-0667	Town March 18
249. Mar. 18, 2014	910 Victoria Avenue North Owner – Ray Wreggit	Linda Mann 276-6998	Town March 18
250. Mar. 19, 2014	641 Third Street West	Sandra McNay 276-1293	Repeat #194 March 19 – bill
251. Mar. 19, 2014	816 Front Street	Gladys Martin 274-3954	Town March 20
252. Mar. 20, 2014	1005 Crowe Avenue 274-9779	Diane Albright 275-8964	Town March 20
253. Mar. 27, 2014	921 Keating Avenue K & M Trucking	Mario Venerus 274-6925	Repeat #82 March 27 - bill
254. Mar. 27, 2014	609 Scott Street 270-4875	Jamie Joyce 276-1244	Town March 28
255. Mar. 28, 2014	1321 Idylwild Drive Cell 276-0337	Cindy McKinnon 274-9710	Thawed on its own
256. Mar. 31, 2014	360 Third Street East	Fedoruk	Town April 1
257. April 9, 2014	622 Third Street East	Dan Livingston	Town April 10
258. April 15, 2014	1205 Elizabeth Street	Sam Harnett 274-9660	
259. April 21, 2014	558 Scott Street	Darren O'Donnel 276-3133	Repeat #86
260. April 21, 2014	902 Phair Ave.	Kyla Hartlin 276-0571	Town April 22
261. May 6, 2014	261 Scott Street	Guy Donaldson	Town May 13
262. May 14, 2014	297 Scott Street	Guy Donaldson	Town May 13
263. May 21, 2014	210 Butler Avenue	MNR – 271-0711	Town May 21
264. June 2, 2014	237 Fifth Street East	Leon Degagne	Town June 6
265.			
266.			
267.			



Northwestern
Health Unit

www.nwhu.on.ca

210 First Street North
Kenora, ON P9N 2K4

March 7, 2014

Water System Operators

Dear Municipal Water System Operators:

Re: Creating Auxiliary Water Lines due to Frozen Water Lines

During this time of year auxiliary water lines are being installed by municipal water providers due to frozen water lines. Providing temporary water to your households in this manner carries some risk for contamination of the water and we provide the following recommendations for the installation and use of auxiliary water lines. These steps are not mandatory but are provided to help protect both the connected houses and your municipal water distribution system.

- A backflow preventer should be installed on the donor home to prevent any potential cross contamination to the municipal water distribution system.
- If there is a need to prevent the water line from freezing, it is recommended that an air gap (running tap) or bleeder line be used.
- Homeowners should be given boil water advisory and instructions regarding use of water that may be contaminated.

In circumstances where the auxiliary line is intended to supply potable water we also recommend the following:

- The lines used to connect the houses should be potable water grade hoses (not ordinary garden hoses).
- The potable water line should be disinfected before being put into service by following the same AWWA standard for disinfecting water mains.
- Following the installation of the auxiliary line, the interior plumbing of the recipient home should be thoroughly flushed and then the FAC tested to ensure there is an adequate residual.
- If a bleeder line is required, a back flow preventer should be installed to protect the water quality of the receiving home.
- The homeowner of the receiving home should be advised that water quality cannot be guaranteed in this circumstance.

Water System Operators

March 7, 2014

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Please note that if an auxiliary line is installed in any location other than an individual private home you should contact your local public health inspector.

If you have any questions regarding these recommendations, please contact your local Public Health Inspector.

Sincerely,



Jennifer McKibbin

Manager, Environmental Health & Smoke-Free Ontario

cc: Dr. Jim Arthurs, Medical Officer of Health
Dr. Kit Young-Hoon, Medical Consultant
Brian Norris, Public Health Inspector
Dan Harasymiw, Public Health Inspector
David Coats, Public Health Inspector
Kurtis Casey, Public Health Inspector
Mike Mackie, Public Health Inspector
Rick Pascoe, Public Health Inspector
Stephanie Snow, Public Health Inspector
Thomas Nabb, Public Health Inspector
Aaron Causyn, Drinking Water Inspector
Arnold Laine, Drinking Water Program Supervisor
Carolyn Lacroix, Drinking Water Inspector
Jason Tittlemier, Drinking Water Inspector

TEMPORARY WATER HOOK UPS

1)	Jason Thompsn	429 Third Street West	May 26
2)	Jeff Wright	432 Scott Street (Wright's)	May 6
3)	Ray Calder	629 Third Street East	May 19
4)	Leo Arrigo	1621 Colonization Rd	June 9
5)	Sandra Yeo	1355 Colonization Rd.	June 9
6)	D. Eldridge	1609 Colonization Rd. W	May 19
7)	Cecil Peddie	423 Sixth Street West	June 6
8)	Melissa Carpenter	940 Third Street East	May 19
9)	Michelle Dannis	1207 Third Street East	June 9
10)	Selena (Megan Bale)	1135 Third Street East	June 9
11)	Connie Kress	1029 Portage Avenue N	June 3
12)	Dave Sande	1305 Emo Road	May 26
13)	Evangelical Church	560 Webster Avenue	April 19
14)	Robert Caldwell	1102 River Road West	May 29
15)	Bernie Martens	362 Daniel Avenue	May 23
16)	Cindy McKinnon	1321 Idylwild Drive	mid April
17)	Blaine Orr	323 Sixth Street West	April 21
18)	Bill Krukoski	201 Sixth Street West	April 25