

833 Armit Avenue

Lori Drennan

Re: Frozen Water Service

In receipt of a letter addressed to Council from Lori Drennan regarding thawing of a frozen water service line above the above residence.

First, the information within the letter is accurate, except for turning on their tap to allow the water to flow. There is no way for Town to verify if this happened or not.

The first time the Town thawed the water service, Sunday February 11, 2018 it was determined that the water line was froze within the street which resulted in no charges to the property owner. Since the work of thawing the water service, the second time was also done on Sunday, February 18, 2018 the owner was charged \$426.45, as indicated on the form.

She did sign the Work Requisition form authorizing work to thaw the water service line. This form explains the charges and procedures for thawing water service lines. Also, on the second page of the Work Requisition there is a statement in bold print that clearly states **"**If during the same winter season, the property owner requires the Town to repeat thawing of their water service line, all costs will be paid 100% by the property owner."** This was the case here. See attached Work Requisition (Frozen Waterlines), signed by Owner.

As mention earlier, there is no way for the Town to determine if the water was turned off, by mistake or otherwise prior to the service line freezing the second time.

In view of the information above, she was or should have been aware of the charges for the Town to thaw the water service. Therefore, I am not in favour of having the charges reversed.

Prepared By: Douglas Herr
Environmental & Facilities Superintendent

To Fort Frances Town Council,



On Feb. 11 2018 our waterline at 833 Armit Ave. froze, we called Public Works and the crew came and thawed the line. It was determined at that time that the line was frozen on town property. The crew left instructions that a tap should be left running at about a pencil stream. We were also informed that if the line froze again there would be a charge to thaw it. We set a tap at the recommended flow and exactly one week later on Feb. 18 the line froze again on town property, we explained to the crew that we had a tap running and it froze again, the crew recommended increasing the flow, we now have two taps running and have not had any further issues. We have received a bill in the amount of \$426.45 we find it difficult to understand why such an extraordinary amount has been billed to us for an issue that clearly is not on my property but is on town property. We do understand that there are costs involved to the town to have crews on call as well as equipment costs, but to bill such a large amount for the time involved and again the issue is on town property not ours is wrong and uncalled for, as tax paying citizens we have contributed to payment of these services through taxes. We believe this charge should be reversed, thank you for your consideration of this issue.

Lori Drennan

Tyler Reinson

TOWN OF FORT FRANCES

WORK REQUISITION
(FROZEN WATERLINES)DATE FEB 18/18TIME 7:44 AMPHONE # 274-6246NAME OF PERSON REQUESTING WORK TYLER REINSONNAME OF OWNER SAMEADDRESS 833 ARMIT AVE

BILLING ADDRESS (if different from above) _____

The undersigned has read the attached forms and accepts the conditions and all charges incurred and by signing, hereby authorizes the Town of Fort Frances, Operations & Facilities Division to carry out the following work, namely:

THAW FROZEN WATERLINE 166.95cell @ 275-630050-080-0832-0430-40595~~no bid~~4 hour call out @ 426.45 no hist.

Date _____


Signature of Property Owner or Authorized Rep.

Print Name of Owner or Authorized Representative _____

Work Order Prepared By: T. LAWWork Carried Out By: GEORGE BRUYERE

TOWN OF FORT FRANCES WATER SERVICE MAINTENANCE AUTHORIZATION

It is understood that the property owner is responsible for that portion of the line, which is on private property.

CHARGES:

1. The standard charges for work performed during regular working hours:
 - a) **\$166.95/hr** (includes 2 employees @ \$43.25/hour each, DBH thawing machine with ¾ ton truck @ \$80.45/hour).
2. Minimum charges for one (1) hour overtime:
 - a) **\$210.15/hr** (includes 2 employees @ \$64.85/hour each, DBH thawing machine with ¾ ton truck @ \$80.45/hour).
3. Minimum charges for any callout after regular working hours or on weekends:
 - a) **\$426.45** - Four (4) hours labour for each of two (2) employees (4 x 2 x \$43.25 = \$346.00), equipment, (DBH thawing machine with ¾ ton truck) @ \$80.45/hour.
4. Minimum charges on a statutory holiday:
 - a) **\$ 772.45** - Eight (8) hours labour for each of two (2) employees (8 x 2 x \$43.25 = \$692.00), equipment, (DBH thawing machine with ¾ ton truck) @ \$80.45/hour.

****If during the same winter season, the property owner requires the Town to repeat thawing of their water service line, all costs will be paid 100% by the property owner.**

PROCEDURES:

The following procedures are to be followed for thawing frozen waterlines;

- a) That the Town first try thawing from the house to curb stop at the property line. If successful the property owner or tenant would pay 100% of all costs.
- b) If the Town was unable to make a proper current flow connection at the curb stop or if the Town was unable to locate the curb stop, the Town would then try thawing from the house to the watermain. If successful the property owner would pay 50% of all costs.
- c) If the Town make proper current flow connections between the house and the curb stop and are unable to thaw the line, the Town would then try thawing from the house to the watermain. If successful the Town would absorb all the cost with no costs going to the property owner or tenant.
- d) If it is determined that the problem is correctable, the service will be scheduled for remedial work the following summer.

TOWN OF FORT FRANCES

PRIVATE WORK REPORT FORM

DATE Feb 19 2019 TIME 9:00 am -

Explain in detail (identify procedures followed to resolve frozen water line):

Thread from CB at 933 to the wire at 837
two cables
20 min.

If callout - Received by: Irish

- Work done by: Jay & Travis

To be filled out by Superintendent:

Bill to be issued: Yes ☒ No ☐

Remarks of Foreman or Superintendent BILL OWNER - 4HR CALLOUT

- SECOND TIME - DBH MACHINE
J.H.

TOWN OF FORT FRANCES

PRIVATE WORK REPORT FORM

DATE Feb 11/18 TIME 3:30 PM - 5:30 PM

Explain in detail (identify procedures followed to resolve frozen water line):

Thawed Frozen Water - 2 cables from
C/s at 833 to Thaw Wire at 837.
Good connection, thawed in 25 min.

If callout - Received by: G. Wiedenhoeff
- Work done by: G. Wiedenhoeff / J. Bruyen

To be filled out by Superintendent:

Bill to be issued: Yes _____ No ✓

Remarks of Foreman or Superintendent J.H.

