

January 18, 2019

Report To: Travis Rob, Manager of Operations and Facilities

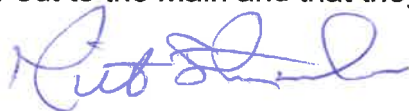
From: Milt Strachan, Transportation Superintendent

Subject: Plugged Sewer Service at 279 Scott Street

During the period of November 30, 2018 to December 6, 2018, I was the person on call (standby), for the Operations and Facilities Division. On Saturday December 1, 2018 at 9:45 am., I received a call from Ken Rogoza to inform me that the sewer was backed up at his property at 279 Scott Street. I informed Ken that there could be charges for the call out depending on where the blockage was and asked if it could wait until Monday during regular hours. He said that there was water under the floor boards and that he was concerned that the tenants in the upstairs apartments may have troubles before Monday and that the business in the building was shut down because of it. He informed me that he had been working with a sewer tape to try and unplug the sewer service himself and that he was sure that the blockage was out on the street. I informed him that the workers determined where they hit blockage with the Rotor Rooter and he repeated that where he was hitting blockage was out on the roadway. I said that I would call workers out to unplug the sewer service and that first I had to call for Gas locates and that that could take up to two hours. He said that he would be at the property to get the paper work from the Union Gas person on call.

While waiting to get clearance from Union Gas, I made some calls to arrange for two workers to go to 279 Scott Street. I received a call from Union Gas at approximately 11:00 am., giving clearance to go ahead with the work. I let the two workers who confirmed that they would go on the callout know that we had clearance and they proceeded to go and unplug the sewer at 279 Scott Street. The workers were Greg Wiedenhoeft and Eric Onichuk.

Greg Wiedenhoeft called me at 12:26 pm to inform me that they were done and that they were heading home. He informed me that they had ran the rotor rooter out to the main and that they didn't seem to be any blockage.



Milt Strachan,  
Transportation Superintendent

I was called out on December 1 2018 for a plugged Sewer at 279 Scott St by M. Strachan. E. Onichuk and I first checked the service out in the basement with Ken. Ken let us know he had been cleaning it already with a small sewer snake through a Toilet Flange in the basement bathroom. E. Onichuk and I tried to backup the service line with water but it would not backup, only noticed soap bubbles in the toilet flange no water with the sink running the whole time. With out the line backing up, it then becomes a cleaning and since we were already called out we ran the Rotorooter out to the main and back with the water running the whole time. I did not hit any blockage as I did this. Line was clear & flowing.



January 21, 2019

Issue:

Plugged Sewer @ 279 Scott Street

Owner – Ken Rogoza.

Date: Saturday, December 1, 2018

On-Call Supervisor: Milt Strachan

On arriving to work on Monday, December 3, during the morning debrief with the water distribution team, I discussed the weekend call out to 279 Scott Street with Greg Wiedenhoeft.

Greg advised that the property owner had already cleared the blockage when Greg and Eric Onichuk had arrived at the property. As they were already on a call-out, they still rooted out the drain as preventative.

The paperwork was processed on December 4, 2018 and my notes from discussion with Greg were added to the cover page. Property owner was billed the standard call out rate of \$372.00.

A handwritten signature in black ink, appearing to read 'Craig Miller', with a stylized, flowing script.

Craig Miller, P.Eng.

Environmental Superintendent