



**ADMINISTRATION & FINANCE DIVISION
TREASURY REPORT 2016/91**

TO: Mayor Avis & Members of Council
FROM: Laurie Lindberg, Treasurer
DATE: October 4, 2016
SUBJECT: 800 Scott Street Water Service Repair Invoice

BACKGROUND

At the August 8, 2016 Council Meeting, the letter received from Wm Krag, 800 Scott Street property owner, with regarding dispute of his water service repair Invoice was referred to the Administration & Finance Executive Committee for recommendation with input from Operations & Facilities Executive Committee.

Based on the record of events report as attached, the extent and type of damage to both waster services and the information provided by Mr. Wm Krag and Mr. D. Herr at the September 21, 2016 Operations and Facilities Executive Committee meeting, it is the recommendation of the Operations & Facilities Executive Committee that Mr. Krag's invoice be reduced by \$500.00.

RECOMMENDATION

The Administration and Finance Executive Committee to agree with the recommendation of the Operations & Facilities Executive Committee that Mr. Krag's invoice for water service repair be reduced by \$500.00.

<p>Council Approval of This Report Will approve the Administration & Finance Executive Committee to agree with the recommendation of the Operations & Facilities Executive Committee to reduce Mr. Krag's invoice for water service repair at 800 Scott Street in the amount of \$500.00.</p>

September 21, 2016

Report To: Administration and Finance Executive Committee

From: Travis Rob, Manager of Operations and Facilities

**RE: Letter Dated July 7, 2016 from Mr. William Krag, owner of 800 Scott Street Fort Frances,
Water Service Repair Invoice.**

Please find attached the report dated August 24, 2016 from Mr. Doug Herr, Environmental and Facilities Superintendent outlining the events surrounding the repairs to the water services at 800 Scott Street and charges stemming from these works, which are being disputed.

As is the situation with any damages to Town infrastructure during private works, the property owner is responsible for cost to complete the repairs. The repairs of the damages completed during the works by Mr. Krag were completed by Town forces in accordance with all applicable regulations and standards and in a manner to not delay Mr. Krag's work. According to the TSSA Guideline for Excavation in the vicinity of Utility Lines, when digging within 1m on either side of a known piece of underground infrastructure you are required to dig by hand not by mechanical means to protect the infrastructure. Given that Mr. Krag notes in his letter that he pulled the water lines off of the respective curb stops, it is apparent that he was not digging in this area by hand which was likely the primary causal factor in the damage to the water services.

Based on the record of events report and the extent and type of damage to both water services and the information provided by Mr. Krag and Mr. Herr at the September 21, 2016 meeting of the Operations and Facilities Executive Committee, It is the recommendation of the Operations and Facilities Executive Committee that Mr. Krag's invoice be reduced by \$500.00.

Respectfully Submitted



Travis Rob, EIT

Manager of Operations & Facilities

2016Augustbillkragletter

August 24, 2016

Report To: Travis Rob, Manager of Operations & Facilities

From: Douglas Herr, Environmental & Facilities Superintendent

SUBJECT: Water Service Damage Repairs
800 Scott Street (White Pine Hotel)
Letter Dated: July 7, 2016 - Received July 15, 2016

Find attached a letter from Bill Krag disputing the invoice in the amount of \$6,158.73 for repair costs as a result of the damage he caused to the existing water service into the above property.

I have outlined the chain of events that took place, see below:

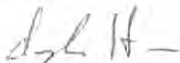
- November 9, 2015 – Town received an email from Ontario One Call for a locate request at 800 Scott Street. Bill Krag made the request as he was arranging to complete some sewer work within his property.
- November 9, 2015 – Locate was completed by Trish Law. No one was on site to sign the locate form so she emailed a copy to him. (Email attached). The locate states that the water/sewer services are only marked to the property line, not mark on private property. In her email she specifically requests that the form be signed and a copy returned to the Public Works Office prior to work taking place. Failure to do so will invalidate the service locate. No signed copy has been received to date.
- In the mid to later part of November 2015 Mr. Krag came to the Public Works Office looking to purchase materials for his sanitary sewer installation. The Town sold him what he required. When he was here I talked with him. He wanted to know if the Town would install the sewer service for him. I told him that the Town does not do work on private property as there are a number of contractors that do this type of work.
- Another time Mr. Krag came in looking to know the depth of the sewer at the property line as he was going to tie into it. He was installing the sewer pipe from the building back to the sewer pipe at the property line. I told him I could only give him an estimated depth. I also told him that the general practice for installing sewers is to start at the low end, at the cleanout at the property line and work your way back to the building. This way you can maintain proper grade on the sewer pipe and adjust accordingly. If you were to go backwards there is a chance that your newly installed pipe may end up below where you want to tie in. I drew a sketch of what I meant by this, which if I recall he took with him. At no time do I recall discussing the service locates with Mr. Krag.
- November 30, 2015 – Mr. Krag had telephoned the Public Works Office sometime in the middle of the afternoon requesting an emergency turn off as he caught the existing water service on his property. A crew was dispatched to the site. Upon exposing the water service at the property line they found that the curb stop had been pulled off the service pipe. The service line was crimped and left for repair the next day.
- December 01, 2015 – Town crew arrived on site to repair the water service. In order to facilitate a safe repair the existing concrete sidewalk was removed. The existing service,

Town side had to be froze in order to complete the repair and to avoid shutting down the water main itself. A new curb stop, box and spindle were installed at the property line and a short piece of service pipe was installed on the Owner's side to keep the curb stop threads clean. The excavation was then backfilled. It was found that there were two water services going into this property, both were in the off position.

- December 2, 2015 – Mr. Krag telephoned the Public Works office a second time stating that he again needed an emergency water turn off as he snagged his water service. A crew was dispatched to the site and completed a temporary repair, similar to that done on December 01, 2015. The curb stop on this water service (second service) was also pulled off the service pipe.
- December 3, 2015 – Town crew arrived on site to repair the water service. The existing water service was repaired similar to the repair done to the service on December 01, 2015. The excavation was not backfilled as requested by the Owner, Mr. Krag as he had to connect to the services.
- An invoice for the work completed by the Public Works crew was sent to Mr. Krag in December 2015. It wasn't until May 9, 2016 that I received an email from Mr. Krag stating that he was in dispute of the invoice. I tried several times to get ahold of Mr. Krag and finally got a hold of him by telephone. I asked him why it took so long to come forward with the dispute and explained that he would have to write a letter to Council explaining his reasons why he is disputing the invoice. His response was he was very busy and time flew by and that he would write Council a letter. A letter was received Friday July 15, 2016.

In regards to Mr. Krag's letter he mentions that his property only requires one water service and that he should not be made to pay for something he neither asked for nor needs. The two water services were already in place when Mr. Krag purchased the property. Nothing was added since. If Mr. Krag wishes to have one of the service lines permanently terminated then he would have to make application to do so. I would go on to say why would Mr. Krag reconnect both services back up to his building? From what was observed within the building only one service was being used. The other one had been disconnected and capped inside. (This would depend on the present and future use of the property).

Respectfully Submitted,



Douglas Herr, Environmental & Facilities Supt.

Enclosed: Letter – Bill Krag
Locate (Email)
Pictures

Fort Frances Mayor and Council
 Fort Frances Civic Center
 Fort Frances ON

July 7 2016

William Krag
 Owner of Property 800 Scott St
 Fort Frances ON



Mayor and Council:

This letter is concerning invoice 0024472 in the amount of \$6,158.73.
 I feel this invoice unwarranted and do not feel we should be responsible for the entire amount.

On Nov 30 2015 I was to begin digging a new sewer line into my property located at 800 Scott St. I had obtained the appropriate line locates required for this job. The sewer and water locate was quite vague, so I called the public works department for assistance but was not able to get anyone to come to the property. I went to the public works office and Doug Herr said they wouldn't be able to assist in this process but did provide me with a rudimentary drawing as to where dig to try and find the water line. I dug as best I could and found one water line that was leaking slightly. I called again and asked for someone to come and look at it. No one showed so I continued to dig and hooked the water line and pulled it out of the curb stop and water began to flow and fill the hole, I then called again there was no answer so I left a message about what happened. A crew showed up shortly and was able to stop the leak. Upon the finish of the clean up another old bent curb stop rod was noticed close to the one I was digging by. When asked about it I was told that that would be a dead line and not to worry about it. On Wednesday December 2 2015 I continued digging avoiding the "dead line" but it turned out that line looped around and under where I was digging and that one was also pulled off the curb stop and began filling hole with water I again called public works and was told a crew would be dispatched. I am not sure how long it was but it was quite a while before anyone showed up thus allowing the water to undermine the side walk.

The line was repaired and I was able to finish with my work. There are other factors that created a lot of difficulty in finishing this project and cost me expenses and time to remedy. I do not believe I should be held responsible for any of the repairs as with assistance of town personnel these events would have been avoided. My property only requires one service and I should not be made to pay for something I neither asked for nor need.

I am responsible for the \$263.50 for Sewer Service Materials.

I would be happy to explain this further in person if you like. But this bill is not an unpaid bill it is a bill in dispute and should not be transferred to land taxes.

Sincerely ;
 Bill Krag 807 275 9297 fssr@nwonet.net