

December 7, 2016

Report to: Mayor and Council

From: Travis Rob, Manager of Operations & Facilities

RE: Water Service Installation Delays – 832 Huffman Court

At the November 14, 2016 meeting of Council a letter from Mr. Murray Cawston was referred to the Operations and Facilities Executive Committee where Mr. Cawston was requesting compensation for 5 to 6 hours of delay in the installation of the water and sewer services to his new dwelling being constructed at 832 Huffman Court. Attached to this report is a report from Mr. Doug Herr, Environmental and Facilities Superintendent outlining the work completed at that site by the water distribution operators during the installation of the services.

There was an issue at this property with the corporate stop which was resulting in a low flow condition at the curbstop. The Town forces asked the property owner and operator to hold off on backfilling around the curbstop so that the issue could be investigated. During this time other works were being completed on site, such as the installation of the sanitary sewer service. Further there is a required connection inspection to be completed by the water distribution operators as well as a service inspection to be completed by the Chief Building Official. Both of these inspections are completed as soon as either party is available and the Chief Building Official has completed connection inspections in the past when the distribution operators are unavailable to limit the delay in construction. There is some delay to be expected in having these inspections completed depending on staff availability. Both inspections were completed as soon as practicable after notification by the contractor.

Typically the installation of services such as these would require 7 to 8 hours to complete depending on the situation, far more than the 4.5 to 5.5 that Mr. Cawston is alleging in his letter. It should also be noted that during the excavation of the water service, the Town curbstop was hit by the contractor working for Mr. Cawston and the box was bent. No costs were borne by the property owner or contractor for this damage.

After the determination of the issue with the corporate stop the Town utilized the Hydro-vac truck to excavate to the main and repair the corporate stop alleviating the flow restriction experienced at this property so that the water service would be ready for connection once Mr. Cawston begins the construction of his new dwelling. This work was all completed at the expense of the Town.

In consideration of the facts detailed above and in the report submitted by Mr. Herr, it is the recommendation of the Operations and facilities Executive Committee that Mr. Cawston be reimbursed for 2 hour of equipment time at \$250.00 per hour plus HST for delays to allow the Town forces to investigate the issue with his water service at 832 Huffman Court.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Travis Rob", with a stylized flourish at the end.

Travis Rob, EIT

Manager of Operations & Facilities

Council approval of this report will agree with the recommendation of the Operations and Facilities Executive Committee that Mr. Cawston be reimbursed for 2 hour of equipment time at \$250.00 per hour plus HST for delays to allow the Town forces to investigate the issue with his water service at 832 Huffman Court.

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