

September 1, 2020

Report To: Travis Rob, P.Eng., Manager of Operations & Facilities

From: Craig Miller, P.Eng., Environmental Superintendent

SUBJECT: Sewer Rooting – Request for Reimbursement

On July 29th and August 27th, the Town received requests from Ms. Mary Angus (410 Mosher Avenue) and Ms. Lee-Anne Hines (713 Webster Avenue) for reimbursement of sewer rooting that they had done by Do-Rite Plumbing. The invoice for 410 Mosher Avenue is \$175 + \$22.75 HST for a total bill of \$197.75. The invoice for 713 Webster Avenue is \$200 + \$26.00 HST for a total bill of \$226.00.

On both invoices, Do-Rite Plumbing (o/o by John Markus) indicated that the blockage was on the town side of the property line and that roots and toilet paper were the cause of the blockage.

In both instances, the property owners had initially requested rooting services from the Town. Due to Covid-19 work restrictions, Town employees are not entering private buildings for work, including sewer rooting. Because of the Covid-19 work restrictions, we have been referring work out to local plumbers.

Town Bylaw 06/16 speaks to sewer blockages caused by tree roots, as follows:

2.6 Blockage - tree roots - liability

Where a sewer service blockage is caused by tree roots and the tree is located on Town property, the Town may assume liability for costs involved in clearing such blockage. Where the tree is located on private property and causes the blockage of a sewer service then the Owner of the property shall be liable for all of the cost involved in clearing the blockage. The Engineer shall be the sole judge of the location of the problem and as to whether or not the Owner is to be charged with any of the cost.

2.19 Maintenance responsibility - service lateral - building sewer - charges When authorized by the property Owner the Town will perform maintenance work with respect to cleaning of the service lateral and/or building sewer only. The Owner or Authorized representative of the Owner shall give the Town written authorization to perform such work by executing the appropriate Work Requisition form. The charge for maintenance services shall be determined as follows:

- a) A minimum service charge as outlined in the current Town's User Fee By-law will be charged to the Owner for maintenance services.

- b) Where it is determined by the Town that the location of the obstruction is on the Owner's property all charges incurred, less the minimum service charge shall be paid by the Owner.
- c) Where it is determined by the Town that the location of the obstruction is on the Town's property. This only applies to normal service laterals, property line to main (normally approximately ten (10) metres or thirty-three (33) feet) and not those made under special agreement with the Town. The Town may assume all costs for maintenance services to clear the blockage, except for the minimum service charge.
- d) Where it is discovered that the service obstruction is the direct result of a person(s) discharging or depositing items, i.e. female hygiene products, paper towels, etc. other than those deemed normal every day usage, regardless of the location of the obstruction (Owner's or Town's property), the Owner shall be responsible for the costs of the work done to clear the obstruction.

When the Town's employees perform sewer rooting services, the following charges may be incurred (all based on work being done during normal working hours):

Minimum Charges (regardless of where the blockage is): \$26.50

Minimum Charge if blockage is on owner's property or owner is at fault: \$117.40 per hour. (A typical sewer rooting is a one-hour charge).

The town does not charge HST on sewer rooting work.

It is acknowledged that had the town performed the sewer rooting, based on the information on the invoices from Do-Rite Plumbing, the property owners would have been invoiced for the minimum amount of \$26.50. Instead, the property owners were invoiced \$197.75 and \$226.00.

Town adapted to the Covid-19 pandemic in March and imposed work restrictions to ensure the safety of Town employees. Not entering private buildings for sewer work was one of the restrictions implemented. Unfortunately, this restriction has meant that the Town has not been able to offer sewer rooting services unless the property has an outdoor cleanout.

Because the work was completed by private contractors, we cannot validate the location of the blockage, if any foreign materials were found or if roots were also encountered on the property owner's side of the property line.

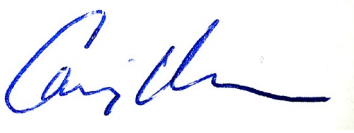
Both properties have a history of plugged sewers. The 410 Mosher Avenue property file has a record of 6 plugged sewers dating back to 1983. Five of the 6 plugged sewers were deemed to be on the town's side of the property line with 1 on the private side of

the property line. The 713 Webster Avenue property file has a record of 13 plugged sewers dating back to 1984. Six of the 13 plugged sewers were deemed to be on town's side of the property line with 7 on the private side of the property line.

Google Street View pictures are attached of both properties.

It is my recommendation that the Town does not reimburse either of the property owner's for their expenses incurred as a result of having their sewer service lines privately rooted by Do-Rite Plumbing.

Respectfully submitted,



Craig Miller, P.Eng.
Environmental Superintendent

Attached:

- Email correspondence between Town and Ms. Angus
- Invoice from Do-Rite Plumbing to Ms. Angus
- Imaging of 410 Mosher Avenue
- Property File information of 410 Mosher Avenue
- Invoice from Do-Rite Plumbing to Ms. Hines
- Imaging of 713 Webster Avenue
- Property File information of 713 Webster Avenue
- Copy of Town of Fort Frances Sewer Maintenance Rates

Craig Miller

Subject: FW: [External] Sewer clean out bikl

From: mary angus <mlgrennier@hotmail.com>

Sent: Wednesday, July 29, 2020 12:42 PM

To: Craig Miller <cmiller@fortfrances.ca>

Subject: [External] Sewer clean out bikl

[EXTERNAL] Don't click links or attachments unless you recognize the sender and know the content is safe. You can forward suspicious messages to support@fortfrances.ca.

Hello,

My name is Mary Angus and in July 13, 2020 I called the town of Fort Frances public works and told them my sewer line was becoming plugged because I had recently done several loads of laundry and the water was backing up through the basement drain. The lady explained to me that during the Covid pandemic they weren't sending any employees out into anybody's home. My question was what do I do now then because it needs to be unplugged. This same lady at public works gave me the number for Do-Rite plumbing so they came and unplugged the drain. Now my question is who pays this bill? The plumber stated the block was on town property, and if the town would have come to my home and unplugged the blockage I wouldn't have any bill.

If you have any further questions please call me at 274-8718

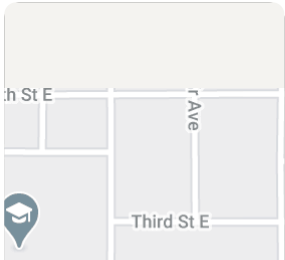


Image capture: Jun 2012 © 2020 Google

Fort Frances, Ontario



Street View



MAINTENANCE RECORD

ADDRESS: 410 MOSHER AVE

DATE	REMARKS
JAN 23/83	CLEANED PLUGGED SEWER - PLUGGED 60' FROM CO
DEC 23/83	" " " - PLUGGED ON TOWN PROPERTY
FEB 24/92	" " " - PLUGGED AT 40' - ROOTS - BILLED.
SEPT 8/98	" " " - " AT 50' - N/C
FEB 10/99	" " " - " AT 50' - N/C
DEC. 29, 2008	CLEANED PLUGGED SEWER W ROTO ROOTER - BLOCKED @ 50' FROM DB - N/C

TOWN OF FORT FRANCES

PRIVATE WORK REPORT FORM

DATE 29 DEC 08 TIME 12:30 - 1:30

Location of Blockage APPROX 50' FROM 90 IN BSMT

Distance from Clean Out in House APPROX 50'

Distance from Clean Out at Property Line _____

Explain in detail RAN ROTO-ROOTER FROM 90 IN BASEMENT.
BLOCKAGE APPROX 50' FROM 90. CLEARED

Plugged on Town Property ☒ Plugged on Owners Property _____

If callout - Received by: _____

- Work done by: PLEMESURIER, E. GRUNDL

To be filled out by Superintendent:

Bill to be issued: Yes _____ No ☒

Remarks of Superintendent JH

TOWN OF FORT FRANCES
PRIVATE WORK REPORT FORM

DATE FEB 18/99 TIME 10:00 AM.

Name of Property Owner EUGENE GRENNIER

Address 410 MOSHER AVE

Name of person requesting work (please print) E. GRENNIER

Location of Blockage _____

Distance from Clean out in House _____

Distance from Clean out at Property Line _____

Explain in detail RODENT FROM CHIMNEY

IN HOUSE - RODS SOFT

Plugged on Town Property ☒ Plugged on Owners Property _____

If callout - Received by: _____

- Work done by: _____

Bill to be issued: Yes _____ No ☒

Work done by: H. SPARKMAN

Lead hand or working foreman

Report approved by: _____

Working foreman

Paul O.
Superintendent

Remarks of Foreman or Superintendent _____

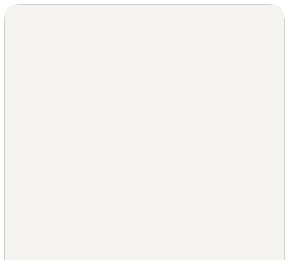


Image capture: Jun 2012 © 2020 Google

Fort Frances, Ontario



Street View



MAINTENANCE RECORD

ADDRESS:

713 WEBSTER AVENUE

DATE	REMARKS
JUNE 25/84	Unplug sewer - blockage at 33' with roots
MAY 26/97	CLEAN PLUGGED SEWER - ROOTS 45'-50' - N/C
MAY 15/00	" " " - " 45' - N/C
AUG 9/00	Called for plugged sewer - sewer OK. - RAN WATER IN BASEMENT
JUNE 2/06	cleaned plugged sewer - blockage @ main (tree roots) - N/C
AUG 9/12	CLEANED PLUGGED SEWER - ROOTS 20-40' FROM C/O UNDER DOOR
APR 22/13	CLEANED PLUGGED SEWER FROM C/O IN BASEMENT → ROOTS 70-100 FT
JULY 25/14	CLEANED PLUGGED SEWER - ROOTS/WIPES
JULY 25/14	TRACED SEWER SERVICE
MAY 4/15	CLEANED PLUGGED SEWER - ROOTS @ 35' FROM C/O

TOWN OF FORT FRANCES

PRIVATE WORK REPORT FORM

DATE 14 NOV 2019 TIME 14:30-15:30

Location of Blockage _____

Distance from Clean Out in House _____

Distance from Clean Out at Property Line _____

Explain in detail RAN ROTO-ROOTER FROM 90 IN BASEMENT.
BLOCKAGE WENT AT APPROX. 35'. RAN TO MAIN.
ROOTS BACK ON CABLE, AND KNIFE.

Plugged on Town Property _____ Plugged on Owners Property ✓

If callout - Received by: _____

- Work done by: P. HET MESURIER, E. GUSTAFSON

To be filled out by Superintendent:

Bill to be issued: Yes ✓ No _____

Remarks of Superintendent \$115.45/hr.

Car

TOWN OF FORT FRANCES
PRIVATE WORK REPORT FORM

DATE 12 Apr 10/19 TIME 12:10 - 1:10

Location of Blockage 46'

Distance from Clean Out in House 46'

Distance from Clean Out at Property Line _____

Explain in detail Ran out 46', blockage let go, roots back on knife, Ran back out to main, line clear

Plugged on Town Property ☒ Plugged on Owners Property _____

If callout - Received by: _____

- Work done by: B. Patterson / J. Nicolay

To be filled out by Superintendent:

Bill to be issued: Yes ☒ No _____

Remarks of Superintendent Bill \$26.00

min charge
[Signature]

TOWN OF FORT FRANCES
PRIVATE WORK REPORT FORM

DATE May 22/18 TIME 10:00am - 11:30am

Location of Blockage 44' - 48'

Distance from Clean Out in House 44'

Distance from Clean Out at Property Line _____

Explain in detail - blockage worked from 44-48',
went out to main, line clear, roots back on knife

Plugged on Town Property _____ Plugged on Owners Property ✓

If callout - Received by: _____

- Work done by: Bryann, Connor

To be filled out by Superintendent:

Bill to be issued: Yes ✓ No _____

Remarks of Superintendent BILL OWNER - 1.5 HRS

D.H.

TOWN OF FORT FRANCES
PRIVATE WORK REPORT FORM

DATE Oct 2 2017 TIME 10:00 - 11:00

Location of Blockage _____

Distance from Clean Out in House 42'

Distance from Clean Out at Property Line _____

Explain in detail Hit Blockage at 42'. Roots back on knife.

Plugged on Town Property _____ Plugged on Owners Property X

If callout - Received by: _____

- Work done by: Jay & Travis

To be filled out by Superintendent:

Bill to be issued: Yes ✓ No _____

Remarks of Superintendent BILL OWNER - 1 HR

JK

TOWN OF FORT FRANCES
PRIVATE WORK REPORT FORM

DATE May 24 - 2016 TIME 2:45 - 3:45 pm -

Location of Blockage 65 ft

Distance from Clean Out in House 65 ft.

Distance from Clean Out at Property Line _____

Explain in detail H.t blockage @ approx 65 ft.

knives back with a bit of roots on knives.

Plugged on Town Property ☒ Plugged on Owners Property _____

If callout - Received by: _____

- Work done by: _____

To be filled out by Superintendent:

Bill to be issued: Yes ☒ No _____

Remarks of Superintendent Bill Ordner - Min. Charge

(# 25⁰⁰)

J.H.

TOWN OF FORT FRANCES
PRIVATE WORK REPORT FORM

DATE 05 04 2015 TIME 3:00 - 4³⁰ p.m.

Location of Blockage 35'

Distance from Clean Out in House 35'

Distance from Clean Out at Property Line _____

Explain in detail Roots 35 out from C/O

Plugged on Town Property _____ Plugged on Owners Property X

If callout - Received by: _____

- Work done by: Jack & Trap

To be filled out by Superintendent:

Bill to be issued: Yes ✓ No _____

Remarks of Superintendent BILL OWNER

1 HR. REG. & 0.5 HR O.T.

L.H.

GIS: R. 3/10/2015

TOWN OF FORT FRANCES
PRIVATE WORK REPORT FORM

DATE JULY 25 / 2014 TIME 1400 TO 1515

Location of Blockage CHEWED ROOTS RIGHT FROM START

Distance from Clean Out in House _____

Distance from Clean Out at Property Line _____

Explain in detail RAW ROTO ROOTER THROUGH. BROUGHT

BACK ROOTS & WIPE. RAW THROUGH AGAIN

BROUGHT BACK ROOTS AS THICK AS A PENCIL RAW
2 FULL BATH TUBS OF WATER DOWN DRAIN

Plugged on Town Property _____ Plugged on Owners Property _____

If callout - Received by: _____

- Work done by: _____

To be filled out by Superintendent:

Bill to be issued: Yes ✓ No _____

Remarks of Superintendent BILL OWNER - 1 1/4 HRS.

J.H.

TOWN OF FORT FRANCES
PRIVATE WORK REPORT FORM

DATE AUG 9/12 TIME 10:00 - 1100 AM

Location of Blockage 20' - 40'

Distance from Clean Out in House 60'

Distance from Clean Out at Property Line N/A

Explain in detail RAN ROTO ROOTER FROM C/O IN
HOUSE HIT ROOTS FROM 20' - 40'
C/O IS UNDER DRYER

Plugged on Town Property _____ Plugged on Owners Property ✓

If callout - Received by: _____

- Work done by: TOM + KYLE T

To be filled out by Superintendent:

Bill to be issued: Yes ✓ No _____

Remarks of Superintendent BILL OWNER - 1 HR

BILLAN RATE

JA

TOWN OF FORT FRANCES
PRIVATE WORK REPORT FORM

DATE June 2/06 TIME 12:00pm - 1:30pm

Name of Property Owner W. Mueller

Address 713 Webster Ave.

Name of person requesting work Same
(please print)

Location of Blockage Plugged at Main Street Rooting

Distance from Clean out in House Plugged at main

Distance from Clean out at Property Line _____

Explain in detail Ran Roto-Rooter through
C/O in basement. Hit blockage at main (Tree Rooting).
Wrote report.

Plugged on Town Property ☒ Plugged on Owners Property _____

If callout - Received by: _____

- Work done by: _____

Bill to be issued: Yes _____ No _____

Work done by: [Signature]
Lead hand or working foreman

Report approved by: _____
Working foreman

[Signature]
Superintendent

Remarks of Foreman or Superintendent _____

GIS: 2 Law 5/JUNE/06

TOWN OF FORT FRANCES

PRIVATE WORK REPORT FORM

DATE MAY 15/00 TIME 8:30 AM

Name of Property Owner MARGARET SAUNDERS

Address 713 WEBSTER

Name of person requesting work
(please print) SAME

Location of Blockage _____

Distance from Clean out in House APPROX. 45'

Distance from Clean out at Property Line _____

Explain in detail HIT ROOTS APPROX 45' RUN
ROTO ROOTER IN SEWER AGAIN. (SEWER CLEAN)

Plugged on Town Property _____ Plugged on Owners Property _____

If callout - Received by: _____

- Work done by: _____

Bill to be issued: Yes _____ No ✓

Work done by: DORIAN & DARRELL
Lead hand or working foreman

Report approved by: _____
Working foreman

[Signature]
Superintendent

Remarks of Foreman or Superintendent _____

TOWN OF FORT FRANCES

SEWER MAINTENANCE AUTHORIZATION

It is understood that the property owner is responsible for the sewer from his building to the street property line and will pay any charges, which may occur as a result of work required to be done by the Town forces in cleaning this sewer or attempting to do so.

The Town, under normal conditions, accepts the responsibility for the last approximately thirty-three (33) feet of service line. This only applies to normal service connections and not those made under special agreement with the Town. The employees who are on the job will determine the exact location of the blockage.

Where it is discovered that a sanitary sewer service blockage is the direct result of a person(s) discharging or depositing items other than those deemed normal everyday usage, regardless of the location of the blockage (Owner's or Town's property), the Owner will incur all costs of the work done to clear the blockage. (Town By-law 48/92).

Minimum Charge – for providing services to unplug a blockage in a sanitary sewer service line;

- a. During regular business hours - \$26.50
- b. Regular Overtime - \$39.50
- c. On a Statutory Holiday - \$53.00

Charges for the work (if on Owners property) will be:

1. The standard charges for work performed during regular working hours:
 - a) **\$117.40/hr** (includes 2 employees @ \$45.10/hr each, ½ ton truck and roto rooter @ \$27.15/hr).
2. Minimum charges for one (1) hour overtime:
 - a) **\$162.55/hr** (includes 2 employees @ \$67.70/hr each, ½ ton truck and roto rooter @ \$27.15/hr).
3. Minimum charges for any callout after regular working hours or on weekends
 - a) **\$387.95** - Four (4) hours labour for each of two employees (4 x 2 x \$45.10 = \$360.80), ½ ton truck and roto rooter 1 hour at \$27.15/hr.
4. Minimum charges on a statutory holiday:
 - a) **\$748.75** - Eight (8) hours labour for each of two employees (8 x 2 x \$45.10 = \$721.60), ½ ton truck and roto rooter 1 hour at \$27.15/hr.