

RECEIVED VIA EMAIL

March 23, 2022

Subject: September 22, 2021, Sewer Backup 7:30 PM Event

Submission to Council regarding Staff report regarding this event and their recommendations re compensation to those citizens affected and the process required to apply for same.

We have just received an email advising us that this matter would be coming forward at the Committee of the Whole meeting to be held on March 29, 2022 and have read the staff report included under section B.4.2. We feel that the staff's recommendation for compensation is an insult to all citizens affected.

We object to the Town's assertion that the fault of the sewer backup was due to the failure of our sewer system (see item "C" paragraph 2). Once the sewage left our house and property it becomes the property of the Town, and the sewage came from the Craighleith Lift Station facility due to the Town's pumps failing.

Why aren't all citizens who were affected by this event being given a fair opportunity to file for compensation?

We understand that the recommendation by staff being proposed will not likely be responded to until the next Committee of the Whole meeting on April 11, 2022, and then the recommendation states that all claims must be filed by April 18, 2022 – which allows one week to respond. What about those citizens who don't live here full time and may not be hooked up through the internet to get updates? How will they be informed? Is the town going to send out a notice to all households affected once the decision has been made? As per a conversation with Risk Management on March 21st, 2022 – the application form for submitting claims has yet to be made available and will not be until council approves the recommendation.

The recommended total amount available to claimants is to be \$ 20,000 to be split at a maximum of \$ 1,500 per claimant which means approximately 13 claimants could receive the maximum and the rest are out of luck. How many households were affected? Nine on Fraser Crescent alone! It is inconceivable that the town wishes to pit citizen against citizen in trying to obtain this money, but that appears to be the case. We feel every household affected should be

included in this claim process and not on a first come first serve basis and should be given a fair amount of time to claim, NOT ONLY ONE WEEK to claim! We would have thought that the Town with approximately six months to come up with this proposal would be better prepared with documentation and thought out the concerns of those affected to support the process efficiently.

Is the staff recommendation solely for displacement i.e. hotel accommodation/food etc while being unable to live in one's home as a result of this event? Basically, for the last 5 to 6 months we have been displaced from our basement and lost enjoyment of said space for that period of time. The result of this also impacted the rest of the house as possessions were jammed into the upper level.

The event occurred on Wednesday Sept. 22nd (not Sept. 21st – please correct me if I am wrong) and the price of a nights stay within Blue Mountains/Collingwood on a weeknight is at least \$ 200, weekends you might be lucky to find something in the \$ 300 to \$ 400 a night range. This means the proffered maximum of \$ 1,500 would cover 5 to six nights accommodation. We were out of our house for the first 5 weeks because of no heat or hot water, the smell and the constant running of blowers which made it impossible to talk/hear anyone on site or on the phone. We had to stay in our home for the first weekend because the \$ 400 a night cost would not be covered by our insurance company. We had to boil water for four nights to be able to have a bath!

Several neighbours and we made an immediate decision to have back flow valves installed to mitigate the likelihood of facing sewer back up issues in the future. This was prompted by being informed that the Craigleith Lift Station on Lakeshore Road E. would not get new equipment (pumps) for at least a year and a half if not longer. As stated in the proposal by staff, concerns are high that more volatile weather is in the forecast for the future. We have heard that in the case of a second water claim it may be impossible to obtain water coverage within our home insurance.

Regarding the staff's comments in B. overview, is the town including the installation of backup valves as part of the program? If not, why not? If so, would those individuals who felt pressured to install a back flow valve as a result of the sewer backup and length of time to rehab the pump station on Lakeshore Rd. E. be grandfathered and be able to apply for compensation towards their costs?

Please include this document for the meeting on March 29, 2022, and copy Mr. Mayor, Mr. Deputy Mayor and Mr/Ms Councillors for their information prior to the meeting.

Respectfully submitted:

Ann & Tim King

████████ Fraser Cres., Blue Mountains, L9Y OM8

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