

My Name is Robert Newman

Address ■ Fraser Crescent

The Blue Mountains L9Y 0M8

As you are aware there was a “flood event” here on the evening of Sept. 22nd to early morning Sept. 23rd.

Water and sewage entered my home and a number of others from our toilets, shower stalls and laundry sinks in the lower levels of our houses. This water came with some force and a noisy column of sewer gas accompanied the flooding; cell phone videos were taken as proof of what was occurring. Sewage was plainly visible in my house at ■ Fraser Crescent as it was in several other houses where I tried to provide some assistance to a few distraught neighbours. Our sump pumps running continuously could not keep up with the inflow. The video attached taken at 8:27 PM Sept. 22nd.

There was an obvious problem with some town equipment meant to pump sewage away. The Town pump- house failure allowed sewage to back up into our homes. Pumphouse manager Allison Kershaw confirmed they had pump failure and promptly apologised for the mess on a requested visit to my neighbour’s house and several others.

The point I want to make is... this is being referred to as overland water. While there may have been some overland water in the sewage, none of the flooding here came in through windows, doors or foundations. I want it made clear that it backed up 100% from our sewage lines. The overland water that was referred to by the town being “possible illegal sump pump hookups and eavestroughs to the town system”. The resulting flow into the sewage system “possibly helping” to cause town pumps to be overwhelmed on that night.

In my view the infrastructure at the pumphouse is inadequate and likely dated. Sewage equipment lines and pumping capacity were unable to handle this time limited weather event. Along with the effects of rapid development and climate change and their combined load on the system they could not keep up. This is clearly a town responsibility.

We at ■ Fraser as well as others essentially became the pumphouse for several hours on that evening. Sewage entered the lower levels of our homes and our sump pumps did what they could to keep up. We were only able to get ahead of pumping out our basements once the town’s pumping capacity was restored.

The result?

We have had extensive work done here.

A backflow prevention device was installed at our expense, minus 1,000 dollars offered by our insurance company... (¼ of the cost).

Insurance vacuumed and decontaminated the entire lower level and set up a few disposal bins.

Our insurance has covered us for some damages. Walls were torn out...furniture, beds, computers etc. pitched... toilet, shower, vanity, TV entertainment centre, all gone. Furnace, washer and dryer checked for contamination. They were on slightly higher concrete and thus OK.

Insurance work has only just been completed 24th of March this year... (last week). We lost the lower level in our home and garage for a six-month period.

We are now unable to get flood insurance from our insurance company for five years.

In my view the town should fairly compensate, directly due to failure at the pumphouse and flooding caused through the sewage lines connected to it, which is the only location we received water from. I can't state this more clearly. I'm asking the town to recognize what we have had to endure.

We have not been displaced from our house entirely but certainly the lower level and garage. The smells we put up with for days and worry of covid and disease ...the disruption of lives ...the family visits cancelled due to the loss of the lower-level bed, bath and family rooms.

I'm asking the town to also acknowledge that it still has problems that leaves a stench in the neighbourhood when it dumps leachate at this pumphouse and those gases back up into our sewer lines. These gasses emanate from our sewer stacks at best but also at times bubbling from our toilet and drain traps.

It is because of all these things I have mentioned that I find the Staff Report woefully inadequate and not entirely accurate. The amount set aside to "assist" is a gut punch delivered by the town in my opinion. That's the second one we have received since the first one on Sept. 22nd. I hope the town can do better than this.

I will submit any documents you require and video evidence to help you understand this case.

Thank you for hearing me out.

Bob and Joan Newman

■ Fraser Crescent

The Blue Mountains

L9Y 0M8



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No: 6916

DATE: 10/27/21 DS #: Brennan

CUSTOMER NAME (Financially Responsible Party) **Bob + Joan Newman** CALLER NAME **Brennan** JOB CONTACT NAME
 JOB ADDRESS **Fraser Cres** CITY **Blue Mountains** PROVINCE POSTAL CODE
 BILLING ADDRESS (if Different) PH1 PH2
 E-MAIL ADDRESS SERVICE PARTNER MEMBER? Yes No

ORIGINAL REASON FOR THE CALL: **going ahead with quote for outdoor back water valve**

SUMMARY: _____

See Summary of Findings sheet for additional information

WORK AUTHORIZATION: I, the undersigned, am owner/authorized representative/tenant of the premises at which the work above is being done. I hereby authorize you to perform the above recommendation, and to use such labour and materials as you deem advisable. Unless prior-authorization for billing, payment for all work done is due upon completion (C.O.D.). A \$10.00 BILLING CHARGE is due thereafter. An office billing charge and/or finance charge of 1.75% per month (21% per annum) will be added after 10 days past due. I agree to pay reasonable lawyer's fees, court costs and collection fees in the event of legal action. I have read this contract, including the terms and conditions on the reverse side hereof and agree to be bound by all the terms contained herein. All old parts will be removed from premises and discarded, unless otherwise specified herein.

I HEREBY AUTHORIZE YOU TO PROCEED WITH THE ABOVE WORK AT THE UPFRONT FEE OF \$3500.00 Signature: [Redacted] Print Name: _____

For your peace of mind, should the repair amount exceed 25% of your system's replacement value, our technician is required to inform you of options for both repairing and replacing the equipment.

Qty	Task#	Description	Rate
		Service Call Charge	
		TO Supply and install a new in line back water valve outdoor. includes Digging and back fill. And locates.	3500.00
Subtotal =			3500.00
HST =			455.00
TOTAL =			3955.00

Pre-Approved Financing Terms: Please pay from this invoice - Work performed C.O.D.

PAYMENT 1 Cash Cheque Cheque #: _____
 MC Visa Debit Auth #: 004024
 Card #: [Redacted] Exp: [Redacted]

PAYMENT 2 Cash Cheque Cheque #: _____
 MC Visa Debit Auth #: _____
 Card #: [Redacted] Exp: [Redacted]

WANT TO PAY LESS?
 My Service Technician presented me with a Service Partner Program and explained the benefits
 I want to save money and become a Service Partner YES Initial ONE
 OR
 At this time I decline the offer NO

DISCOUNT
 SUBTOTAL ~~8900.00~~
 HST #787377514 RT0001 ~~970.00~~
 TOTAL COST ~~60750.00~~

SERVICE PARTNER SAVINGS
 \$ _____

ACCEPTANCE OF WORK PERFORMED: I acknowledge satisfactory completion of the above described work and that the premises has been left in satisfactory condition. I understand that if my cheque does not clear, I am liable for the cheque and any charges from the bank. I agree to pay 1.75% per month for past due contracts (minimum charge \$15). In the event that collection efforts are initiated against me, I shall pay for all associated fees at the posted rates as well as all cost of collection fees and reasonable lawyer's fees. I agree that the amount set forth in the space marked "TOTAL COST" is the total flat price I have agreed to.

SIGNATURE: [Redacted]

SERVICE TECHNICIAN ACKNOWLEDGEMENT
 Prior to the customer entering into the contract, I have discussed the nature of the service and cost and I have given a copy of the contract to the customer. All work I have done has been in compliance with company standards in a workmanship manner, to building codes when applicable.

SIGNATURE: [Redacted]

I decline to have the recommended work performed at this time. SIGNATURE _____ DATE _____

CUSTOMER SERVICE IS OUR #1 FOCUS
 If you are not completely satisfied for any reason, please call and ask to speak with the Customer Service Manager. Your feedback is very important to us.
 THANK YOU FOR CHOOSING US FOR YOUR SERVICE NEEDS!