

To: Chris Ross;  
Cc: Council  
From: Jordan Thompson, Director of Operations and Planning  
Date: July 16, 2019

**Reference: 11/154/2019-187**

## RE: Water Shut Off Valve

Thank you for your query regarding the homeowners concern with their water shut-off valve. The Utilities Forman met the homeowner at their address **FOIP Act section 17(1)** and determined that the likely reason why the valve was moving up/down is to do with freeze/thaw cycles. The Utilities Forman checked to see if an adjustment sleeve has been installed and was able to tap the valve cap down to the driveway grade. The Forman did not observe any issues with the valve cap requiring further investigation at this time. The homeowner was in agreement that no further work was required and was invited to call Infrastructure Services anytime during the day Monday-Friday should the valve need to be adjusted again.

Please let me know if you have any further questions about this item.

Sincerely,



Jordan Thompson, CET,PMP  
Director of Operations and Planning