

To: Rick Hemmingson, J.D.  
Barrister & Solicitor  
Cc: Council  
From: Matthew Goudy, CAO  
Date: January 6<sup>th</sup>, 2020

## RE: 5019 50 Street – Sewer Backup

We are very sorry for the inconvenience and expense you have incurred with the sewer backup to your business. City crews have thoroughly investigated the mains since the blockage was relieved and found two sources of concern. One was a significant mineral buildup in the main pipe caused, most likely, from water infiltrating the pipe joints for decades. With effort, our crews were able to remove a good portion of the buildup so it is highly unlikely to return for a very long time, if at all. The second was a significant amount of grease in the service line to your building. Like you, we were perplexed as to why your service line would contain grease at all given the operating history of the past tenants - the most likely source of grease would have indeed been the neighbouring restaurant. However, crews inspected the sewer service line from the restaurant and re-reviewed their camera footage and found it to be clean and free of any evidence of grease. Confusingly, the service line to your building was full of grease. At this point we don't have an answer for why this is the case.

Moving forward we would like to flush your service line, with your permission, for two reasons: so that you can be assured that it flows unrestricted into the main, and so we can conduct future comparative inspections of the main and service pipe. The Utility Manager, Chris Huston will contact you in the coming weeks to make the necessary arrangements which may or may not require City crews accessing to your building.

Regarding your expenses, the Utility Bylaw 397 s.53 to s.55.4 directs the clearing of blockages caused by grease are at the owner's expense. However due to the specific circumstances around this incident the City will reimburse you for the expenses you have enclosed. Please advise us on where to direct payment.

Thank you for locating your business in the heart of our historic downtown. We wish you success in 2020. Your kind words of appreciation of City staff during this time were well received and don't hesitate to contact them again if you have any other issues, concerns or questions about your sewer service.



Sincerely,

A handwritten signature in black ink, consisting of a series of vertical, slightly wavy lines that curve at the top and bottom, forming a stylized 'M' and 'G'.

Matthew Goudy, P. Eng.  
Chief Administrative Officer  
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