



## The Regional Municipality of Durham

### Addendum Committee of the Whole Agenda

Lower Level Boardroom (LL-C)  
Regional Headquarters Building  
605 Rossland Road East, Whitby

**Wednesday, September 14, 2022**

**9:30 AM**

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**Note: Additional agenda items are shown in bold**

1. Roll Call

2. Declarations of Interest

3. Statutory Public Meetings

There are no statutory public meetings

4. **Delegations**

**New** 4.1 **Imtiaz Mohammed, Ajax Resident, re: Interim Suspension of Service Line Warranties of Canada Inc. Program (2022-COW-27) [Item 7.D)]**

5. Presentations

There are no presentations

6. **Correspondence**

**New** A) **Correspondence from Andy Hendriks, Durham Resident, regarding Water Supply Letter**

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**Recommendation: Refer to consideration of Report #2022-COW-27**

**New** B) **Correspondence from Lorne Terry, Whitby Resident, regarding Sewer Services**

4 - 5

**Recommendation: Refer to consideration of Report #2022-COW-27**

New

- C) **Correspondence from Dariuz Witold Kulczynski, Oshawa Resident, regarding Interim Suspension of Service Line Warranties of Canada Inc. Program (2022-COW-27)**

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**Recommendation: Refer to consideration of Report #2022-COW-27**

7. Reports

- A) Completion of the Pickering-Uxbridge Broadband Fibre Trunk Project (2022-COW-24)
- B) Agreement to Allow the Commencement of the Seaton Phase 2 Landowner Constructed Project Designs by the Seaton Landowners Group (2022-COW-25)
- C) Additional Allocation of Canada Community-Building Fund Program Funds to the Durham Regional Local Housing Corporation Energy Efficiency Retrofits (2022-COW-26)
- D) Interim Suspension of Service Line Warranties of Canada Inc. Program (2022-COW-27)

8. Confidential Matters

There are no confidential matters to be considered

9. Other Business

10. Adjournment

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Sent: September 9, 2022 5:18 PM  
To: Clerks <[Clerks@durham.ca](mailto:Clerks@durham.ca)>  
Subject: Water supply letter

Please forward to all regional councillors.

It was very disappointing to open a letter from Durham region, soliciting for a private insurance company. Just the fact that the Region expects homeowners to be responsible for the water supply line alone is ludicrous we pay big money for this service to our homes. But to recommend we buy insurance for repairs that are very low risk is appalling. It is a Durham region supported scam that many vulnerable people will fall for. Hydro, bell, rogers, gas lines are all maintained for, by the supplier. So the fact that we have to repair your supply line is ridiculous on its own. However the worst part of the whole "legal scam" is that the holding company is a US based company. Shame on you, lucky elections are coming up!!!

This email was sent to you by Andy Hendriks [REDACTED]

**From:** Lorne Terry [REDACTED]  
**Sent:** September 12, 2022 9:41 PM  
**To:** chair <[chair@durham.ca](mailto:chair@durham.ca)>  
**Subject:** Sewer Services

John,

Thank you again for all of your help, on Sunday evening, concerning the issues we faced following a sewer line backup.

When the issue was first noticed at approximately 6:00 PM, I called the emergency line of the region and could not believe my ears when I was told of the new policy and was instructed that I could not get any help from the region unless I met all of the new demands to obtain emergency service. What was most upsetting is I became forced into not having access to sanitary services that I pay for. I have enjoyed living in Whitby since moving here from Vancouver over ten years ago. That feeling ended upon learning of the region's new approach to handling such an issue. I said to my wife, if this is going to be the new direction of the region, then we should look at relocating.

Since you managed to push through the bureaucracy on our behalf, I have to let you know that the two guys who came to our house to resolve this issue and clear the water backup were fantastic, as was the person who booked a camera inspection so we can get to the root cause of the issue. Since this issue, I have heard from a number of people who have the same concerns about the region's new bylaws/policies surrounding this issue. I can say, it does not look good upon the region.

I want to share with you, some background information. Prior to this recent issue, I experienced a couple similar backup issues that were resolved by the region's water/sewer team. A few years ago, upon the advice from the region's server technicians, I invested a couple thousand dollars to have a back flow valve installed. I was told at the time, this would:

- Help prevent sewage from backing up into my basement
- Enable me to easily determine that the cause was something the region would respond to

Since these new bylaws/policies went into place, it has made dealing with this kind of matter even more painful. The pain points, above and beyond the sewer backup taking place include:

- The point of the region's responsibility "demarcation point" has shifted to the property line, thus exposing the home owner to further and unexpected responsibilities for the lines and associated repair costs.
- Instead of simply looking at the water in the "former region demarcation point", I now have to call Roto Rooter to examine the issue. This now includes having to provide photographic evidence to the cause and provide additional proof that the blockage takes place after the new "point of demarcation" recently imposed upon the residents of Durham.
- When the pipe is full of water, one cannot get a photo/video that would be visible to determine the cause.
- To get a photo/video means that the water has to be cleared.
- The plumbing companies, don't want their equipment on the region's side and thus if they can't clear the issue, I can't provide the region with the necessary photo evidence to generate a service call.

- This has added tremendous cost for the resident. Prior to this new bylaw/policy, it was simple: if the back flow valve closed, it had a 95%+ probability of being on the region's side and I just simply called the region and they showed up. Today, to clear the water is \$350, plus the cost of photo, if the backup can be cleared, is almost an additional \$400. Never mind, what others may face without your assistance to make alternate sanitary living arrangements. Last night's stay at a hotel was \$300.

Also of note, this new water line warranty program, that the region offers to a single insurance company to provide for a monthly fee to the residents stinks. Sorry to say that, but from my view, I already carry substantial homeowners insurance, and this program looks like a RMR (recurring monthly revenue) cash grab, made worse by the fact that the region is paid a 5% commission. It starts at \$15 a month and then, quickly escalates to \$25 a month over a couple of years, especially when there is no competition to keep prices in line. When I see these kinds of things, the cynical side of me starts questioning: how did this scene come about? Was it proposed to the region by an insurance company as a revenue generating opportunity? Was it someone in the region who had this idea - hard to imagine, unless they have an insurance background to develop such a scheme. Was this new revenue opportunity offered to other insurance companies to make a competitive playing field or to be bundled with existing homeowner policies. Today, I am in a fortunate income bracket, that will change when I retire in a few years, which makes me think of all of the retired residents in the Durham Region who struggle during these times of rapidly rising costs. One only has to look at the UK and EU and their rising energy costs which force so many people to wonder, "do I eat or get heat".

I hope that you can share this resident's point of view during the region's meeting on the 14th.

Very truly yours,

Lorne Terry



To the Regional Council of Durham

Cc: Durham Region Clerks

13 September 13, 2022

Dariusz (Darek) Kulczyński

[REDACTED]  
Oshawa, ON

L1G 2R7

Tel.

**Request to the Council:**

Please include amended By-Law #89-2003 along with By-Law #90-2003 as per #2022-COW-27

**Background:**

Report #2022-COW-27 calls for Interim Suspension of Service Line Warranties of Canada Inc. Program. That Regional staff are directed to continue to carry out repairs to sanitary sewer service connections on private property in accordance with By-law #90-2003 as it existed prior to the amendments approved in Report #2021-W-31.

**Problem:**

Water service as per amended By-law #89-2003 is not included in Report #2022-COW-27 while the insurance program that caters to both Water service and Sewer pipework repairs is being suspended.

**Requested Resolution:**

Please include amended Water Service repairs (By-Law #89-2003) along with sewer pipework repairs (By-Law #90-2003) in #2022-COW-27. Until the final outcome regarding pipe maintenance is communicated to homeowners please direct the Region to conduct repairs on both Water service and Sewer pipework on private property. If the insurance option should be sustained, then Service Line Warranties of Canada Inc. Program would become available to homeowners who could make informed decision.

*Note: Before communicating the final decision to homeowners, please consider alternative: conduct repairs at the Region's expense and split costs over 178,000 customers adding the result to Water Service Charge and Sewer Service Charge. From Report #2021-W-31 section 2 and 4.2 it appears that for the period May 1 thru July 28, 2021 the cost of sewer repairs per residential connection was  $\$1.92$  ( $\$104,500 + \$238,000$ )/178,000 =  $\$1.92$ .*

Regards,

Dariusz (Darek) Witold Kulczyński, P. Eng.