

1. **Motion - Service Line Warranties of Canada – Next Steps**

Motion - Service Line Warranties of Canada – Prochaines étapes

Committee Recommendations

That Council:

1. **Direct staff to engage with SLWC before Q2 2024 to negotiate an amendment to the agreement to prohibit any further direct mail to residents during the term of the agreement, and if the negotiation is not successful, to terminate the agreement for convenience pursuant to the terms of the agreement; and**
2. **Approve that the agreement not be further renewed past the expiry in 2027 should the agreement be successfully amended as directed herein; and**
3. **Approve that the City undertake a public information campaign to educate residents about the options available to protect the private portion of water and sewer services, which are the residents' sole responsibility; and**
4. **Approve that these communications differentiate between options that may address damage to property from sewer backups related to new significant rain events which are not covered by SLWC, and failure of private service lines as a result of wear and tear**

For the information of Council:

The following Direction to Staff was given by the Environment and Climate Change Committee:

Direction to Staff (R. King)

Direct Staff to consult with Members of Council prior to the launch of any online advertising concerning the Service Line Warranties Canada program and provide Members of Council with an independent evaluation on an annual basis concerning customer satisfaction with the Service Line Warranties Canada Program.

Recommandations du Comité

Que le Conseil :

- 1. demande au personnel de communiquer avec SLWC avant le deuxième trimestre de 2024 pour négocier une modification de l'entente afin d'interdire tout autre publi-postage adressé aux résidents pendant la durée de l'entente, et dans le cas où la négociation échoue, de mettre un terme à l'entente pour des raisons de commodité, conformément aux conditions de l'entente;**
- 2. approuve que l'entente ne soit pas renouvelée après son expiration en 2027 même si elle est adéquatement modifiée selon ce qui est indiqué ici;**
- 3. approuve que la Ville entreprenne une campagne de sensibilisation pour informer les résidents des options qui leur sont offertes pour protéger les portions privées des conduites d'eau et d'égout, qui relèvent de la responsabilité exclusive des résidents;**
- 4. approuve que l'information communiquée établisse une distinction entre les options qui peuvent réparer les dommages causés à la propriété à la suite d'un refoulement d'égout lié aux nouveaux événements de fortes pluies, qui ne sont pas couverts par SLWC, en comparaison avec les problèmes dans les conduites privées causés par l'usure normale.**

Pour la gouverne du Conseil :

Les directives au personnel suivantes ont été données par le Comité de l'environnement et du changement climatique :

Directives au personnel (R. King)

De demander au personnel de consulter les membres du Conseil avant le lancement de toute publicité en ligne concernant le programme de « Service Line Warranties Canada » et de fournir aux membres du Conseil une évaluation indépendante sur une base annuelle concernant la satisfaction des clients à l'égard du programme de « Service Line Warranties Canada ».

Documentation/Documentation

1. Environment and Climate Change Committee report dated 17 October 2023 (ACS2023-OCC-CCS-0143)

Rapport du Comité de l'environnement et du changement climatique daté le 17 octobre 2023 (ACS2023- OCC-CCS-0143)
2. Extract of draft Minutes, Environment and Climate Change Committee, 17 October 2023.

Extrait de l'ébauche du procès-verbal, Comité de l'environnement et du changement climatique, le 17 octobre 2023.

Extract of Draft Minutes 7
Environment and Climate
Change Committee

17 October 2023

Extrait de l'ébauche du
procès-verbal 7
Comité de l'environnement et
du changement climatique
Le 17 octobre 2023

Motion - Service Line Warranties of Canada – Next Steps

File No. ACS2023-OCC-CCS-0143 – City-wide

Report Recommendations

**That the Environment and Climate Change Committee recommend
Council:**

- 1. Direct staff to engage with SLWC before Q2 2024 to negotiate an amendment to the agreement to prohibit any further direct mail to residents during the term of the agreement, and if the negotiation is not successful, to terminate the agreement for convenience pursuant to the terms of the agreement; and**
- 2. Approve that the agreement not be further renewed past the expiry in 2027 should the agreement be successfully amended as directed herein; and**
- 3. Approve that the City undertake a public information campaign to educate residents about the options available to protect the private portion of water and sewer services, which are the residents' sole responsibility; and**
- 4. Approve that these communications differentiate between options that may address damage to property from sewer backups related to new significant rain events which are not covered by SLWC, and failure of private service lines as a result of wear and tear.**

Carried

At the Environment and Climate Change Committee (ECCC) meeting of Tuesday, 19 September 2023, Chair Menard stepped out of the Chair to introduce a Motion to recommend that the Environment and Climate Change Committee discuss the Service Line Warranties of Canada (SLWC) Program at its meeting of Tuesday, 17 October and to authorize staff to provide a verbal update to Committee on the current status of the program.

At the ECCC meeting of 17 October, Ms Marilyn Journeaux, Director, Water Linear and Customer Service, Infrastructure and Water Services (IWS) Department introduced Mr. Brian Simpson, Manager, Water Utility and Customer Services, IWS, who spoke to a slide presentation overview of the program. A copy of this presentation is held on file with the Office of the City Clerk.

Prior to the receipt of delegations, Councillor moved the following on behalf of Chair Menard:

MOTION N^o ECCC 2023-07-01

Moved by Councillor M. Luloff:

WHEREAS City staff prepared the Residential Protective Plumbing Program report (ACS2016-COS-ESD-0006), which was approved by Environment Committee on February 16, 2016 and Council on February 24, 2016; and

WHEREAS the report delegated the authority to City staff to implement the Service Line Warranties of Canada program (SLWC) in Ottawa and authorized the use of the City's logo on SLWC's informational materials associated with the program; and

WHEREAS when the program launched in Q1 of 2021, many residents who received direct mail from SLWC wrote to Members of Council and/or expressed concerns on social media regarding the appearance and wording of the SLWC program communication materials, the use of the City's logo on the letters, and uncertainty regarding the City's role in SLWC's program; and

WHEREAS Council subsequently passed a motion directing staff to prepare communication which clearly outlined the SLWC program, subjected further program communications from SLWC to a ten-day review and comment period by Councillors, and directed staff to undertake a review of the program and report back to Council on their findings and suggestions; and

WHEREAS the recent direct mail to resident from SLWC raised the same initial concerns from the public vis a vis the City's role in respect to SLWC; and

WHEREAS the agreement between the City and SLWC permits SLWC to promote its program through direct mail; and

WHEREAS the agreement expires on September 3, 2027, but may be terminated for convenience by either party upon 30 calendar days notice;

THEREFORE BE IT RESOLVED that the Environment and Climate Change Committee recommend Council direct staff to engage with SLWC before Q2 2024 to negotiate an amendment to the agreement to prohibit any further direct mail to residents during the term of the agreement, and if the negotiation is not successful, to terminate the agreement for convenience pursuant to the terms of the agreement; and

BE IT FURTHER RESOLVED that the agreement not be further renewed past the expiry in 2027 should the agreement be successfully amended as directed herein; and

BE IT FURTHER RESOLVED that the City undertake a public information campaign to educate residents about the options available to protect the private portion of water and sewer services, which are the residents' sole responsibility; and

BE IT FURTHER RESOLVED that these communications differentiate between options that may address damage to property from sewer backups related to new significant rain events which are not covered

by SLWC, and failure of private service lines as a result of wear and tear.

The Committee then hear from the following public delegations:

- Mr. Don Asquin⁺
- Mr. Mike Van Horne, General Manager, Service Line Warranties of Canada
- Ms Angela Keller-Herzog⁺, President, Community Associations for Environmental Sustainability (CAFES)
- Ms Carol McLeod* *(Due to technical difficulties, Ms McLeod was unable to present in-person, but was informed that she could submit her comments in writing prior to Council's consideration of this matter on Wednesday, 25 October 2023.)*

Written correspondence was also received from Mr. Peter Sherhols*.

[+ Slide presentations are held on file with the Office of the City Clerk.]

*[* Individuals / groups marked with an asterisk above either provided comments in writing or by e-mail; all submissions and presentations are held on file with the Office of the City Clerk.]*

Following questions to the delegations and to staff, and with Committee discussions having concluded, Motion N^o ECCC 2023-07-01 was put before the Committee and was 'CARRIED', along with the following Direction to Staff:

DIRECTION TO STAFF (Councillor R. King)

Direct Staff to consult with Members of Council prior to the launch of any online advertising concerning the Service Line Warranties Canada program and provide Members of Council with an independent evaluation on an annual basis concerning customer satisfaction with the Service Line Warranties Canada Program.