

**2. SERVICE LINE WARRANTIES OF CANADA (SLWC) PROGRAM
PROGRAMME DE SERVICE LINE WARRANTIES OF CANADA (SLWC)**

COMMITTEE RECOMMENDATIONS

That City Council:

- 1. Direct staff to prepare a communication that can be shared by Councillors (e.g., via website, newsletter, mail-out, etc.) with residents, which clearly outlines the SLWC program, highlights the various options residents may have available with respect to protection for private water and sewer services, and clarifies the parameters and implications of the City's arrangement with SLWC;**
- 2. Direct staff to provide Members of Council with a review and comment period of no less than 10 business days for any future program communications from SLWC related to the Service Warranty Program; and**
- 3. Direct staff to undertake a review of the Service Line Warranties of Canada (SLWC) program launch and report back to Council on their findings and suggestions, which would include lessons learned related to:**
 - a) City of Ottawa logo use;**
 - b) Clarification on mail sent to addresses where the warranty program is not an option (i.e., multi-property);**
 - c) Confusion regarding messaging in the letter where residents may perceive undue obligation;**
 - d) An overview of options available to residents should Council not wish to partner with a private service warranty company to mitigate the risk of private water/sewer service failures,**

and;

- e) **Evaluating strategies for briefing and engaging Members of Council in advance.**

RECOMMANDATIONS DU COMITÉ

Que le Conseil municipal demande au personnel :

1. **de préparer une communication pouvant être transmise aux résidents par les conseillers (site Web, bulletin d'information, envoi postal, etc.) qui explique clairement le programme de SLWC, les diverses options dont peuvent se prévaloir les résidents pour protéger la partie privée des conduites d'eau et d'égout, et les conditions et répercussions de l'entente entre la Ville et SLWC; et**
2. **de donner aux membres du Conseil une période d'examen et de commentaires d'au moins 10 jours ouvrables avant toute communication concernant le programme de garantie de service de SLWC; et**
3. **de passer en revue le lancement du programme de SLWC et de présenter au Conseil un rapport sur ses conclusions et suggestions, notamment les leçons tirées sur ce qui suit :**
 - a) **l'utilisation du logo de la Ville;**
 - b) **la clarification de la lettre envoyée aux personnes pour lesquelles le programme n'est pas une option (les résidents d'immeubles à logements multiples);**
 - c) **la confusion entourant le contenu de la lettre, lorsque les résidents ont pu ressentir une obligation injustifiée;**
 - d) **aperçu des options offertes aux résidents si le Conseil municipal ne souhaite pas s'associer à une entreprise privée de garantie de service, afin d'atténuer le risque**

d'interruption des services privés d'eau et d'égout, et;

- e) l'évaluation des stratégies utilisées pour informer les membres du Conseil à l'avance et favoriser leur participation.**

DIRECTION TO STAFF

In response to inquiry no EPWWM 01-21, the City of Ottawa's Corporate Technical Briefing Guidelines suggests that technical briefings should be offered to update Council about major legislative initiatives, projects, and significant newsworthy developments. At the time of the program launch, staff were not of the opinion that the partnership program with SLWC satisfied any of the referenced criteria. Would staff take Direction to have an addendum to those Guideline criteria that would ensure compulsory technical briefings are held concerning the rollout of City-wide programs targeted to residents provided by third parties?

INSTRUCTION AU PERSONNEL

Concernant la demande de renseignements no EPWWM 01 21, il faut savoir que les lignes directrices sur les séances d'information technique de la Ville d'Ottawa indiquent que de telles séances devraient avoir lieu pour informer le Conseil de toute initiative législative majeure, de projets et de tout développement important qui pourrait l'intéresser. Au moment du lancement du programme, le personnel n'était pas d'avis que le partenariat avec SLWC répondait aux critères précisés. Le personnel pourrait-il ajouter un addenda aux critères des lignes directrices afin qu'il soit obligatoire de tenir des séances d'information technique sur la mise en place de programmes municipaux qui visent les résidents et qui sont exécutés par des tiers?

DOCUMENTATION

1. Councillor Shawn Menard's Report, Standing Committee on Environmental Protection, Water and Waste Management, dated 6 May 2021 (ACS2021-OCC-ENV-0003).

Rapport du conseiller Shawn Menard, Comité permanent de la protection de l'environnement, de l'eau et de la gestion des déchets, daté le 6 mai 2021 (ACS2021-OCC-ENV-0003).

2. Extract of Draft Minutes, Standing Committee on Environmental Protection, Water and Waste Management, 17 May 2021.

Extrait de l'ébauche du procès-verbal, Comité permanent de la protection de l'environnement, de l'eau et de la gestion des déchets, le 17 mai 2021.

**STANDING COMMITTEE ON
ENVIRONMENTAL PROTECTION,
WATER AND WASTE MANAGEMENT**

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**COMITÉ PERMANENT DE LA
PROTECTION DE
L'ENVIRONNEMENT, DE L'EAU ET
DE LA GESTION DES DÉCHETS
RAPPORT 16
LE 26 MAI 2021**

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**Report to
Rapport au :**

**Standing Committee on Environmental Protection, Water and Waste Management
Comité permanent de la protection de l'environnement, de l'eau et de la gestion
des déchets**

17 May 2021 / 17 mai 2021

**and Council
et au Conseil**

26 May 2021 / 26 mai 2021

Submitted on May 6, 2021

Soumis le 6 mai 2021

Submitted by / Soumis par :

**Councillor / Conseiller Shawn Menard,
Capital Ward / Quartier Capitale (17)**

Contact Person

Personne ressource :

Councillor / Conseiller Shawn Menard, Capital Ward / Quartier Capitale (17)

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Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE File Number: ACS2021-OCC-ENV-0003

SUBJECT: SERVICE LINE WARRANTIES OF CANADA (SLWC) PROGRAM

OBJET: PROGRAMME DE SERVICE LINE WARRANTIES OF CANADA (SLWC)

REPORT RECOMMENDATIONS

**That the Standing Committee on Environmental Protection, Water and Waste
Management recommend that City Council:**

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- 1. Direct staff to prepare a communication that can be shared by Councillors (e.g., via website, newsletter, mail-out, etc.) with residents, which clearly outlines the SLWC program, highlights the various options residents may have available with respect to protection for private water and sewer services, and clarifies the parameters and implications of the City's arrangement with SLWC;**
- 2. Direct staff to provide Members of Council with a review and comment period of no less than 10 business days for any future program communications from SLWC related to the Service Warranty Program; and**
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 - a) City of Ottawa logo use;**
 - b) Clarification on mail sent to addresses where the warranty program is not an option (i.e., multi-property);**
 - c) Confusion regarding messaging in the letter where residents may perceive undue obligation;**
 - d) An overview of options available to residents should Council not wish to partner with a private service warranty company to mitigate the risk of private water/sewer service failures, and;**
 - e) Evaluating strategies for briefing and engaging Members of Council in advance.**

RECOMMANDATIONS DU RAPPORT

Que le Comité permanent de la protection de l'environnement, de l'eau et de la gestion des déchets recommande au Conseil municipal de demander au personnel :

- 1. de préparer une communication pouvant être transmise aux résidents par**

- les conseillers (site Web, bulletin d'information, envoi postal, etc.) qui explique clairement le programme de SLWC, les diverses options dont peuvent se prévaloir les résidents pour protéger la partie privée des conduites d'eau et d'égout, et les conditions et répercussions de l'entente entre la Ville et SLWC; et
2. de donner aux membres du Conseil une période d'examen et de commentaires d'au moins 10 jours ouvrables avant toute communication concernant le programme de garantie de service de SLWC; et
 3. de passer en revue le lancement du programme de SLWC et de présenter au Conseil un rapport sur ses conclusions et suggestions, notamment les leçons tirées sur ce qui suit :
 - a) l'utilisation du logo de la Ville;
 - b) la clarification de la lettre envoyée aux personnes pour lesquelles le programme n'est pas une option (les résidents d'immeubles à logements multiples);
 - c) la confusion entourant le contenu de la lettre, lorsque les résidents ont pu ressentir une obligation injustifiée;
 - d) aperçu des options offertes aux résidents si le Conseil municipal ne souhaite pas s'associer à une entreprise privée de garantie de service, afin d'atténuer le risque d'interruption des services privés d'eau et d'égout, et;
 - e) l'évaluation des stratégies utilisées pour informer les membres du Conseil à l'avance et favoriser leur participation.

BACKGROUND

At the 30 March 2021 meeting of the Standing Committee on Environmental Protection, Water and Waste Management (SCEPWWM), Councillor Menard introduced the

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following Notice of Motion (subsequently amended for purposes of clarification) for the Committee's consideration at its meeting of Tuesday, 17 May 2021 (due to the 20 April 2021 meeting being cancelled):

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 briefly outlined high-level information on a proposed Service Warranty Program for consideration as part of the City's broader efforts in addressing water and sewer services risks on private property; and

WHEREAS the report identified that such a warranty program is offered by a company known as Service Line Warranties of Canada (SLWC), which has been selected by the [Local Authority Services \(LAS\)](#), a not-for-profit organization created by the Association of Municipalities of Ontario (AMO) to provide competitively-priced and sustainable co-operative business services for Ontario municipalities; and

WHEREAS the report highlighted that such an opt-in warranty program may provide residents with an optional service aimed at addressing risks and potential issues related to the private portion of water and sewer services, which are the residents' sole responsibility; and

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

WHEREAS, following approval of the Residential Protective Plumbing Program report, City staff began undertaking the necessary work to formalize an agreement with SLWC in accordance with the "Co-operative Purchasing" provision (Section 36) of the City's *Procurement By-law* ([No. 50 of 2000](#)), as well as the development of the various communications materials for the program; and

WHEREAS advance Program communications to Council by staff did not

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successfully or effectively equip Members of Council with the necessary information, including a fulsome understanding of the resident-facing communications materials for the program; and

WHEREAS many residents have written 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, and uncertainty regarding the City's role in offering such a program, to name a few;

THEREFORE BE IT RESOLVED that the Standing Committee on Environmental Protection, Water and Waste Management recommend that City Council:

- 1) direct staff to prepare a communication that can be shared by Councillors (e.g., via website, newsletter, mail-out, etc.) with residents, which clearly outlines the SLWC program, highlights the various options residents may have available with respect to protection for private water and sewer services, and clarifies the parameters and implications of the City's arrangement with SLWC; and**
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of private water/sewer service failures

- **Evaluating strategies for briefing and engaging Members of Council in advance.**

DISCUSSION

The above Notice of Motion was introduced by Councillor Menard at the SCEPWWM meeting of Tuesday, 30 March 2021, for consideration at the Committee's meeting of Tuesday, 17 May 2021 (due to the 20 April 2021 meeting being cancelled).

RURAL IMPLICATIONS

This report was drafted to transmit the above Notice of Motion to the Committee for its meeting of 17 May 2021 (due to the 20 April 2021 meeting being cancelled). No specific Rural Implications have been identified. Staff will be available at the Committee meeting if clarification is required.

CONSULTATION

This report was drafted to transmit the above Notice of Motion to the Committee for its meeting of 17 May 2021 (due to the 20 April 2021 meeting being cancelled); no public consultation was undertaken in the preparation of this report.

Public Works and Environmental Services Department Comment

Staff from Public Works and Environmental Services (PWES), Legal Services, and Public Information and Media Relations (PIMR) assisted with the development of the above-referenced Motion and are supportive of its intent. Staff will take direction from the Committee and Council, as appropriate.

COMMENTS BY THE WARD COUNCILLOR(S)

This report is city-wide in nature.

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ADVISORY COMMITTEE(S) COMMENTS

This report is administrative in nature; no Advisory Committees were consulted in the preparation of this report.

LEGAL IMPLICATIONS

There are no legal impediments to Committee and Council's approval of the recommendations of this report.

RISK MANAGEMENT IMPLICATIONS

This report was drafted to transmit the above Notice of Motion to the Committee for its meeting of 17 May 2021 (due to the 20 April 2021 meeting being cancelled). No specific Risk Management Implications have been identified. Staff will be available at the Committee meeting if clarification is required.

ASSET MANAGEMENT IMPLICATIONS

This report was drafted to transmit the above Notice of Motion to the Committee for its meeting of 17 May 2021 (due to the 20 April 2021 meeting being cancelled). No specific Asset Management Implications have been identified. Staff will be available at the Committee meeting if clarification is required.

FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

ACCESSIBILITY IMPACTS

This report was drafted to transmit the above Notice of Motion to the Committee for its meeting of 17 May 2021 (due to the 20 April 2021 meeting being cancelled). No specific Accessibility Impacts have been identified. Staff will be available at the Committee meeting if clarification is required.

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TERM OF COUNCIL PRIORITIES

This report was drafted to transmit the above Notice of Motion to the Committee for its meeting of 17 May 2021 (due to the 20 April 2021 meeting being cancelled). No specific Term of Council Strategic Priorities have been identified. Staff will be available at the Committee meeting if clarification is required.

DISPOSITION

Staff will take direction from the Committee, as appropriate.