

**Claim Letter Appeal – Morris Delegation, Audit, Finance & Administration Committee****Summary**

The property owners experienced a sewer backup in their home on April 11, 2021. City records indicate a call was received from the property owner on April 16<sup>th</sup>, days after the sewer backup occurred at their property. The property owner had previously retained a private plumber who was unable to restore the function of the lateral but issued an account to the property owner for approximately \$900.

In response to the call received from the property owner, the City arranged for a plumber to attend on April 16<sup>th</sup>, which plumber restored the service. There were no costs to the property owner for the attendance of the City's plumber, as the City bore the cost of \$457 under its Sewer Lateral Maintenance Program.

The costs of the private plumber retained by the property owner were not recoverable under the SLM Program as the required information and supporting documentation was not supplied to the City and the City retained its own contracted plumber to restore service at no cost to the property owner. The claim received by Risk Management Services from the property owner was investigated in consultation with staff from Public Works involved in the SLMP and it did not meet criteria for reimbursement through RMS.

Homeowners are provided with full details of the Sewer Lateral Maintenance Program on the City's website. As per the following link: <https://hamilton.ca/home-neighbourhood/house-home/basement-flooding/sewer-lateral-management-program>

The SLM Program permits one time inspection and maintenance arranged through the City at no cost. Should the property owner wish to complete permanent repairs to the private property owned portion of the sewer lateral, the property owner may be eligible for compensation of up to \$1,500 under conditions detailed as stated in the City of Hamilton Sewer and Drain By-law.