

Timeline forS3P Grant Dispute

**June 7, 2024** – Hamilton Water staff sent email to Hamilton Water Supervisor regarding a D365 ticket in the queue.

CAS-0037256-B5K1P8 – Owner (Mr. Henry Morris) of \_\_\_\_\_ is requesting to speak to someone regarding the backwater valve program (Protective Plumbing Program) and getting the full refund and not just the \$500 because he did not use the pre-qualified contractors when he replaced his sewer lateral and backwater valve in early May 2024 under permit # 24 T2047R9. He states that he spoke to Hamilton Water before starting the work and there was misunderstanding of information. Mr. Henry Morris is requesting a call back:

**Aug 7, 2024** – Hamilton Water Supervisor response to the above: I called Mr. Henry Morris to get the details: He had some plumbing issues, his plumbing stack was leaking, and he had already tried to repair it before. Hamilton Water staff advised him to get the leak fixed first, and then go through with the installation of the backwater valve through the Protective Plumbing Program. He thought this was bad advice as he thought he would have to install a backwater valve at the same time to comply with the Building Code. He decided to move forward with the sewer line replacement and backwater valve install with a contractor that was not part of the Protective Plumbing Program's pre-qualified contractor list. As a result, he was only eligible for reimbursement of \$500 + the permit fee under the Protective Plumbing Program. On a side note, he is also getting \$1500 under the Sewer Lateral Management Program (SLMP), as I referred him to contract service for this.

**Jun 12, 2024** – Hamilton Water Supervisor emailed Customer Contact Centre (CCC) Supervisors to request to have Mr. Henry Morris's call pulled from May 2<sup>nd</sup>.

**Jun 12, 2024** – CCC Supervisor responded by email: Call reviewed, there was a call May 2<sup>nd</sup> from # \_\_\_\_\_. It was transferred from CCC to Hamilton Water staff.

**Dec 11, 2024** – Email from Hamilton Water staff: **Info on file under Contract Services under private side rehabilitation folder:**

Back in mid to late June our group (Contract Services) had email interactions with Mr. Henry Morris with regards to submitting an invoice of this private side work. He had files we were unable to access in his original email and asked him to send us PDF's we can access.

On Aug. 8, 2024, Mr. Henry Morris had emailed in a PDF, and I was able to open of his private side invoice from Atlas Care (Inv. # 210314071, \$ \_\_\_\_\_ + tax). That same day I emailed him an SLMP private side rehabilitation release form to fill out and return to me for assistance up to a max. \$1,500.00 under the SLMP program.

On Aug. 12/24, my co-worker had received the form filled out by Mr. Henry Morris and sent it off along with the private side invoice to Hamilton Water Supervisor. It was sent to Finance on Aug. 16<sup>th</sup> to approve a reimbursement cheque up to the max. \$1,500.00.

**July 24, 2024** – Storefront Hamilton Water emailed Mr. Henry Morris the following:

Thank you for your inquiry regarding the Protective plumbing program. Your application has not been received. Could you please let us know who the contractor is that did the work so we can reach out to them for the Protective Plumbing Program package for the work completed?

**July 24, 2024** – Mr. Henry Morris responded by email to Hamilton Water staff: The application was sent by me on June 14. I spoke to Supervisor Hamilton Water as the advice I was given was totally screwed up and I had to appeal before i applied. The application may still be appealed based on the bad advice. Please find the application sent on June 14 to this email address. If you cannot find it, I can send it again.

**July 25, 2024** – Storefront Hamilton Water responded to Mr. Henry Morris that they need the application resent.

**July 25, 2024** – Mr. Henry Morris responded to Storefront Hamilton Water via email with the assessment form, invoice, building permit with receipt, before & after pictures. The digital copy of the CCTV inspection was not included, Mr. Henry stated he talked to Hamilton Water Supervisor regarding the CCTV inspection.

**Aug 1, 2024** – Email from Mr. Henry Morris to Storefront Hamilton Water asking if we received the application.

**Aug 1, 2024** – Storefront Hamilton Water responded to Mr. Henry Morris that they did receive the application, it will be reviewed and sent to Finance for processing.

**Sept 30, 2024** – Mr. Henry Morris emailed Storefront Hamilton Water: It has been two months since your last reply. What is going on?

**Oct 4, 2024** – Storefront Hamilton Water responded to Mr. Henry Morris: Please provide your address so we can investigate and please note that due to the cyber incident timelines are delayed. We thank you for your patience and will get back to you as soon as we can.

**Oct 6, 2024** – Mr. Henry Morris responded to Storefront Hamilton Water with his address

**Oct 7, 2024** – Storefront Hamilton Water responded to Mr. Henry Morris: Your application was sent to finance September 24<sup>th</sup>. Please allow them 6-8 weeks time for processing.

**Oct 7, 2024** – Mr. Henry Morris responded to Storefront Hamilton Water: It has already been over two months.

**Oct 7, 2024** – Storefront Hamilton Water responded to Mr. Henry Morris: We apologize but due to the city-wide cyber attack everything has taken longer to process. We received the application September 1<sup>st</sup> and please note we also had to wait for the Building Department to complete the inspection and sign off on it. Our apologies, Finance has received your application, and you should receive your check shortly.

**Oct 28, 2024** – Mr. Henry Morris sent an email to Storefront Hamilton Water: I got a cheque for \$848 from the city of Hamilton. For the installation of the backwater valve & sump pump. Please provide the details of how this number was arrived at.

**Nov 5, 2024** – Storefront Hamilton Water responded to Mr. Henry Morris: After reviewing your documents that we received you were paid \$500.00 which is the max when you do not go with an approved contractor. Additionally, the cost of the permit was reimbursed.

**Nov 13, 2024** – Mr. Henry Morris responded to Storefront Hamilton Water: May I have the courtesy of a reply. Did you not receive my message?

**Nov 13, 2024** – Storefront Hamilton Water responded to Mr. Henry Morris: The Protective Plumbing Program has a strict policy that work completed by non-pre-qualified contractors is limited to \$500. This policy/Program is council approved and we as civil servants do not have the authority to go against policy to offer more of a refund. This matter has been debated on and appealed in the past with no success for the applicant. Once again, we apologize for the inconvenience that was brought on by the cyber-attack and the delay in responding.

**Nov 13, 2024** - Mr. Henry Morris responded to Storefront Hamilton Water: Thank you for your reply, thank you for letting me know that pervious appeals have been unsuccessful, however given my circumstances I still wish to peruse an appeal. Please let me know the steps to peruse the appeal.

**Nov 28, 2024** - Mr. Henry Morris emailed Storefront Hamilton Water: A courtesy of a reply is requested.

**Nov 28, 2024** – Storefront Hamilton Water responded to Mr. Henry Morris: As previously mentioned your appeal has been denied by Hamilton Water. If you wish to take this further, your next step would be to 'Request to Speak to a Committee of Council.' The committee you would reach out to is 'Audit, Finance & Administration'. I have attached the City of Hamilton link that will guide you through this.

<https://www.hamilton.ca/city-council/council-committee/council-committee-meetings/request-speak-committee-council>

**Nov 28, 2024** – Hamilton Water Superintendent responded to Mr. Henry Morris: It was explained that additional monies are not approved under the grant program policy. Also, that follow up was done with the CCC group and refresher training for staff was completed to ensure that they are providing the best service possible. Informed Mr. Henry that, with the agreement to complete work for the installation of a backwater valve remains a private agreement, between contractor and customer. Responsibility for concerns or disputes, including pricing and payments, lays on the customer should be resolved privately with the contractor. Furthermore, the Protective Plumbing Program form that was filled out states that he understands that the contractor chosen is not on the City of Hamilton's pre-qualified contractor list (pg. 4 with initials) and he has signed off that he understands the requirement of the Program, grant limits and that is responsible for costs not reimbursed (pg. 5 with signature). The Protective Plumbing Program City website also clearly states that "Property owners who choose a contractor outside of the list will only be eligible for a maximum of \$500 for the installation of a backwater valve." It was pointed out that grant monies under the Program are determined by City of Hamilton Council. City of Hamilton staff are directed to conduct the provisions of the Program and its disbursement of grant monies as directed by Council and do not have authority to make exceptions to the Program. It was advised that he has the right to request to speak before Committee of Council, however, this matter has been delegated before and the Program provisions were upheld by Council as the onus to understand the Program and grant limits, and the contract for work between customer and contractor remains the sole responsibility of the customer.

**Nov 29, 2024** – Mr. Henry Morris responded to Hamilton Water Superintendent: I respectfully disagree with your conclusions. He stated as he considers if he will appeal to the Committee of Council, he wanted us to preserve all documentation regarding his matter. (emails, phone calls, logs etc.)