



The Corporation of the Town of Tecumseh

Public Works & Environmental Services

To: Mayor and Members of Council

From: Phil Bartnik, Director Public Works & Environmental Services

Date to Council: April 28, 2020

Report Number: PWES-2020-22

Subject: LAS Sewer and Water Line Warranty Program
Service Line Warranties of Canada Inc.
Agreement Renewal Term

Recommendations

It is recommended:

That notice be provided to Service Line Warranties of Canada Inc. that the Town intends to allow the 'Renewal Term' within section 3(a) of the Agreement to commence, whereby the Agreement will automatically renew for one additional year starting September 29, 2020.

Background

The Local Authority Service (LAS) Sewer and Water Line Warranty Program (herein Program) offered by Service Line Warranties of Canada Inc. (herein SLWC) provides residents the opportunity for a low cost warranty program that will help repair, replace, or restore this critical infrastructure from the home to the property line, which is often perceived as the municipality's responsibility.

At the July 26, 2016 regular meeting of Council, Council endorsed the Program (Motion: RCM-282/16) and executed a Market Licence Agreement (Agreement) with SLWC to use the Town's name, Logo and property information to promote the Program (By-law 2016-70).

At the May 28, 2019 regular meeting of Council, Council authorized Administration to provide notice to SLWC that it intended to renew the term of the Agreement for one additional year commencing September 28, 2019 (Motion: RCM-153/19).

Comments

The Agreement between The Corporation of the Town of Tecumseh and SLWC was executed on September 27, 2016. The term of the Agreement is three years from the effective date with an automatic renewal of an additional (one) year term, unless one of the parties gives the other written notice at least 90 days prior to the end of the term or renewal term that it does not intend to renew the Agreement. Council renewed the Agreement for an additional year commencing September 28, 2019. Notice of intent not to renew would be required to be given by June 30, 2020.

Exhibit A of the Agreement outlined three seasonal marketing campaigns to promote SLWC's warranty program. Three campaigns should have been carried out per year (spring, fall and winter) to offer three warranty programs: water service, sewer septic line and in-house plumbing.

Due to unforeseen internal circumstances, SLWC was delayed in rolling out their marketing campaign in 2016. Their first mail-out, to promote their water service line warranty coverage, was delivered to residential property owners in Tecumseh via regular mail in February 2019. An updated sample letter is appended to this report as Attachment No.1.

SLWC intends to continue their marketing campaign primarily for the Water Service Line as they are seeing greater interest in that policy, but secondarily would also offer Sewer Septic Line and In-House Plumbing to those who have already enrolled for the Water Service Line. The anticipated campaign schedule for 2020/2021 is as follows:

- Spring 2020 – Water Service Line (Primary)
 - Sewer Septic Line & In-House Plumbing (Secondary)
- Fall 2020 – Water Service Line (Primary)
 - Sewer Septic Line & In-House Plumbing (Secondary)
- Winter 2020 – Water Service Line (Primary)
 - Sewer Septic Line & In-House Plumbing (Secondary)
- Spring 2021 – Water Service Line (Primary)
 - Sewer Septic Line & In-House Plumbing (Secondary)
- Fall 2021 – Water Service Line (Primary)
 - Sewer Septic Line & In-House Plumbing (Secondary)
- Winter 2021 – Water Service Line (Primary)
 - Sewer Septic Line & In-House Plumbing (Secondary)

SLWC has provided the following update (as of March 27, 2020) as to their recent campaign efforts within the Town:

- Residents Enrolled: 327
- Total Policies: 383

- In-House Plumbing: 10
- Sewer Septic Line: 90
- Water Service Line: 283

In order for SLWC to continue their marketing campaigns, SLWC has requested an additional one-year Renewal Term commencing September 29, 2020. Town Administration will have an opportunity to review and sign-off on all future campaign letters prior to mailing, and will also be given advance notice of the date for the mailings to ensure that the Town's front line staff is advised should any inquiries from the public be received and directed to the appropriate SLWC contacts.

The Town will continue to assist in the marketing campaign by communicating the Program on the Town's website and social media avenues. Frequently Asked Questions and a Quick Start Guide will provide information to residents respecting the warranty program (refer to Attachments No. 2 and No. 3).

Consultations

Corporate Services & Clerk
Service Line Warranties of Canada Inc.

Financial Implications

There are no financial implications associated with this report.

Link to Strategic Priorities

Applicable	2019-22 Strategic Priorities
<input checked="" type="checkbox"/>	Make the Town of Tecumseh an even better place to live, work and invest through a shared vision for our residents and newcomers.
<input type="checkbox"/>	Ensure that Tecumseh's current and future growth is built upon the principles of sustainability and strategic decision-making.
<input type="checkbox"/>	Integrate the principles of health and wellness into all of Tecumseh's plans and priorities.
<input checked="" type="checkbox"/>	Steward the Town's "continuous improvement" approach to municipal service delivery to residents and businesses.
<input checked="" type="checkbox"/>	Demonstrate the Town's leadership role in the community by promoting good governance and community engagement, by bringing together organizations serving the Town and the region to pursue common goals.

Communications

Not applicable

Website

Social Media

News Release

Local Newspaper

This report has been reviewed by Senior Administration as indicated below and recommended for submission by the Chief Administrative Officer.

Prepared by:

Cheryl Curran, BES
Project Technician

Reviewed by:

Laura Moy, Dipl. M.M., CMMIII HR Professional
Director Corporate Services & Clerk

Reviewed by:

Phil Bartnik, P.Eng.
Director Public Works & Environmental Services

Recommended by:

Margaret Misek-Evans, MCIP, RPP
Chief Administrative Officer

Attachment Number	Attachment Name
1	Sample letter of marketing campaign
2	LAS Sewer & Water Line Warranty Program - FAQs
3	Service Line Warranties of Canada – Quick Start Guide