



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: May 28, 2019

Report Number: PWES-2019-23

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 on September 28, 2019.

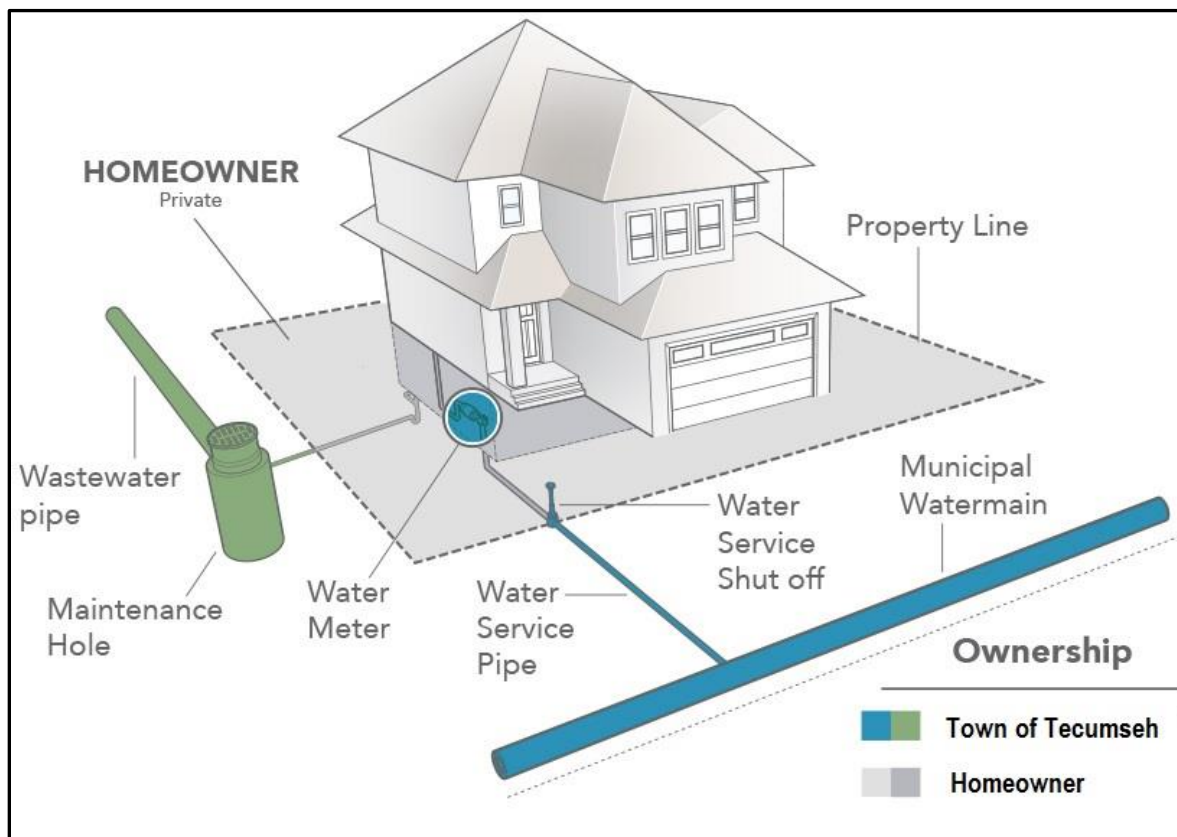
Background

At the July 26, 2016 regular meeting of Council, Council endorsed the Local Authority Service (LAS) Sewer and Water Line Warranty Program (Program) offered by Sewer Line Warranties of Canada Inc. (SLWC) (Motion: RCM-282/16) and executed an Agreement with SLWC to use the Town's name, Logo and property information to promote the Program (By-Law No. 2016-70).

The LAS endorsed Program 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.

As a LAS preferred service partner, SLWC has offered this Program to any Ontario municipality, large or small, with a standard rate structure for its residents. The low rates are made possible through LAS' influence and the buying power of the Ontario municipal sector.

The figure below is a good depiction of the delineation of the limits between the homeowner's (private) and Town's (public) infrastructure.



Comments

By-Law No. 2016-70, being a by-law to authorize the execution of a Market Licence Agreement (Agreement) between The Corporation of the Town of Tecumseh and SLWC was executed on September 27, 2016. The term of the Agreement is three (3) years from the effective date (September 27, 2016) with an automatic renewal of an additional one (1) year term, unless one of the parties gives the other written notice at least ninety (90) days prior to the end of the term or renewal term that it does not intend to renew the Agreement. Notice of intent not to renew would be required to be given by July 9, 2019.

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

SLWC was delayed in rolling-out their marketing campaign since the signing of the Agreement in 2016 due to internal circumstances on their end. To date, SLWC has only promoted the Program by means of a letter delivered to residential property owners in Tecumseh via regular mail in February 2019. This first marketing campaign and letter focused on their water service line warranty coverage. SLWC has provided an update (as of April 4, 2019) as to their recent campaign efforts within the Town:

- Total number of customers: 48
- Total Coverage plans: 59
 - Water Service Line: 46
 - Sewer Septic Line: 10
 - In-house Plumbing: 3

Through recent discussions with SLWC, they have expressed an interest in the one year renewal allowed for in the Agreement to continue their marketing campaign with the following schedule:

- Spring 2019 – Water Service Line
- Fall 2019 – Sewer Septic Line
- Winter 2020 – In-Home Plumbing
- Spring 2020 – Water Service Line
- Fall 2020 – Sewer Septic Line

SLWC also indicated that Town Administration will have a chance 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 familiarized with the Program and can direct any inquiries received 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.

Given the delay in SLWC initiating their Program within Tecumseh, it is recommended that the Town allow the 'Renewal Term' within section 3(a) of the Agreement to commence, whereby the Agreement will automatically renew for one additional year starting on September 28, 2019.

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	2017-18 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 the Town of 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 the Town 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:

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

Reviewed by:

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

Recommended by:

Margaret Misek-Evans, MCIP, RPP
Chief Administrative Officer

Attachment Number	Attachment Name
1	LAS Sewer and Water Line Warranty Program – Frequently Asked Questions
2	Service Line Warranties of Canada – Quick Start Guide
3	Service Line Warranties of Canada – February 2019 Letter to Residents