

May 7, 2018

Email: [REDACTED]

Dear [REDACTED]

**Re: Request for Access to Information Under Part II
of the Access to Information and Protection Privacy Act**

On April 12, 2018, the City of St. John's received your request for access to the following information:

"Any and all written and/or electronic documentation, reports, and/or communication between City of St. John's staff and Council members regarding water quality issues or water sample testing at Kent Place, specifically 7 Kent Place since November 1, 2015."

As required by 8(2) of the Act, we have severed information that is unable to be disclosed and have provided you with as much information as possible. Personal information pertaining to third parties has been redacted from the documentation provided as per Section 40 (1) of the ATIPP Act 2015:

Disclosure harmful to personal privacy

40. (1) The head of a public body shall refuse to disclose personal information to an applicant where the disclosure would be an unreasonable invasion of a third party's personal privacy.

Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access request, as set out in section 42 of the *Access to Information and Protection of Privacy Act* (the Act). A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner:

Office of the Information and Privacy Commissioner
2 Canada Drive; P. O. Box 13004, Stn. A, St. John's, NL. A1B 3V8
Telephone: (709) 729-6309; Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court Trial Division within 15 business days after you receive the decision of the public body, pursuant to section 52 of the Act.

If you have any further questions, please feel free to contact the undersigned by telephone at 576-8619 or by e-mail: kchafe@stjohns.ca

Yours truly,



Karen Chafe
ATIPP Coordinator

ST. JOHN'S

Case ID 412208

Caller Information

Known Callers: 1 Anonymous Callers: 0

Name: [REDACTED]
 Address: [REDACTED]
 Home Phone: [REDACTED]
 Mobile Phone: [REDACTED]
 Email: [REDACTED]

Case Information

Case Type: WATER-Curb Stop-Shut Off-DirtyWater-Leak Category: Property Concerns
 Status: Closed Priority: Normal
 Expected Completion: 2016/02/17 05:00:00 PM
 Last Updated: 2016/01/12 08:28:38 AM
 Submitted By: MonaPerry On 2015/11/14 03:08:44 PM
 Assigned To: Harold Norman (PW ENV INF Foreperson Area #4) On 2015/11/15 02:09:51 PM
 Access Code: 961459
 Subject: Dirty Water
 Description: Dispatched to utility (Dan Smith)
 Is the property Owner Occupied? Yes Is the property Residential or Commercial? Residential
 Water Problem Type Dirty water

Location

Location: 7 KENT PL, ST. JOHN'S, NL, CANADA (Verified)

Contacts

Work	Staff Member	Phone [Public]	Email	Fax
WATER-Curb Stop-Shut Off-DirtyWater-Leak-Noise-No Water-Pressure Case	Harold Norman (PW ENV INF Foreperson Area #4)		hnorman@stjohns.ca	

Comments

Date	Type	Entry	Relates To	Created By
2016/01/12 08:28:38 AM	Case Completion	See Case Comments for Details Closed due to Case ID: 412208.	WATER-Curb Stop-Shut Off-DirtyWater-Leak-Noise-No Water-Pressure	David Mullett

2015/12/15 05:53:31 PM	Case Note	687-7003	WATER-Curb Stop-Shut Off-DirtyWater-Lea k-Noise-No Water-Pressure	Tina Noseworthy
2015/12/15 05:53:16 PM	Case Note	██████ would like a call on this matter asap.	WATER-Curb Stop-Shut Off-DirtyWater-Lea k-Noise-No Water-Pressure	Tina Noseworthy
2015/12/10 07:55:51 AM	Case De-escalation	Need more time to investigate Case ID: 412208 has been de-escalated from Level 1 [PW WW DIST Operation Supervisor (Keith Williams)] to Level 0 [Fully de-escalated]. Case de-escalated because of expected completion date change.	WATER-Curb Stop-Shut Off-DirtyWater-Lea k-Noise-No Water-Pressure	David Mullett
2015/12/10 07:55:51 AM	Completion Date Revised	Need more time to investigate Expected case completion date changed from: 2015/11/20 05:00:00 PM to: 2016/02/17 05:00:00 PM	WATER-Curb Stop-Shut Off-DirtyWater-Lea k-Noise-No Water-Pressure	David Mullett
2015/12/10 02:45:22 AM	Escalation	System Case ID:412208 escalated to Keith Williams (PW WW DIST Operation Supervisor) because of Case Non-Completion Escalation	WATER-Curb Stop-Shut Off-DirtyWater-Lea k-Noise-No Water-Pressure	SYSTEM
2015/12/09 12:24:10 PM	Case Reopen	Customer called back to request a re-investigation Case has been reopened by Karen Beaton: Water is still yellow even in the toilet bowl	WATER-Curb Stop-Shut Off-DirtyWater-Lea k-Noise-No Water-Pressure	Karen Beaton
2015/11/17 01:57:50 PM	Case Completion	See Case Comments for Details Closed due to Case ID: 412208.	WATER-Curb Stop-Shut Off-DirtyWater-Lea k-Noise-No Water-Pressure	David Mullett
2015/11/17 01:57:43 PM	Case Note	Dirty water may be experienced for the next couple weeks until the system settles down/flushes since we completed the watermain jetting last week.	WATER-Curb Stop-Shut Off-DirtyWater-Lea k-Noise-No Water-Pressure	David Mullett
2015/11/15 02:09:51 PM	Case Assignment	See Case Comments for Details Case ID: 412208 has been assigned to PW WW DIST Foreperson Area #4 (Hart, Robert).	WATER-Curb Stop-Shut Off-DirtyWater-Lea k-Noise-No Water-Pressure	Dan Smith
2015/11/15 02:05:41 PM	Case Note	Hydrant has been running since Saturday morning. Will leave it run until Monday at which time it will be passed on to the area foreperson.	WATER-Curb Stop-Shut Off-DirtyWater-Lea k-Noise-No Water-Pressure	Dan Smith
2015/11/15 01:44:10 PM	Case Note	Resident called to say that they still have dirty water.	WATER-Curb Stop-Shut Off-DirtyWater-Lea k-Noise-No Water-Pressure	Mona Perry
2015/11/15 07:07:30 AM	Case Note	Crew was by to check on hydrant and left it running for another while	WATER-Curb Stop-Shut Off-DirtyWater-Lea k-Noise-No Water-Pressure	Patrick Rose

User: kkelsey

2015/11/14 05:36:45 PM	Case Note	Opened up hydrant to clear. Will check on it later.	WATER-Curb Stop-Shut Off-DirtyWater-Lea k-Noise-No Water-Pressure	Dan Smith
2015/11/14 03:09:02 PM	Case Assignment	Reassigned to Appropriate Person Case ID: 412208 has been assigned to PW WW DIST Utility Foreperson(GENERAL) (No User).	WATER-Curb Stop-Shut Off-DirtyWater-Lea k-Noise-No Water-Pressure	Mona Perry
2015/11/14 03:08:44 PM	Case Assignment	System Case ID: 412208 has been assigned to PW ADM Clerk(GENERAL) (No User).	WATER-Curb Stop-Shut Off-DirtyWater-Lea k-Noise-No Water-Pressure	Mona Perry
2015/11/14 03:08:44 PM	Case Submission	System Case was submitted by Mona Perry.	WATER-Curb Stop-Shut Off-DirtyWater-Lea k-Noise-No Water-Pressure	Mona Perry

From: [Andrew Niblock](#)
To: [Lynnann Winsor](#); [Kenessa Cutler](#)
Subject: Re: Fwd: ATIPP Request - 7 Kent Place
Date: Monday, April 30, 2018 3:59:57 PM
Attachments: [7 Kent Place - ACR 412208.pdf](#)

Hi Kenessa,

Here is all the documentation we have for 7 Kent Place.

We have no records of water quality reports from this residence.

Andrew Niblock, B.Sc.

Director, Environmental Services

Department of Public Works

City of St. John's

Phone: 709-576-8541

aniblock@stjohns.ca

www.stjohns.ca

"A year from now you may wish you had started today."

From: Lynnann Winsor <lwinsor@stjohns.ca>
To: Andrew Niblock <aniblock@stjohns.ca>
Date: 2018/04/18 06:39 AM
Subject: Fwd: ATIPP Request - 7 Kent Place

Good morning. Would you look after this?

Thanks

Lynnann

Get [Outlook for iOS](#)

From: Kenessa Cutler
Sent: Tuesday, April 17, 2018 1:25:57 PM
To: Lynnann Winsor; Derek Coffey; Keith Barrett
Cc: Karen Chafe; Neachel Keeping; Cheryl L. Mullett
Subject: ATIPP Request - 7 Kent Place

Hi all, please see the attached ATIPP request.

Lynnann please forward to the appropriate staff.

Keith, can we just search for 7 Kent Place from November 2015 until now? If not, I'll go back to the requestor to see if they mean correspondence between staff and Council only, or between staff and staff as well.

Thanks ?

Kind regards,

Kenessa Cutler

Legislative Assistant, Office of the City Clerk

City of St. John's

t. (709)-576-8429 | e. kcutler@stjohns.ca

[attachment "Memo to staff - Water Sampling 7 Kent Place.pdf" deleted by Andrew Niblock/CSJ]

From: [Neachel Keeping](#)
To: [Kenessa Cutler](#)
Subject: RE: ATIPP Request - 7 Kent Place
Date: Wednesday, April 18, 2018 10:59:13 AM

Nothing in Archives or Records Management for this one, Kenessa.

Thanks,
Neachel

From: Kenessa Cutler
Sent: Tuesday, April 17, 2018 2:56 PM
To: Lynen Winsor <lwinsor@stjohns.ca>; Derek Coffey <dcoffey@stjohns.ca>; Keith Barrett <kbarrett@stjohns.ca>
Cc: Karen Chafe <kchafe@stjohns.ca>; Neachel Keeping <nkeeping@stjohns.ca>; Cheryl L. Mullett <cmullett@stjohns.ca>
Subject: ATIPP Request - 7 Kent Place

Hi all, please see the attached ATIPP request.

Lynen please forward to the appropriate staff.

Keith, can we just search for 7 Kent Place from November 2015 until now? If not, I'll go back to the requestor to see if they mean correspondence between staff and Council only, or between staff and staff as well.

Thanks

Kind regards,

Kenessa Cutler
Legislative Assistant, Office of the City Clerk
City of St. John's
t. (709)-576-8429 | e. kcutter@stjohns.ca