

June 8, 2016

[REDACTED]  
[REDACTED]  
[REDACTED]

[REDACTED]

Dear [REDACTED]

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

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On June 2, 2016 the City of St. John's received your request for access to the following information:

*"Requesting records of any service calls related to sewer backup problems for 203 Pennywell Road, St. John's, NL, starting in March 2013 up to and including the date of this request.*

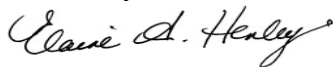
*We have copies of service calls made prior to March 2013 for 203 Pennywell Road with the following Case ID numbers: Case ID 97610, 149398, and 184773 in a document entitled "Case Details Report".*

*I am requesting therefore, any similar calls for 203 Pennywell Road subsequent to March 2013. Should you require any further details on the information request, please contact me at the above email and/or phone number provided."*

Enclosed is the information you requested. As the provision of the information constitutes full disclosure, we now consider this matter completed and will be closing the file.

If you have any further questions, please feel free to contact the undersigned by telephone at 576-8202 or by e-mail: [ehenley@stjohns.ca](mailto:ehenley@stjohns.ca).

Yours truly,



Elaine A. Henley  
City Clerk

Enclosure

**ST. JOHN'S**



Fw: ATTIPPA REQUEST - sewer backup problems for 203 Pennywell Road,  
 Elaine Henley  
 to:  
 Stacey Fallon  
 2016/06/07 11:33 AM  
 Cc:  
 Karen Chafe  
 Hide Details  
 From: Elaine Henley/CSJ  
 To: Stacey Fallon/CSJ@CSJ  
 Cc: Karen Chafe/CSJ@CSJ

3 Attachments



203 Pennywell Rd 316405.pdf 203 Pennywell Rd 330447.pdf 203 Pennywell Rd 351953.pdf

FYI

ELAINE A. HENLEY  
 City Clerk  
 Office of the City Clerk  
 10 New Gower Street  
 P.O. Box 908  
 St. John's NL A1C 5M2  
 Telephone - (709) 576-8202  
 Cell - (709) 691-0451

----- Forwarded by Elaine Henley/CSJ on 2016/06/07 11:33 AM -----

From: Terry Knee/CSJ  
 To: Elaine Henley/CSJ@CSJ  
 Date: 2016/06/07 11:16 AM  
 Subject: Re: Fw: ATTIPPA REQUEST - sewer backup problems for 203 Pennywell Road,

Elaine

Public Works response to ATIPPA request for 203 Pennywell Road.

- 2014/02/19 Case ID# 316405 Sewer Backup - Completed 2014/02/20
- 2014/06/22 Case ID# 330447 Sewer Backup - Completed 2014/06/27
- 2014-10-01 Case ID# 351953 Owner called - she did not have a sewer backup but is concerned she was going to get one. Owner wanted to speak to George Whiteway. - Completed 2014-10-02.

*(See attached file: 203 Pennywell Rd 330447.pdf)(See attached file: 203 Pennywell Rd 351953.pdf)(See attached file: 203 Pennywell Rd 316405.pdf)*

Regards

Terry Knee  
Acting Manager - Water & Wastewater Distribution.  
City of St. John's Public Works Department  
Water and Wastewater Division  
Office: 709.576.8541  
Riverhead Office 709.570.2016  
P.O. Box 908, St. John's, NL, A1C 5M2  
Fax: (709) 576 4701  
Email: tknee@stjohns.ca

" This information is provided as a convenience to you only and is without warranty, guarantee or responsibility of any kind, either expressed or implied. The City does not guarantee that the information that is provided is current or accurate. You should verify that the information is accurate before acting on it."

### Case ID 316405

#### Caller Information

Known Callers: 1 Anonymous Callers: 0

Name: [REDACTED]  
 Address: 203 PENNYWELL RD  
 St. John's, NL  
 CANADA A1C2L8  
 Home Phone: [REDACTED]  
 Mobile Phone: [REDACTED]

#### Case Information

Case Type: Sewer Backup Category: Property Concerns  
 Status: Closed Priority: Normal  
 Expected Completion: 2014/02/26 05:00:00 PM  
 Last Updated: 2014/02/20 01:16:03 PM  
 Submitted By: Susan Ryan On 2014/02/19 09:07:25 PM  
 Assigned To: Harold Norman (PW WW DIST Foreperson Area #5) On 2014/02/19 10:22:46 PM  
 Access Code: 429968  
 Subject: Sewer backup  
 Description: Sewer backup  
 ES AREA 5  
 Dispatched to Dan, Utility, for action.  
 Is this a Residential  
 Residential or Commercial  
 Property?  
 Is the Property Owner Occupied? Yes  
 Relevant File W.O.# 097462 ELB

#### Location

Location: 203 PENNYWELL RD, ST. JOHN'S, NL, (Verified)  
 CANADA

#### Contacts

Work	Staff Member	Phone [Public]	Email	Fax
Sewer Backup Case	Harold Norman (PW WW DIST Foreperson Area #5)		hnorman@stjohns.ca	

#### Comments

Date	Type	Entry	Relates To	Created By
2014/02/20 01:16:03 PM	Case Completion	See Case Comments for Details Closed due to Case ID: 316405: Crew uncovered and plunged trap. G.H / J.P	Sewer Backup	Harold Dunn

User: kwilliams

2014/02/19 10:22:46 PM	Case Assignment	Reassigned to Appropriate Person Case ID: 316405 has been assigned to PWP ENV Foreperson Area #5 (Dunn, Harold).	Sewer Backup	Dan Smith
2014/02/19 10:19:56 PM	Case Assignment	See Case Comments for Details Case ID: 316405 has been assigned to PWP ENV Foreperson Area #2 (Hall, Ed). Line fully charged and needs to drain down. Owner will be home in the morning. Can a crew be sent over in the morning and check. Mop sink was full at 10:00 pm. Sending issue to area foreperson to action.	Sewer Backup	Dan Smith
2014/02/19 09:09:21 PM	Case Assignment	Reassigned to Appropriate Person Case ID: 316405 has been assigned to PWP ENV Utilities Clerk(GENERAL) (No User).	Sewer Backup	Susan Ryan
2014/02/19 09:07:25 PM	Case Assignment	System Case ID: 316405 has been assigned to PWP ADM Clerk(GENERAL) (No User).	Sewer Backup	Susan Ryan
2014/02/19 09:07:25 PM	Case Submission	System Case was submitted by Susan Ryan.	Sewer Backup	Susan Ryan

### Case ID 330447

#### Caller Information

Known Callers: 1 Anonymous Callers: 0

Name: [REDACTED]  
 Address: 203 PENNYWELL RD  
 St. John's, NL  
 CANADA A1C2L8  
 Home Phone: [REDACTED]  
 Mobile Phone: [REDACTED]

#### Case Information

Case Type: Sewer Backup Category: Property Concerns  
 Status: Closed Priority: Normal  
 Expected Completion: 2014/07/25 05:00:00 PM  
 Last Updated: 2014/06/27 09:35:14 AM  
 Submitted By: Janet Browne On 2014/05/12 09:04:22 PM  
 Assigned To: Harold Norman (PW WW DIST Foreperson Area #5) On 2014/06/22 07:37:44 PM  
 Access Code: 712527  
 Subject: Sewer Back Up  
 Description: Sewer backing up  
 Dispatched to Utility  
 Is this a Residential  
 Residential or Commercial  
 Property?  
 Is the Property Owner Occupied? Yes  
 Relevant File 0000102317 ELB

#### Location

Location: 203 PENNYWELL RD, ST. JOHN'S, NL, (Verified)  
 CANADA

#### Contacts

Work	Staff Member	Phone [Public]	Email	Fax
Sewer Backup Case	Harold Norman (PW WW DIST Foreperson Area #5)		hnorman@stjohns.ca	

#### Comments

Date	Type	Entry	Relates To	Created By
2014/06/27 09:35:14 AM	Case Completion	Work has been completed Closed due to Case ID: 330447.	Sewer Backup	Cecil Kavanagh
2014/06/27 09:35:05 AM	Case Note	Auger can,t be ran here because its an out side trap. E.D--A.K	Sewer Backup	Cecil Kavanagh

User: kwilliams

2014/06/26 03:23:28 PM	Case Note	She is wondering about the electrical auger to do the job and was told by the Utility crew during the weekend. Dispatched to Cecil Kavanagh and he will get a crew there between now and 8:00 p.m.	Sewer Backup	Mee Ling Au
2014/06/25 11:51:31 AM	Case De-escalation	Need more time to investigate Case ID: 330447 has been de-escalated from Level 2 [ PW WW DIST Operation Supervisor (George Whiteway) ] to Level 0 [ Fully de-escalated ].  Case de-escalated because of expected completion date change.	Sewer Backup	Cecil Kavanagh
2014/06/25 11:51:31 AM	Completion Date Revised	Need more time to investigate Expected case completion date changed from: 2014/05/19 05:00:00 PM to: 2014/07/25 05:00:00 PM	Sewer Backup	Cecil Kavanagh
2014/06/25 02:45:09 AM	Escalation	System Case ID:330447 escalated to George Whiteway (PW WW DIST Operation Supervisor) because of Case Non-Completion Escalation	Sewer Backup	SYSTEM
2014/06/23 02:45:26 AM	Escalation	System Case ID:330447 escalated to George Whiteway (PW WW DIST Operation Supervisor) because of Case Non-Completion Escalation	Sewer Backup	SYSTEM
2014/06/22 07:37:44 PM	Case Assignment	Reassigned to Appropriate Person Case ID: 330447 has been assigned to PW WW DIST Foreperson Area #5 (Dunn, Harold). This is the third time we plunged this line clear since May 12. Could you send a crew over on Tuesday to check the line further. There is a big tree in the yard and I suspect roots. Please call the owner at 330-0668 to arrange a time . They both work but can come home to give access.The owners would like a call please. Sending the issue to area foreperson to action.	Sewer Backup	Dan Smith
2014/06/22 03:03:09 PM	Case Reopen	Customer called back to request a re-investigation Case has been reopened by Karen Beaton: Having same problem dispatched to Utility	Sewer Backup	Karen Beaton
2014/06/12 04:48:07 PM	Case Completion	Work has been completed Closed due to Case ID: 330447: Cleared with a plunge. Pipe outside / under step/ All ok.	Sewer Backup	Dan Smith
2014/06/12 02:45:44 AM	Escalation	System Case ID:330447 escalated to PW WW DIST Utility Foreperson(GENERAL) because of Case Non-Completion Escalation	Sewer Backup	SYSTEM
2014/06/11 11:10:12 PM	Case Note	happening again for 3rd	Sewer Backup	Violet Picco
2014/06/11 11:09:51 PM	Case Reopen	Customer called back to request a re-investigation Case has been reopened by Violet Picco: happening again - just wanted it on record	Sewer Backup	Violet Picco
2014/05/12 09:48:26 PM	Case Completion	See Case Comments for Details Closed due to Case ID: 330447: Cleared via plunge	Sewer Backup	Jim Delaney

User: kwilliams

2014/05/12 09:06:48 PM	Case Assignment	Reassigned to Appropriate Person Case ID: 330447 has been assigned to PW WW DIST Utility Foreperson(GENERAL) (No User).	Sewer Backup	Janet Browne
2014/05/12 09:04:22 PM	Case Assignment	System Case ID: 330447 has been assigned to PW ADM Clerk(GENERAL) (No User).	Sewer Backup	Janet Browne
2014/05/12 09:04:22 PM	Case Submission	System Case was submitted by Janet Browne.	Sewer Backup	Janet Browne



### Case ID 351953

#### Caller Information

Known Callers: 1 Anonymous Callers: 0

Name: [REDACTED]  
 Address: 203 PENNYWELL RD  
 St. John's, NL  
 CANADA A1C2L8  
 Mobile Phone: [REDACTED]

#### Case Information

Case Type: Sewer Backup Category: Property Concerns  
 Status: Closed Priority: Normal  
 Expected Completion: 2014/10/08 02:34:00 PM  
 Last Updated: 2014/10/02 12:52:04 PM  
 Submitted By: Josephine Marshall On 2014/10/01 02:34:59 PM  
 Assigned To: Harold Norman (PW WW DIST Foreperson Area #5) On 2014/10/01 02:49:04 PM  
 Access Code: 255823  
 Subject: Sewer Backup  
 Description: owner occupied  
 Dispatched to Harold Dunn  
 Is this a Residential  
 Residential or Commercial  
 Property?  
 Is the Property Owner Occupied? Yes  
 Relevant File 00000109881 elb

#### Location

Location: 203 PENNYWELL RD, ST. JOHN'S, NL, (Verified)  
 CANADA

#### Contacts

Work	Staff Member	Phone [Public]	Email	Fax
Sewer Backup Case	Harold Norman (PW WW DIST Foreperson Area #5)		hnorman@stjohns.ca	

#### Comments

Date	Type	Entry	Relates To	Created By
2014/10/02 12:52:04 PM	Case Completion	See Case Comments for Details Closed due to Case ID: 351953.	Sewer Backup	Draper Perry
2014/10/02 12:51:53 PM	Case Note	Talking to home owner [REDACTED], she do not have a sewer backup but is concern that is is going to get one. Would like to talk to George Whiteway.	Sewer Backup	Draper Perry

User: kwilliams

2014/10/01 02:49:04 PM	Case Assignment	Reassigned to Appropriate Person Case ID: 351953 has been assigned to PW WW DIST Foreperson Area #5 (Dunn, Harold).	Sewer Backup	Madonna Haynes
2014/10/01 02:34:59 PM	Case Assignment	System Case ID: 351953 has been assigned to PW ADM Clerk(GENERAL) (No User).	Sewer Backup	Josephine Marshall
2014/10/01 02:34:59 PM	Case Submission	System Case was submitted by Josephine Marshall.	Sewer Backup	Josephine Marshall