

October 26, 2016

[REDACTED]

[REDACTED]

Dear [REDACTED]

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

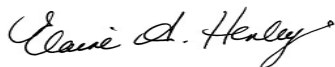
On October 24, 2016, the City of St. John's received your request for access to the following information:

"Requesting information for all plumbing & sewer issues on 17 Mooney Crescent, the years of 2009-2014."

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.

Yours truly,



Elaine A. Henley
City Clerk

Enclosures

ST. JOHN'S

Case Id	Date
354908	2014/10/23
344832	2014/08/14
234965	2012/10/04
123351	2011/01/05

Case ID 354908

Caller Information

Known Callers: 1 Anonymous Callers: 0

Name: [REDACTED]

Address: [REDACTED]

Mobile Phone: [REDACTED]

Case Information

Case Type: Sewer Backup Category: Property Concerns

Status: Closed Priority: Normal

Expected Completion: 2014/12/05 05:00:00 PM

Last Updated: 2014/12/08 08:35:06 AM

Submitted By: George Hayes On 2014/10/23 08:12:57 AM

Assigned To: Draper Perry (PW WW DIST Foreperson Area #1) On 2014/11/24 06:15:14 AM

Access Code: 934572

Subject: Sewer Backup

Is this a Residential
Residential or
Commercial
Property?

Is the Property Owner Occupied? Yes

Relevant File 0000111123 (ELB)

Location

Location: 17 MOONEY CRES, ST. JOHN'S, NL, CANADA (Verified)

Contacts

Work	Staff Member	Phone [Public]	Email	Fax
Sewer Backup Case	Draper Perry (PW WW DIST Foreperson Area #1)		dperry@stjohns.ca	

Comments

Date	Type	Entry	Relates To	Created By
2014/12/08 08:35:06 AM	Case Completion	Work has been completed Closed due to Case ID: 354908.	Sewer Backup	Ed Hall
2014/12/06 02:45:57 AM	Escalation	System Case ID:354908 escalated to George Whiteway (PW WW DIST Operation Supervisor) because of Case Non-Completion Escalation	Sewer Backup	SYSTEM
2014/12/04 09:02:33 AM	Case Note	Crew replaced new pvc sewer line from house to main.	Sewer Backup	Ed Hall

User: kwilliams

2014/12/01 11:25:08 AM	Case Note	She is wondering when the crew will be doing the dig. Dispatched to Ed Hall and he advised that they will be cutting the driveway today and the dig tomorrow.	Sewer Backup	Mee Ling Au
2014/11/28 02:36:10 PM	Case Note	Called to see when this dig will be done. Worried that b/u will happen again over the weekend. Pls call her on this issue	Sewer Backup	Karen Beaton
2014/11/27 12:21:47 PM	Case De-escalation	Need more time to investigate Case ID: 354908 has been de-escalated from Level 1 [PW WW DIST Operation Supervisor (George Whiteway)] to Level 0 [Fully de-escalated].	Sewer Backup	Ed Hall
		Case de-escalated because of expected completion date change.		
2014/11/27 12:21:46 PM	Completion Date Revised	Need more time to investigate Expected case completion date changed from: 2014/11/26 05:00:00 PM to: 2014/12/05 05:00:00 PM	Sewer Backup	Ed Hall
2014/11/27 02:45:57 AM	Escalation	System Case ID:354908 escalated to George Whiteway (PW WW DIST Operation Supervisor) because of Case Non-Completion Escalation	Sewer Backup	SYSTEM
2014/11/26 02:25:05 PM	Case Note	The problem with the sewer pipe is still ongoing [REDACTED] would like to speak with someone concerning this problem - Phone 722-5464.	Sewer Backup	Audrey McCarthy
2014/11/26 02:22:59 PM	Case Note	The problem with the sewer pipe is still ongoing. [REDACTED] would like to speak with someone concerning this problem - Phone [REDACTED]	Sewer Backup	Audrey McCarthy
2014/11/24 06:15:14 AM	Case Assignment	Needs specialized attention Case ID: 354908 has been assigned to PW WW DIST Foreperson Area #1 (Hall, Ed).	Sewer Backup	Michael Hearn
2014/11/23 07:26:31 AM	Case Note	Please forward to area foreperson Sunday evening.	Sewer Backup	Dan Smith
2014/11/21 09:42:23 PM	Case Note	Responded to the call at 9:30 pm Friday evening. Problem had gone away. Owner states she ran alot of cold water and that may have helped. Will keep the case open over the weekend and told the owner to call 311 if it happens again. Some one will come over. This issue is on the list to be dug up and the \$ 500.00 fee has been paid but there is a problem with the neighbour.	Sewer Backup	Dan Smith
2014/11/21 08:20:46 PM	Case Assignment	Reassigned to Appropriate Person Case ID: 354908 has been assigned to PW WW DIST Utility Foreperson(GENERAL) (No User).	Sewer Backup	Tina Noseworthy
2014/11/21 08:20:28 PM	Case Note	Owner called, sewer backup going on tonight.	Sewer Backup	Tina Noseworthy
2014/11/19 12:27:02 PM	Case Note	Owner called wondering what status was, spoke to Draper said still in process of trying to get neighbor to sign waiver.	Sewer Backup	Paula Squires
2014/11/13 12:57:30 PM	Case Note	Owner called wondering about status - relayed that neighbour [REDACTED] will not sign waiver (as per D. Perry) matter is being investigated.	Sewer Backup	Tina Noseworthy

User: kwilliams

2014/10/30 07:34:11 AM	Case De-escalation	Need more time to investigate Case ID: 354908 has been de-escalated from Level 1 [PW WW DIST Operation Supervisor (George Whiteway)] to Level 0 [Fully de-escalated]. Case de-escalated because of expected completion date change.	Sewer Backup	Draper Perry
2014/10/30 07:34:10 AM	Completion Date Revised	Need more time to investigate Expected case completion date changed from: 2014/10/29 05:00:00 PM to: 2014/11/26 05:00:00 PM	Sewer Backup	Draper Perry
2014/10/30 02:45:28 AM	Escalation	System Case ID:354908 escalated to George Whiteway (PW WW DIST Operation Supervisor) because of Case Non-Completion Escalation	Sewer Backup	SYSTEM
2014/10/23 02:21:44 PM	Case Note	City crew cleared blockage but at some point sewer lateral needs to be dug and replaced	Sewer Backup	Draper Perry
2014/10/23 11:11:12 AM	Case Note	paid \$500.00 receipt # vmp9164	Sewer Backup	Violet Picco
2014/10/23 10:52:38 AM	Case Note	Called to give credit card information for dig. Passed onto Cashier for processing \$500 (visa).	Sewer Backup	Marina Lucas
2014/10/23 08:25:18 AM	Case Assignment	Reassigned to Appropriate Person Case ID: 354908 has been assigned to PW WW DIST Foreperson Area #1 (Perry, Draper).	Sewer Backup	Ray Hawco
2014/10/23 08:13:46 AM	Case Note	dispatched to Draper Perry (1)	Sewer Backup	George Hayes
2014/10/23 08:12:57 AM	Case Assignment	System Case ID: 354908 has been assigned to PW ADM Clerk(GENERAL) (No User).	Sewer Backup	George Hayes
2014/10/23 08:12:57 AM	Case Submission	System Case was submitted by George Hayes.	Sewer Backup	George Hayes

Case ID 344832

Caller Information

Known Callers: 1 Anonymous Callers: 0

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

Case Information

Case Type: Sewer Backup Category: Property Concerns
 Status: Closed Priority: Normal
 Expected Completion: 2014/08/21 12:48:00 PM
 Last Updated: 2014/08/15 08:28:36 AM
 Submitted By: Marina Lucas On 2014/08/14 12:48:08 PM
 Assigned To: Draper Perry (PW WW DIST Foreperson Area #1) On 2014/08/14 03:19:07 PM
 Access Code: 410546
 Subject: Sewer Backup
 Description: Had a problem last night with sewer and was wondering if the main could be checked. Should be home in about 20 minutes to 1/2 hour.
 Passed onto Rod Rideout Area 1
 Is this a Residential or Commercial Property? Residential
 Is the Property Owner Occupied? Yes
 Relevant File 00000107478 elb

Location

Location: 17 MOONEY CRES, ST. JOHN'S, NL, CANADA (Verified)

Contacts

Work	Staff Member	Phone [Public]	Email	Fax
Sewer Backup Case	Draper Perry (PW WW DIST Foreperson Area #1)		dperry@stjohns.ca	

Comments

Date	Type	Entry	Relates To	Created By
2014/08/15 08:28:36 AM	Case Completion	Work has been completed Closed due to Case ID: 344832: Sent crew cleared blockage at 20ft 54 ft to main ESO T. Snook	Sewer Backup	Ed Hall

User: kwilliams

2014/08/14 03:19:07 PM	Case Assignment	Reassigned to Appropriate Person Case ID: 344832 has been assigned to PW WW DIST Foreperson Area #1 (Rideout, Rodney).	Sewer Backup	Madonna Haynes
2014/08/14 12:48:08 PM	Case Assignment	System Case ID: 344832 has been assigned to PW ADM Clerk(GENERAL) (No User).	Sewer Backup	Marina Lucas
2014/08/14 12:48:08 PM	Case Submission	System Case was submitted by Marina Lucas.	Sewer Backup	Marina Lucas

Case ID 234965

Caller Information

Known Callers: 1 Anonymous Callers: 0

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

Case Information

Case Type: Sewer Backup Category: Property Concerns
 Status: Closed Priority: Normal
 Expected Completion: 2012/10/12 05:00:00 PM
 Last Updated: 2012/10/04 07:50:08 PM
 Submitted By: Janet Browne On 2012/10/04 06:58:32 PM
 Assigned To: No User (PW WW DIST Utility Foreperson(GENERAL)) On 2012/10/04 06:59:45 PM
 Access Code: 771589
 Subject: Sewer Back up
 Description: Toilets backing up
 Is this a Residential
 Residential or
 Commercial
 Property?
 Is the Property Owner Occupied? Yes
 Relevant File 0000068018 ELB

Location

Location: 17 MOONEY CRES, ST. JOHN'S, NL, CANADA (Verified)

Comments

Date	Type	Entry	Relates To	Created By
2012/10/04 07:50:08 PM	Case Completion	See Case Comments for Details Closed due to Case ID: 234965: Internal problem	Sewer Backup	Michael Hearn
2012/10/04 06:59:45 PM	Case Assignment	Reassigned to Appropriate Person Case ID: 234965 has been assigned to PWP ENV Utilities Clerk(GENERAL) (No User). Dispatched to Mike Hearn	Sewer Backup	Janet Browne
2012/10/04 06:58:32 PM	Case Assignment	System Case ID: 234965 has been assigned to PWP ADM Clerk(GENERAL) (No User).	Sewer Backup	Janet Browne
2012/10/04 06:58:32 PM	Case Submission	System Case was submitted by Janet Browne.	Sewer Backup	Janet Browne

Case ID 123351

Caller Information

Known Callers: 1 Anonymous Callers: 0

Name: [REDACTED]
 Address: [REDACTED]
 [REDACTED] [REDACTED]

Case Information

Case Type: Sewer Backup Category: Property Concerns
 Status: Closed Priority: Normal
 Expected Completion: 2011/01/13 03:28:00 PM
 Last Updated: 2011/01/05 08:24:31 PM
 Submitted By: Debbie Fleming On 2011/01/05 03:28:40 PM
 Assigned To: No User (PW WW DIST Utility Foreperson(GENERAL)) On 2011/01/05 03:44:43 PM
 Access Code: 933051
 Subject: Sewer Backup
 Relevant File 0000033834 (ELB) Submission Dispatched to Gary Squires
 Comments
 Environmental Services Area 1 Was this request submitted on behalf of Council? NO

Location

Location: 17 MOONEY CRES, ST. JOHN'S, NL, CANADA (Verified)

Comments

Date	Type	Entry	Relates To	Created By
2011/01/05 08:24:31 PM	Case Completion	Work has been completed Sewer Backup completed. Cleared blockage with rods in cleanout.	Sewer Backup	Brian Connolly
2011/01/05 03:44:43 PM	Case Assignment	Reassigned to Appropriate Person Case ID: 123351 has been assigned to PWP ENV Utilities Clerk(GENERAL) (No User).	Sewer Backup	Gary Squires
2011/01/05 03:41:25 PM	Case Assignment	Reassigned to Appropriate Person Case ID: 123351 has been assigned to PWP ENV Foreperson Area #1 (Squires, Gary).	Sewer Backup	Ray Hawco
2011/01/05 03:28:41 PM	Case Assignment	System Case ID: 123351 has been assigned to PWP ADM Clerk(GENERAL) (No User).	Sewer Backup	SYSTEM
2011/01/05 03:28:40 PM	Case Submission	Case was submitted by Debbie Fleming.	Sewer Backup	Debbie Fleming

Comments
Ongoing issues. Dug and replaced sewer lateral from house to main on 14/12/04
Cleared blockage at 20'
Internal Problem
Cleared blockage with rods in cleanout