

**From:** [John MacLean](#)  
**To:** [Emily Epp](#); [Peter Hughes](#)  
**Subject:** FW: Sewer Rates  
**Date:** February 14, 2019 11:12:26 AM

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John MacLean, CAO

**From:** [REDACTED]  
**Sent:** February 14, 2019 11:11 AM  
**To:** John MacLean <jmaclean@cariboord.ca>  
**Cc:** Mary Sjostrom [REDACTED]  
**Subject:** Re: Sewer Rates

Thanks for the reply all good points. Hopefully the chemicals do not shorten the life span of the PVC to much, I have understood that generally PVC pipes last much longer so thats new information.

On the mobile home parks they are generally about 950 sq ft much smaller than the average house with only one main connection per park.

In the case of the park I own we have 48 units on one connection with 280 ft of road frontage. Most houses have at least 80ft of frontage and a connection per house. The whole park is serviced with a two inch water line versus 3/4" or 1" per residence in standard residential areas.

The increase actually does myself as an owner no harm as the costs will be passed on to the tenants. I just dont see the fairness in the billing structure as a mobile park obviously uses the system and infrastructure much less.

Thanks again for your quick reply.

[REDACTED]

On Wed, Feb 13, 2019, 9:44 AM John MacLean <[jmaclean@cariboord.ca](mailto:jmaclean@cariboord.ca)> wrote:

Mr. [REDACTED],

Director Sjostrom shared your email with us and asked that we contact you. We understand the concerns that many have with the proposed user fee increase in the Red Bluff Sewer Service. That is why we came to the community to share information and answer questions. I understand that you were not able to attend that meeting.

The increase is the result of many different factors. They include general inflationary pressures as well as:

- An increase in staffing. The increase in staffing is to meet WorkSafe BC safe work

regulations (for issues like confined space entry), to have a fair and reasonable on call policy, the opportunity to look at scheduling to reduce the amount of overtime we pay out, and lastly having the staff resources to deal with aging infrastructure. Increased staff resources has also allowed us to be more proactive in our management and maintenance of the system, with increase preventative maintenance and inspections.

- The Red Bluff Sewer Service infrastructure is more than 35 years old. While it can vary, the general “rule of thumb” is to consider/plan that the infrastructure will last approximately 50 years. As we are in the latter half of the life cycle, we anticipate, and in fact are experiencing, an increased need for repairs and maintenance.
- We have introduced a product into the system that inhibits the production of H<sub>2</sub>S (hydrogen sulfide) gas. This gas is responsible for the bad odours associated with sewer systems and will lead to increased degradation to the sewer infrastructure as it is corrosive. We took this step in response to significant odour complaints and in the hope of extending the life of the infrastructure as long as possible.

Overall we have a responsibility to manage the system effectively and not allow pollution, in the form of raw sewage to enter the environment. This is why we are focusing on ensuring that we have the appropriate plans and resources to manage the sewer service.

The second part of your email is concerning the user fees charged and their application to mobile home parks. The first thing we need to acknowledge is that there has been no increase in this service since 2012, and that our fees are comparable or lower than other systems. We have no ability to know how many people are living in a home, their age or source of income. There is no indication that people that live in mobile or modular homes produce less sewage than any other home type, and I am relatively certain that there are people living in detached single family homes in Red Bluff who are elderly and on fixed incomes.

Again, we regret the necessity of the increase in the user fee. Current regulation, the need to maintain aging infrastructure and operating in a environmentally and socially sound manner leave us little choice in the matter.

We will ensure that the Board is made aware of your concerns in their deliberations. If you wish to share further please go to our website ([www.cariboord.ca](http://www.cariboord.ca)) and complete our survey. If you have specific question about the sewer service please contact Peter Hughes our Manager of Environmental Services. Please call our toll free, 1-800-665-1636, and ask for him.

John MacLean, CAO

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**From:** Mary Sjostrom  
**Sent:** February 9, 2019 6:32 PM  
**To:** [REDACTED]  
**Cc:** John MacLean <[jmaclean@cariboord.ca](mailto:jmaclean@cariboord.ca)>  
**Subject:** Re: Sewer Rates

Thanks [REDACTED] . I will pass this on to staff and our CAO John MacLean . Would you like someone to

call you ? I will share your contacts . We had over 40 folks attend and had staff there as well I wish you could have made the Open House . Sent you our latest Board Highlights for your info . [REDACTED]

Cheers Mary

Mary Sjostrom Area A Director  
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On Feb 9, 2019, at 6:06 PM, [REDACTED] wrote:

Hi Mary I was unable to make the meeting the other night but have been thinking about the proposed sewer rate increase. The proposed increase seems excessive but not having the budget in front of me that's of the cuff. I just know business never gets away with those kinds of increases. It seems increases are coming from all directions and in the case of mobile home parks and rentals it is no long possible to keep up with rent increases, particularly since rent increases have just been capped by the provincial government to inflation. which is around 2%

I understand that part of the reason for the large increases is WCB rules and possibly needing two people to drive around instead of one due to confined space procedures and working alone rules.

Regarding the working alone I think that could be handled easily with GPS monitoring of the vehicles and or a call in procedure that could be handled by one dispatcher or a answering service. I believe the call in system is used in the bush.

With the confined space depending on the amount of occurrences and predictability it may be possible to set it up with one of the security companies on a per visit basis.

I also think mobile home parks should be billed at a lower rate as there are multiple units on one connection with very little mainline servicing them. The use would also be much less than average. The cost of maintaining service to mobile home parks is much less than detached housing. Most mobile homes are now occupied by one or two seniors on fixed incomes.

Please consider the above and forward to the administration.

Thanks

[REDACTED]