

File No.: 04-1000-20-2021-370

August 24, 2021

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of July 12, 2021 for:

Record of Report #SR1803094 for watermain testing at 3263 Pierview Crescent from Waterworks Operations.

All responsive records are located on an FTP site, (FTP instructions are included in the accompanying email).

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2021-370); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

[Signature on file]

Barbara J. Van Fraassen, BA
Director, Access to Information & Privacy

Barbara.vanfraassen@vancouver.ca
453 W. 12th Avenue Vancouver BC V5Y 1V4

*If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

:ftp

:ma

180 3094

3263 Pierview CR.
Listen to Service WLF Listen to 3298
Marine way WLF. Shut off service 3298 Marine
way for 3 hrs. No change in leak volume.
Deployed loggers Marine way @ Kinross Sub +
W.E. Kent @ Kinross fluv. → WLF. Listen
to Service at 3245 Pierview CR + 3101 E Kent Warti.
WLF. Shut off service for 3263 Pierview
for 3 hrs. No change in leak volume.
Ground water penetrating P2. Area
has underground aquifer.



311 Service Request Status

311 Case #: 101015159556

Service Request #: [1803094](#)

Request Type: WCheckForLeakCFL

Sub Type: xWHighVolumeLeak

Water Check For Leak (CFL)

Call Date: 2021/06/29 12:14 PM

Request Date: 2021/06/29 12:20 PM

Reviewed Date: 2021/06/29 12:28 PM

Crew Assignment Date: 2021/06/29 12:27 PM

Due Date: 2021/07/27 12:14 PM

Resolved Date: 2021/07/08 12:00 AM

Request Status: **Resolved**

Resolution Code and Description: 10 - Service Provided

Request Location: 3263 PIERVIEW CRESCENT

Contact Name: PACIFIC WEST MECHANICAL

Contact First, Mi:

Contact Phone: 604-294-6800

Lagan Case Details:

Please call the project manager Darrell at 604.889.8762 with an ETA. He will be the person to meet crew on site so he will need some prior notice to be able to get there. This condo building has had a leak in the P2 under the slab. Water is coming out more than a garden hose amount. They have been to the location twice, and still not able to figure out where the leak is coming from so they think it could be the City main. Please call Darrell from Pacific West Mechanical as he will meet the crew on site 604.889.8762.

Lagan eForm:

1. Type of issue:**High Volume Leak****
2. Where is the water coming from?**Other**
3. Provide details (e.g. what do you see? what is happening?):**P2 parkade leaking under the slab**
4. If applicable, do you see:**Not Applicable**
5. How fast is the water flowing?**Medium (like water flowing from a garden hose)**
6. How long has the issue been occurring?**just over a week**
7. If the leak is on the road (NOT boulevard or sidewalk) OR passer-by (someone other than property owner/designate) is reporting a leak on private property, don't explain charges but record callers name/phone number.
8. Is the caller:**Plumber**
9. What is the billing name, address, phone number and contact name of the person authorizing the crew callout?**ATTN: Job Number 56680 Pacific West Mechanical 662 Evans Ave. Vancouver, BC V6A 2K9 604.294.6800**
10. Advise caller: Waterworks Operations does need me to advise you that there is a possibility of charges based on the crew's findings. If the leak is determined to be a city-side leak no charges will apply.**107 dollars**
11. Please provide us with a name and phone number should the crew require assistance on site.**Project Manager Darrell 604.889.8762**
12. (Don't ask just record - Did caller indicate they want a call back?)**Yes**

Service Request Log Results

311 Service Request Status

Log Type	Started Date	Hansen User Name	Comments
Lagan ECM	2021/06/29 12:28 PM	SEUNG_HYUN KANG (MAG3121)	Assigned to A5906
Lagan ECM	2021/06/29 12:50 PM	SEUNG_HYUN KANG (MAG3121)	A5906 spoke with the project manager Darrell 604.889.8762 - Contractor tried to shut off fireline and was unsuccessful. Refer to leak detection
Lagan ECM	2021/07/09 12:42 PM	SEUNG_HYUN KANG (MAG3121)	The water seeping into the lower parkade is due to under ground streams - NLF

Related Work Orders

Work Order #	Activity	Description	Created Date	Initiated Date	Completed Date
1319165	WSEmtc	3263 Pierview LEAK DETECTIOListened to service - NLF, Listened to service at 3298 Marine Way - NLF, Closed service at 3298 Marine Way for 3hrs - No change in leak volume, Deployed loggers at Marine Way and Kinross SLV + NE Kent and Kinross HCV - NLF, Listened to service at 3245 Pierview Cres. = 3101 E Kent - NLF, Schedule shut off service for 3293 Pierview Cres for 3 hrs - No change in leak volume<div>There is a brown stain that the water is causing against the floor and wall of the foundation, The water seeping into the lower parkade is due to under ground streams, This are is known for existing aquaphor</div>	2021/07/09 12:40 PM	2021/07/09 12:00 AM	2021/07/08 12:00 AM

Water Work Slip

ENTERED
1319165

SAP Charge # EEW30405		Address & Location: 3263 PIERVIEW CRESCENT ()			Assigned Date 2021/06/29
Work Order #		Work Order Description			Assigned To TANNER NORTHRUP
Group Project #	Problem	Sub Activity	Responsible	Assigned Crew # Leaks	
Service Request #					311 Case #
1803094 Water Check For Leak (CFL)					101015159556
Incident Date 2021/06/29	Contact Name PACIFIC WEST MECHANICAL		Contact Phone # 604-294-6800	Alternate #	
Work Order Comments: SR - Refer to leak detection - A5906 spoke with project manager Darrell, found out that contractor tried to shut off fireline without calling in. Verify which fireline is leaking ** First Job **					
Ref #1	Ref #2				
Asset Type ()	Asset ID #	B.U.N	Asset Status	Map # (Facet)	
Asset Details:					
Asset & Safety Comments:					
CREW - DESCRIBE THE PROBLEMS YOU FOUND AND WORK COMPLETED					
<input type="checkbox"/> Property Leak <input type="checkbox"/> 96 HR Notice <input type="checkbox"/> 192 HR Notice <input type="checkbox"/> Drainage <input type="checkbox"/> Cityside Leak Lo / Mod / Hi Listen to service. NLF Listen to service at 3288 Marine way, NLF closed service at 3298 Marine way for 3hrs. No change in leak volume. Delpdge loggers at Marine way and Kinross SLV. + NE Kent and Kinross HCU. Logger's results were no leak found. Listen to service at 3245 Piersview crescent + 3101 E Kent. No leak found. Schedule shut off service for 3263 Piersview CR for 3hrs. No change in leak volume →					
CREW & SUPT - FURTHER WORK OR REFERRAL REQUIRED: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes (IF YES - PROVIDE DETAILS)					
Still Leaking? <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A		Where is water running? <input type="checkbox"/> Street <input type="checkbox"/> Sidewalk <input type="checkbox"/> Boulevard <input type="checkbox"/> None <input checked="" type="checkbox"/> Property			
546- UNDERGROUND STREAMS.					
SIGN-OFF					
Attended By: Louise K			Supt. Sign-off: 707		
Date Attended: July 8 2021		Crew #: 01093	Supt. Sign-off Date: 07/09/2021		

Water Work Slip

Lagan E-Form

1. Type of issue:**High Volume Leak****
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4. If applicable, do you see:**Not Applicable**
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There is a brown stain that the water is causing against the floor and wall of the foundation. The water seeping into the lower parkade is due to under ground seepage. This area is known for existing aquifers.

REPORT PARAMETERS :

Location: 3263 to 3263 PIERVIEW CRESCENT

Street Side : BOTH

Include Alternate Address: Y

Address	IN_SERVICE/TBD	Connection Type	Most Recent Install/Replace Date	Leaks City Side Renewal	Leaks City Side Repair	Last Repair Date	Pipe Material	Pipe Diameter
3268 MARINE WAY	IN_SERVICE	Fire/Dmstc	31-AUG-2012	Long	10.2 N of NLV on Pierview		DICL	150
	IN_SERVICE	Fire/Dmstc	31-AUG-2012	Long	11.1 N of NLV on Pierview		DICL	150



CITY OF VANCOUVER
Engineering Services – Waterworks Operations

ADDRESS OF PROPERTY: 3263 Pierview CR
DATE: July 8-2021 SR # OR 311 CASE #: 1803094
ARRIVAL TIME: 8:10 AM DEPARTURE TIME: 11:50 AM
CREW SUPERVISOR: Louie K TRUCK #: 11093

- SERVICE PERFORMED: Turn Off EEW-00003-C1-03
Turn On EEW-00003-C1-03
Property Trouble EEW-00003-C1-01
Locate & Mark EEW-00003-B1-03
Other EEW-00003-

Customer advised of charges by 311 / Dispatch: Yes [checked] No []

To Accounts Receivable: You are hereby authorized to invoice for the charges amounting to:

- [checked] \$107 charge for work done during regular business hours (GST exempt)
[] \$214 charge for work done outside regular business hours (GST exempt)

Waterworks Superintendent: [Signature] Date: 07/09/2021

The charges for this service call are set out by the Waterworks By-law 4848 Schedule H

CUSTOMER BILLING INFORMATION

(PLEASE PRINT CLEARLY – ALL FIELDS REQUIRED)

Billing Name: Phone & Email:

Company Name:

Billing Address: Unit #:

City: Postal Code: Reference #:

I being the customer of the above premises hereby agree to pay the full cost of the Waterworks service call to the above premises. Note: Crew does not accept payment. The invoice will be mailed to you shortly.

Customer Signature: Date:

[checked] Customer not available for signature

Please call 311 if you have any future questions referencing your 311 Case #.