

**DATE:** January 10, 2019

**FILE:** 5340-03

**TO:** Chair and Members  
Comox Valley Sewage Commission

**FROM:** Russell Dyson  
Chief Administrative Officer

Supported by Russell Dyson  
Chief Administrative Officer

*R. Dyson*

**RE: Emerald Shores Strata Complex – Septage Tipping Fee Rebate**

### **Purpose**

To recommend a rebate to the Emerald Shores Strata Complex for septage tipping fees incurred.

### **Recommendation from the Chief Administrative Officer**

THAT a rebate be provided to the Emerald Shores Strata Complex in the amount of \$8,048.54 (75 per cent of the septage tipping fees incurred) for flows trucked to the Comox Valley Water Pollution Control Centre septage receiving station whilst their wastewater pumps were unable to pump sewage from the strata into the Town of Comox collection system.

### **Executive Summary**

Emerald Shores is a strata in the Town of Comox that pumps their wastewater to the Town's collection system, which then eventually connects to the Comox Valley Sewerage System (CVSS). The strata complex pays taxes and utility charges to the Town of Comox and a part of those charges are directed to the CVRD for the provision and maintenance of the CVSS. The situation is as follows:

- The Emerald Shores Pump Station was out of service from September 6 to October 3, 2018, when a pump failed. The strata complex is located down gradient of the Town's collection system and therefore wastewater cannot flow by gravity into the Town's system.
- During the repair Emerald Shores trucked their wastewater to the treatment plant and it was processed through our septage receiving station. The wastewater delivered through the septage receiving station was the same as their normal wastewater; it just couldn't enter the system as normal because of their broken pump.
- Emerald Shores trucked their wastewater to the Comox Valley Water Pollution Control Center (CVWPCC) while their system was not working correctly and has sent a letter requesting a rebate for the septage tipping fees only, not the hauling fees.
- Emerald Shores discussed the issue with the Town of Comox, as per the Town of Comox's bylaws and procedures. The matter was then passed on to the CVRD.

The tipping fees at our septage receiving station are listed in the Comox Valley Sewerage Service Regulation, Fees and Charges Bylaw No.71, 2010, and normally any product received at the septage receiving station is charged the tipping fee. Approval by the Comox Valley Sewage Commission is required to provide a rebate to Emerald Shores. A rebate for 75 per cent of the tipping fees is recommended for the following reasons:

- The cost of wastewater treatment from Emerald Shores is already included in utility fees collected by the Town of Comox and remitted to the CVRD. Only the point of entry of wastewater into the treatment plant is different; therefore, a rebate seems appropriate. The

rebate will only affect the septage disposal revenue for the service, by crediting back a portion to Emerald Shores that has already been paid to the CVRD.

- A rebate of 75 per cent of the tipping fees is recommended. The Emerald Shores wastewater entering the CVWPCC at the septage receiving station was less concentrated than septic tank waste (septage) and therefore costs less to treat than regular septage.
- This rebate is recommended without prejudice, on a non-precedent setting basis.
- A full rebate is not recommended due to the additional overhead and staff time required to process wastewater that enters the CVWPCC at the septage receiving station versus sewage received via the forcemain.
- Temporary rate reductions, similar to the situation above, are applied within the Regional District of Nanaimo for users where their onsite system has malfunctioned and is undergoing repairs.
- The City of Courtenay has developed a procedure and the associated bylaw language for handling similar situations within their collection system. Further consideration for incorporation of a similar procedure is being reviewed by Town of Comox staff.

Prepared by:

Concurrence:

Concurrence:

***K. La Rose***

***M. Rutten***

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Zoe Berkey, EIT  
Engineering Analyst

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Kris La Rose, P.Eng  
Senior Manager of Water/  
Waste Water Services

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Marc Rutten, P.Eng  
General Manager of  
Engineering Services

**Stakeholder Distribution (Upon Agenda Publication)**

|  |   |
|--|---|
| Louise Keating, Secretary, Emerald Shores Strata VIS3836 | ✓ |
|--|---|

Attachments: Appendix A – “Letter from Strata dated November 1, 2018, File:5340-20”

Appendix A

October 29, 2018

Comox Valley Regional District  
600 Comox Road  
Courtenay, BC, V0N 3P6

Attention: Marc Rutten & Chris Larose  
Engineering Services

Comox Valley Regional District

RECEIVED

File: 5340-20

NOV 01 2018

To: M. Rutten

cc: K. La Rose

Dear Sirs:

Recent Invoices: Sewage Treatment

Between September 6, 2018 and October 3, 2018, the lift station at Emerald Shores Strata Complex at 2275 Comox Avenue that pumps effluent from their onsite septic holding tank to the regional sewer system, experienced reduced capacity. While investigation and repairs were being completed, the residents at this complex reduced water usage significantly and Yellow Truck Septic and Able and Ready Septic were contracted to pump the holding tank on a regular basis and dump the sewage at the Regional District's facility.

The Regional District has billed these two companies directly in the amounts of \$924.00 (Yellow Truck Septic for 4200 gal) and \$9807.38 (Able and Ready for 44579 gal). These invoices have been forwarded to Emerald Shores through Core Water Management Inc who have the service contract for the lift station. (invoices attached).

We do not feel this billing is justified and wish to have the amount reimbursed. The 52 condo unit owners at Emerald Shores pay taxes directly to the Town of Comox and part of these taxes are directed to the Regional District for the provision and maintenance of the sewer system for the Comox Valley.

There was no increased volume of effluent deposited into the system during the time billed. In fact, as noted, the residents actually significantly reduced their water usage (no laundry/no dishwasher/restricted showers and baths/reduced toilet flushing). While we understand the method of delivery did result in the pumping and dumping from a truck, we do not feel this justifies an additional payment to CVRD.

We look forward to your prompt reply to this correspondence and are available to meet in person if by doing so we can provide any additional information for your consideration.

Thank you for your attention to this matter. If you are unable to provide the requested remedy, we understand that recourse may be requested from the Provincial Ombudsmen. If

there is an alternative appeal process we would appreciate being advised where to direct our concerns.

Sincerely,

 (phone 250-339-3589)

Louise Keating

Secretary

Emerald Shores Strata VIS 3836

Attachments: 4

Able & Ready Invoices 16945 & 16940

Yellow Truck Invoices - 1-2881 and 1 - 2882 (total 4200 gal @. \$22)



**Able & Ready Septic & Vortex Drain Services**

1264 21st Street  
 Courtenay B.C.  
 V9N 7B2  
 250-338-8822

**Invoice**

|           |           |
|-----------|-----------|
| Date      | Invoice # |
| 9/30/2018 | 16945     |

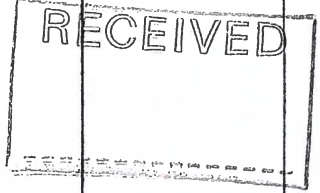
|  |
|--|
| <b>Invoice To</b>  |
| Emerald Shores Strata Corp VIS3836<br>Core Water Managment |

|                |
|----------------|
| <b>Ship To</b> |
|                |

| Truck # | P.O. No. | Terms          | Due Date  | Driver            |
|---------|----------|----------------|-----------|-------------------|
| 1,3,4   |          | Due on receipt | 9/30/2018 | Ron, Fraser, Tony |

| Item                | Description  | Qty    | Rate   | Amount   |
|---------------------|--|--------|--------|----------|
| Truck and Driver    | September 27 System not working late afternoon call out pump out 6pm (Ron & colleen) | 2.5    | 150.00 | 375.00   |
| Truck and Driver    | September 28 regular hours (Tony)  | 2.5    | 125.00 | 312.50   |
| Truck and Driver    | September 28 OT (Ron & colleen)  | 2.5    | 150.00 | 375.00   |
| Truck and Driver    | September 29 Saturday OT 2 loads   | 5      | 150.00 | 750.00   |
| Truck and Driver    | September 30 Sunday OT 2 loads   | 5      | 150.00 | 750.00   |
| Truck and Driver    | October 1st regular hours  | 2.5    | 125.00 | 312.50   |
| Fuel Sur charge     | Fuel Surcharge   | 68     | 10.00  | 680.00   |
| Septic tipping fees | Additional charge to cover septic dumping costs. GST Exempt                          | 34,647 | 0.22   | 7,622.34 |

*ES od*



|                          |                         |             |
|--------------------------|-------------------------|-------------|
| <b>Sales Tax Summary</b> | <b>Sales Tax Total</b>  | \$554.00    |
|                          | <b>Total</b>            | \$19,256.34 |
| GST/HST No. 882001928    | <b>Payments/Credits</b> | \$0.00      |
|                          | <b>Balance Due</b>      | \$19,256.34 |

For billing and account information, call Colleen @ 250-338-9896 or email colleenjableandready@shaw.ca  
 2% finance charge will apply to accounts after 30 days.

| Phone #      | Fax #         | E-mail                     | Web Site                  |
|--------------|---------------|----------------------------|---------------------------|
| 250-338-8822 | 250- 338-9821 | ableandreadyseptic@shaw.ca | www.ableandreadyseptic.ca |



Able & Ready Septic & Vortex Drain Services

1264 21st Street  
 Courtenay B.C.  
 V9N 7B2  
 250-338-8822

# Invoice

| Date      | Invoice # |
|-----------|-----------|
| 9/13/2018 | 16940     |

*Charge Sept 15*

| Invoice To  |
|---|
| Emerald Shores Strata Corp VIS3836<br>Core Water Management |

| Ship To |
|---------|
|         |

| Truck # | P.O. No. | Terms          | Due Date  | Driver                |
|---------|----------|----------------|-----------|-----------------------|
| 1 & 3   |          | Due on receipt | 9/13/2018 | Fraser, Colleen, Chet |

| Item                | Description  | Qty   | Rate   | Amount   |
|---------------------|--|-------|--------|----------|
| Truck and Driver    | September 8 2018 Saturday call out , per hour rates  | 4.5   | 150.00 | 675.00   |
| Second Man          | Second man   | 4.5   | 75.00  | 337.50   |
| Truck and Driver    | September 9 Sunday call out  | 9.75  | 150.00 | 1,462.50 |
| Second Man          | Second man   | 9.75  | 75.00  | 731.25   |
| Truck and Driver    | September 10   | 6.5   | 125.00 | 812.50   |
| Second Man          | Second man   | 6.5   | 55.00  | 357.50   |
| Truck and Driver    | September 11   | 9     | 125.00 | 1,125.00 |
| Truck and Driver    | September 11 overtime  | 2     | 150.00 | 300.00   |
| Second Man          | Second man   | 9     | 55.00  | 495.00   |
| Second Man          | Second man OT ( Fraser went back and helped Steve run a test pump to the man hole)           | 3     | 75.00  | 225.00   |
| Truck and Driver    | September 12   | 6.75  | 125.00 | 843.75   |
| Second Man          | Second man   | 6.75  | 55.00  | 371.25   |
| Truck and Driver    | September 13th (second man no longer needed as pushing septic to truck instead of Vacuuming) | 5     | 125.00 | 625.00   |
| Fuel Sur charge     | Fuel Surcharge   | 44.5  | 10.00  | 445.00   |
| Septic tipping fees | Additional charge to cover septic dumping costs. GST Exempt                                  | 9.932 | 0.22   | 2,185.04 |

|   |                         |             |
|---|-------------------------|-------------|
| <b>Sales Tax Summary</b><br><br>GST/HST No. 882001928<br><br>For billing and account information , call Colleen @ 250-338-9896 or email colleenjablready@shaw.ca<br>2% finance charge will apply to accounts after 30 days. | <b>Sales Tax Total</b>  | \$440.31    |
|   | <b>Total</b>            | \$11,431.60 |
|   | <b>Payments/Credits</b> | \$0.00      |
|   | <b>Balance Due</b>      | \$11,431.60 |

| Phone #      | Fax #        | E-mail                 | Web Site                  |
|--------------|--------------|------------------------|---------------------------|
| 250-338-8822 | 250-338-9821 | ablreadyseptic@shaw.ca | www.ableandreadyseptic.ca |

Yellow Truck Septic  
 246 Pritchard Rd. Comox  
 V9M 2P4  
 250-792-1122  
 GST # 832971600RT0001

Invoice# 1-2881

Date of Service: Sept 6 2018

Recommended Next Service: \_\_\_\_\_

Customer Name: Core Water Man.

Site Address: 2275 Comox Ave (Emerald St)

Mailing Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: james@corewater.ca

3pm - 8pm + 1700 gal  
 septic. extra hand lift  
 for truck pump.

(Jim 250-334-6326)  
 1-604-849-2159

|                    |        |
|--------------------|--------|
| Pump Septic        | 1,200- |
| Clean Field        |        |
| Camera Locate      |        |
| Grease Trap        |        |
| Clean Baffle       |        |
| Install Filter     |        |
| Clean Filter       |        |
| Dig Fee            |        |
| Other              |        |
| Y Over Full Septic |        |
| Subtotal           |        |
| GST                | 60-    |
| Total              | 1,260- |

Paid by: Cheque  Cash  Charge

ES charged.  
 Sep 15th

Yellow Truck Septic  
 246 Pritchard Rd. Comox  
 V9M 2P4  
 250-792-1122  
 GST # 832971600RT0001

Invoice# 1-2882

Date of Service: Sept 7 / 2018

Recommended Next Service: \_\_\_\_\_

Customer Name: Core Water Man.

Site Address: 2275 Comox Ave Emerald Shc

Mailing Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: james@corewater.ca

→ pump est. 2500 gal

→ 10:00 AM to 7:00 PM

extra hand lift for truck

|                    |       |
|--------------------|-------|
| Pump Septic        | 1700- |
| Clean Field        |       |
| Camera Locate      |       |
| Grease Trap        |       |
| Clean Baffle       |       |
| Install Filter     |       |
| Clean Filter       |       |
| Dig Fee            |       |
| Other              |       |
| Y Over Full Septic |       |
| Subtotal           |       |
| GST                | 85-   |
| Total              | 1785- |

Paid by: Cheque  Cash  Charge

*ES  
 charged.  
 Sep 15th*