



Date: April 14, 2020
To: Seasonal Customers of Long Beach Waterworks
Subject: Seasonal Water Service Plumbing Connections

DEAR CUSTOMER,

As communicated on April 8, the Operator will be turning on the seasonal water service lines at the Long Beach water system beginning on Tuesday, April 28, 2020. We understand that this poses a challenge for some customers who are unable to travel to their property due to the ongoing COVID-19 situation.

Unfortunately, Clearford is limited in the support we can provide for addressing plumbing connections on private property. Therefore, property owners should make your own arrangements to ensure your property is ready to start receiving water, such as confirming that your water fixtures are closed to avoid flooding and property damage. You may wish to contact a local handyman or plumbing service to visit your property to take any necessary measures.

If you are unable to make arrangements, property owners can retain Clearford to enter on private property (outside of buildings only) to shut off the water service, as follows:

- **OPTION 1** – Turn off exterior plumbing shut-off valve
Price \$300-500 (+HST) depending on accessibility of valve from exterior of building
- **OPTION 2** – Dig, cut and cap water service; including reconnection at later date
Price \$600 or more (+HST) depending on accessibility and known/unknown location of service line

In either case, the owner accepts that Clearford waives responsibility for any accidental or inadvertent damage on private property as a result of entering the property unaccompanied to perform the work.

WRITTEN DIRECTION REQUIRED BY APRIL 22, 2020

If you would like to retain Clearford to perform the work to shut off your water service, you must provide written confirmation by Wednesday, April 22 via email to longbeach@clearford.com indicating:

1. Property address
2. Contact person and phone number (available during business hours)
3. Option 1 or Option 2
4. Map or description of location of water service shut-off valve (Option 1) or water service pipe (Option 2)

If we receive an email approving the work on private property, you will be contacted by Clearford to confirm the details.

If we do not receive an email from you, we will assume you have made your own arrangements to prepare your private plumbing for seasonal service start-up.

Information is available on the customer website at: www.clearford.com/longbeach.

Sincerely,

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