



**EPCOR South Bruce NG
Pipeline Project - Final
Monitoring Report**

May 29, 2024

Prepared for:
EPCOR Natural Gas Limited Partnership

Prepared by:
Stantec Consulting Ltd.

Project Number:
160951129

Limitations and Sign-off

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Executive Summary

EPCOR Natural Gas Limited Partnership (EPCOR) filed an application with the Ontario Energy Board (OEB) under section 90 of the *Ontario Energy Board Act*, 1998, S.O. 1998, c. 15, Schedule B for an order granting leave to construct approximately 58 kilometres (km) of 20.3 cm (8-inch) nominal pipe size (NPS) steel natural gas pipeline, approximately 13 km of 15.2 cm (6-inch) steel natural gas pipeline, 45 km of 15.2 cm (6-in) NPS medium density polyethylene pipeline (MDPE), and pressure regulating stations. The OEB issued the Leave to Construct (LTC) Decision and Order for the Project along the preferred route under file number EB-2018-0263 on July 11, 2019. The purpose of the Project was to expand natural gas service to several communities in Grey and Bruce Counties, Ontario (the Project).

As part of the LTC conditions, EPCOR was required to complete and file a Final Monitoring Report (FMR) with the OEB. The FMR is due within 15 months of the Project in-service date. As reported to the OEB, the Project in-service date was December 13, 2022. In response to this condition, this FMR will be filed with the OEB by June 1, 2024, as per condition 7. b) of the EB-2018-0263 *Decision and Order, Schedule B - Conditions of Approval* (OEB, 2019).

This FMR summarizes the following:

- The condition of rehabilitated lands.
- The success of mitigation measures taken.
- The results of monitoring programs conducted.
- Complaints or issues received and associated resolutions in the form of a log.

Throughout the Project, there was ongoing consultation with regulatory authorities (i.e., Maitland Valley Conservation Authority (MVCA), Saugeen Valley Conservation Authority (SVCA), Ontario Ministry of Transportation (MTO), etc.), landowners, residents, and other stakeholders. There were no significant (material) changes or modifications to construction methodology from the approved methods identified in the Environmental Report (ER; Stantec 2018) filed with the OEB.

Many of the potential environmental effects were avoided by locating the pipeline within the previously disturbed municipal road right-of-way (ROW) and utilizing horizontal directional drilling (HDD) methodologies to reduce and limit potential impacts to surrounding environmental features. Other potential environmental effects were further reduced by implementing appropriate feature specific mitigation measures, observing timing restrictions during sensitive breeding and active periods, and proactively stabilizing and restoring disturbed areas as soon as possible after construction.



Construction of the Project commenced July 15, 2019, and continued during the workable seasons for 3.5 years until the in-service date of December 13, 2022. Construction activities were carried out with consideration of the environment and the residents located adjacent to the construction area. Appropriate mitigation and monitoring measures were implemented during all phases of construction for the Project to assess and minimize potential impacts. Good communication practices and meetings were key to conveying an understanding of responsibilities and reducing the likelihood of adverse environmental effects. The monitoring programs did not identify any potential long-term effects due to the Project.

EPCOR responded swiftly to complaints or issues that were identified. They subsequently implemented appropriate remedial measures to address each issue with landowners or those which were reported to the appropriate regulatory authority as required. As of May 31, 2024, there were 682 total grievances received regarding the Project, with only 4 remaining at the time of report issuance.

The ROW is stable with good vegetative establishment, resulting in limited potential for erosion or off-site sedimentation.



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Acronyms / Abbreviations

AA	archaeological assessment
CA	Conservation Authority
CHAR	Cultural Heritage Assessment Report
CISEC	Certified Inspector of Erosion and Sediment Control
DFO	Fisheries and Oceans Canada
ECB	erosion control blanket
ESC	erosion and sediment control
EI	Environmental Inspector
EPCOR	EPCOR Natural Gas Limited Partnership
EPP	Environmental Protection Plan
ER	Environmental Report
FMR	Final Monitoring Report
HDD	horizontal directional drilling
IR	inadvertent release of drilling fluid
km	kilometers
LTC	Leave to Construct



MECP	Ministry of the Environment, Conservation and Parks
MHSTCI	Ministry of Heritage, Sport, Tourism and Culture Industries
MTO	Ministry of Transportation
MVCA	Maitland Valley Conservation Authority
NPS	nominal pipe size
OEB	Ontario Energy Board
PTTW	Permit to Take Water
ROW	right-of-way
SAC	Spills Action Centre
SAR	species at risk
SCN	soybean cyst nematodes
SVCA	Saugeen Valley Conservation Authority
Stantec	Stantec Consulting Ltd.
TSS	Total Suspended Solids
TWS	Temporary Workspace



1 Introduction

EPCOR Natural Gas Limited Partnership (EPCOR) filed an application with the Ontario Energy Board (OEB) under Section 90 of the Ontario *Energy Board Act*, 1998, S.O. 1998, c. 15, Schedule B for an order granting leave to construct approximately 116 kilometers (km) of natural gas pipelines consisting of 58 kilometres (km) of 20.3 cm (8-inch) nominal pipe size (NPS) steel natural gas pipeline, approximately 13 km of 15.2 cm (6-inch) steel natural gas pipeline, 45 km of 15.2 cm (6-in) NPS medium density polyethylene pipeline (MDPE), approximately 178 community distribution piping and pressure regulating stations to service communities (the Project). The OEB issued the Leave to Construct (LTC) Order for the Project along the preferred route under file number EB-2018-0263 on July 11, 2019 (OEB, 2019).

The pipelines were installed to provide nature gas services to several businesses and communities between Dornoch, ON and Lucknow, ON. See Figure 1 (Location Map).

As part of the LTC conditions, EPCOR was required to complete and submit two reports. A *Post-Construction Report* (PCR) and a *Final Monitoring Report* (FMR). The PCR was required to be filed to the OEB within three months of the Project in-service date. The FMR is required to be filed to the OEB within 15 months of the Project in-service date or the following June 1 if the deadline falls between December 1 and May 31. As reported to the OEB, the Project in-service date was December 13, 2022. In response to the conditions, the PCR was dated March 10, 2023. This document is the FMR, which EPCOR will file with the OEB by June 1, 2024, as per condition 7. b) of the EB-2018-0263 *Decision and Order, Schedule B - Conditions of Approval* (OEB, 2019).

1.1 Scope

This FMR has been prepared in support of the EB-2018-0263 *Decision and Order* (OEB, 2019), detailing the reporting requirements upon completion of the Project and the actual environmental conditions of the right-of-way (ROW) current to May 31, 2024. The scope includes requirements outlined in either the EB-2018-0263 *Decision and Order* or the OEB (2016) *Environmental Guidelines for the Location, Construction and Operation of Hydrocarbon Pipelines and Facilities in Ontario* (7th Edition).

The scope of this FMR will include the following from EB-2018-0263 *Decision and Order, Attachment B 7b) - Conditions of Approval* (OEB, 2019):

- “7. Both during and after construction, EPCOR shall monitor the impacts of construction, and shall file with the OEB one paper copy and one electronic (searchable PDF) version of each of the following reports:
 - b) a final monitoring report, no later than fifteen months after the in-service date, or, where the deadline falls between December 1 and May 31, the following June 1, which shall:
 - i. provide a certification, by a senior executive of the company, of EPCOR's adherence to Condition 3;
 - ii. describe the condition of any rehabilitated land;



- iii. *describe the effectiveness of any actions taken to prevent or mitigate any identified impacts of construction;*
- iv. *include the results of analyses and monitoring programs and any recommendations arising there from;*
- v. *and include a log of all complaints received by EPCOR, including the date/time the complaint was received, a description of the complaint, any actions taken to address the complaint, the rationale for taking such actions."*

As per the *Environmental Guidelines for the Location, Construction and Operation of Hydrocarbon Pipelines and Facilities in Ontario* (7th Edition) (OEB. 2016) this FMR will also include the following:

"The Final Monitoring Report should address any potential cumulative effects which may arise, these may include for example, reduced soil productivity over easements which overlap, land-use restrictions due to increased easement widths or additional above ground facilities or the repeated construction through sensitive areas."

"Before, during and after construction, a water quantity and quality survey of wells near the pipeline should be conducted."

This FMR summarizes requirements of *Conditions of Approval 7 b)* including:

- Summarizing the results of monitoring programs conducted (see Section 3).
- Assessing the success of mitigation measures taken (see Section 4).
- Assessing the condition of rehabilitated lands (see Section 5).
- Presenting a log of complaints or issues received (see Section 6).



2 The Project

2.1 Project Description

EPCOR installed a total of approximately 116 km of natural gas mainline distribution pipelines. Of that, 58 km of 20.3 cm (8-inch NPS steel natural gas pipeline, approximately 13 km of 15.2 cm (6-inch) steel natural gas pipeline, 45 km of 15.2 cm (6-in) NPS MDPE. The OEB issued the LTC Order for the Project along the preferred route under file number EB-2018-0263 on July 11, 2019. The pipelines were installed to provide natural gas services to some major businesses and to interested residents and parties of the communities in Grey and Bruce Counties. The route of the pipelines was mostly in or adjacent to existing road allowances. The takeoff location from the existing distribution pipeline was on Grey Road 25, in Grey County, approximately 1 km west of Dornoch, ON and terminated in the community of Lucknow, in the Township of Huron-Kinloss and in Bruce County, ON (see Figure 1).

2.1.1 Schedule

Construction commenced on July 15, 2019, and had an in-service date of December 13, 2022. Restoration was proactive and on-going throughout construction. Areas that were completed late in 2022 were ameliorated as required 2023.

The *Environmental Report* (ER; Stantec, 2018) and permitting process identified various construction timing restrictions to avoid impacts to breeding and sensitive periods for fish, birds, turtles, and bats. EPCOR adhered to these construction timing restrictions whenever possible or completed the necessary supplemental surveys, and where required, established the appropriate mitigation measures to proceed with construction within these restricted activity periods while avoiding potential impacts.

2.1.2 Supporting Studies for the Project

In support of permitting requirements for the Project, EPCOR coordinated the execution of field studies and surveys as well as the preparation of respective reports to file with the appropriate provincial regulators and to assist with the design, construction, and development of appropriate mitigation measures.

Table 2-1 lists the supplemental reports that were generated for the Project.



Table 2-1 Studies Completed for the Project

Report Title	Author	Report Date
<i>Proposed Natural Gas Pipeline to Serve Southern Bruce: Environmental Report (Stantec, 2018)</i>	Stantec Consulting Ltd.	July 16, 2018
<i>South Bruce Pipeline Natural Gas Project: Cultural Heritage Assessment Report (Stantec, 2019a)</i>	Stantec Consulting Ltd.	June 10, 2019
<i>Hydrogeologic Assessment Report, Category 3 Permit to Take Water, EPCOR Utilities Inc., Stage 1 of Proposed Natural Gas Pipeline to Serve South Bruce Communities (Stantec, 2019d)</i>	Stantec Consulting Ltd.	May 16, 2019
<i>Hydrogeologic Assessment Report, Category 3 Permit to Take Water, EPCOR Utilities Inc. Stage 2 of Proposed Natural Gas Pipeline to Serve Southern Bruce Communities (Bruce Rd 20 to Concession Road 10) (Stantec, 2020)</i>	Stantec Consulting Ltd.	March 4, 2020
<i>Water Taking and Discharge Report, Stage 3 of Proposed Natural Gas Pipeline, HDD Pits along Lake Range Drive Between Hunt Club Drive and Clark Wood Road (Stantec, 2021b)</i>	Stantec Consulting Ltd.	June 22, 2021
<i>Proposed Natural Gas Pipeline to Serve Southern Bruce: Environmental Screening Report – Town of Chesley</i>	Stantec Consulting Ltd.	June 10, 2019
<i>Proposed Natural Gas Pipeline to Serve Southern Bruce: Environmental Screening Report – Municipality of Kincardine</i>	Stantec Consulting Ltd.	June 10, 2019
<i>Proposed Natural Gas Pipeline to Serve Southern Bruce: Environmental Screening Report – Town of Paisley</i>	Stantec Consulting Ltd.	June 10, 2019
<i>Stage 1-2 Archaeological Assessment: Proposed Natural Gas Pipeline to Serve Southern Bruce, Mainline Component</i>	Stantec Consulting Ltd.	June 19, 2019
<i>South Bruce NG Pipeline Project Environmental Protection Plan-Phase 1 (Stantec, 2019e) (Note: this document was updated throughout the life of the project as environmental permits and associated conditions required the document to be updated)</i>	Stantec Consulting Ltd.	September 3, 2019
<i>South Bruce NG Pipeline Project Environmental Protection Plan-Phase 2 (Stantec, 2020b) (Note: this document was updated throughout the life of the project as environmental permits and associated conditions required the document to be updated)</i>	Stantec Consulting Ltd.	May 26, 2020
<i>South Bruce NG Pipeline Project Environmental Protection Plan-Phase 3 (Stantec, 2022) (Note: this document was updated throughout the life of the project as environmental permits and associated conditions required the document to be updated)</i>	Stantec Consulting Ltd.	March 25, 2022
<i>EPCOR South Bruce PL Project Fish Habitat Assessment Report (Stantec, 2019b)</i>	Stantec Consulting Ltd.	June 17, 2019
<i>EPCOR South Bruce Pipeline Project: Soybean Cyst Nematode Report (Stantec, 2019c)</i>	Stantec Consulting Ltd.	August 19, 2019



2.2 Modifications to the Project

There were no (material) changes or modifications to construction methodology from the approved methods identified in the ER.

2.3 Environmental Protection Plan

Prior to each year of construction, a comprehensive *Environmental Protection Plan* (EPP) (Stantec. 2019e, 2020b, 2022) was developed for the Project. The EPP's were distributed to supervisory Project personnel including EPCOR Site Inspectors, Environmental Inspector(s) (EI), Contractor Foremen and supervisory staff. As well, at the beginning of each year of construction, a presentation was delivered by the Environmental Inspector to Project team and contractor staff to present the EPP and other environmental permitting commitments and conditions or approval. The presentations included a slide show, which was updated each year for each phase of the Project. This formed part of the orientation package for all employees before they entered the construction site.

Environmental Alignment Sheets were included in the EPP to provide an overview of environmental features for each segment of the pipeline. The air photo-based mapping illustrated the location of key environmental and socio-economic features both within and adjacent to the pipeline alignment. The *Environmental Alignment Sheets* also identified and described items such as Conservation Authority (CA) regulated areas, wetland and watercourse locations, construction timing windows, vegetation clearing windows, feature crossing method, wildlife information such as specific fisheries timing windows, and built cultural heritage properties and landscapes.

The Project staff and contractor staff used the EPP in conjunction with the environmental permit conditions. If there were any variances between the EPP and permit conditions, EPCOR environmental staff flagged the variances and reviewed them with construction staff prior to initiation of construction at the site. Whenever there was overlap or variances between the commitments in the ER, EPP, permits, or other Project documents, the most stringent commitment was adopted. The EPP was updated and recirculated to the team as additional project information became available (i.e., permits obtained, or studies completed).

Each version of the EPP was successful at presenting the most important environmental features that may have been encountered during each year of construction. Presenting the environmental features and discussing the most appropriate mitigation measures helped to provide suitable protections and avoid causing undue harm to the surrounding flora and fauna.



3 Results of Construction Monitoring Programs

During construction, EPCOR implemented several programs to monitor the potential effects of the Project on the surrounding environment. Some of the monitoring programs were required by permit conditions from regulatory authorities, and others were carried out as due diligence. This section describes the monitoring programs implemented during construction of the Project along with a general discussion of the results of each program.

3.1.1 Environmental Inspection Program

EPCOR contracted Stantec to provide environmental inspection support for the Project. Stantec provided trained EIs that were Certified Inspectors of Sediment and Erosion Control (CISEC) and had significant levels of experience with pipeline construction projects of similar scope and magnitude. EIs conducted regularly scheduled inspections during construction as well as additional inspections during and after major weather events or when construction was occurring near sensitive environmental features.

During the construction, the EIs typically conducted twice weekly on-site inspections during construction to assist in confirming that construction staff adhered to the Project's environmental commitments. The EIs advised Project workers and supervisory staff about mitigation measure requirements and recommended additional measures as required that were effective to reduce potential impacts to the surrounding environment. Lastly the EIs inspected implemented mitigation measures to confirm their functionality and effectiveness.

Following restoration, the EIs conducted regular follow-up inspections to observe and report on the post construction conditions of the ROW. Where more effort was required, crews were very receptive and cooperative and implemented the measures as recommended.

A Stantec EI conducted the inspections and assessments for both the PCR and the FMR.

3.1.2 Groundwater and Surface Water Monitoring

Prior to construction, and before each year of construction, EPCOR determined that construction of the Project was anticipated to potentially require groundwater dewatering discharge in exceedance of 400,000 L/day, resulting in the need for a Permit to Take Water (PTTW) from the Ministry of the Environment, Conservation and Parks (MECP) (Stantec. 2019d, 2020, 2021). The MECP issued PTTW's for the Project that included the requirement for EPCOR to monitor the turbidity of the discharged water should it enter a watercourse. Additional mitigation measures implemented to reduce impacts of dewatering upon the environment included de-watering to low-lying, well vegetated areas greater than 30 m away from waterbodies and using sediment basins and/or sediment bags to reduce suspended solids in discharged water. Monitoring flow paths of discharged water was on-going throughout construction including upgrading filter structures and moving discharge locations to avoid impacting local waterbodies.



3.1.3 Vibration Monitoring

A Cultural Heritage Assessment Report (CHAR) was prepared by Stantec, Southern Bruce Pipeline Natural Gas Project: Cultural Heritage Assessment Report (Stantec, 2019a). It included an initial screening of residential and built heritage resources within a 50 m buffer of the preferred pipeline route. 271 heritage resources within the 50 m buffer were identified by a qualified cultural heritage specialist. To assess potential impacts from the Project upon built heritage resources, a rate of vibration attenuation for the local ground conditions was estimated for different construction techniques (e.g., HDD, open-cut trenching). Stantec then compared the estimated vibration levels based on the planned construction method to the distance between the heritage resource and construction footprint to determine if vibration monitoring was required. As a result, no vibration monitoring was required.

3.1.4 Well Monitoring

In 2019, EPCOR conducted a baseline pre-construction water well monitoring program to collect representative water samples from interested landowners' groundwater sourced water wells along the proposed route and to establish well conditions, including water quality and quantity, prior to construction activities. Letters were distributed to residents with water wells noted to be within 50 m of the ROW presenting the opportunity for residents to participate in the program. Final monitoring locations for the program were selected based on resident interest, their location along the pipeline route and the type of well (dug vs. drilled). Locations were selected strategically to allow for sufficient representation along the pipeline route, with focus on at-risk wells (i.e., dug wells), where appropriate. In total, nine properties were included in the water well monitoring program for Phase 1 of the Project. Phase 2 had two wells monitored and one well was monitored in Phase 3. The monitoring program included:

- A questionnaire for residents.
- Water quality sample collection for baseline conditions.
- Measurement of the water level in the residential well, if accessible, under static conditions and during operation of the residential well pump.

Upon receiving water quality data, the baseline conditions were provided to landowners for their consideration. Follow-up sampling was proposed for any wells where a potential impact was reported to EPCOR. No complaints were received by EPCOR nor Stantec.



4 Assessment of Mitigation Measures and Compliance

The following section outlines and discusses the effectiveness of the primary mitigation measures implemented during construction. These measures were implemented to reduce the potential of environmental and socio-economic effects from construction of the Project and to identify and rectify any deviations from the proposed mitigation measures initially identified in the ER.

4.1 Pipeline and Facilities Construction

Good communication and regularly scheduled meetings during construction between EPCOR supervisory and inspection staff, the Contractor and EIs, were key to review proposed work, understand responsibilities, and discuss opportunities for the reduction of potential adverse environmental effects. As a result, there are no long-term environmental impacts identified in this report.

Many of the potential environmental impacts were avoided by locating the Project within the previously disturbed municipal ROW's and utilizing HDD under sensitive features including wetlands and watercourses. Other potential adverse environmental effects were reduced by implementing appropriate mitigation measures and best management practices including observing construction timing windows and reducing potential interactions during sensitive breeding and active periods; implementing, inspecting, and maintaining erosion and sediment control (ESC) measures; and proactively reclaiming disturbed areas as soon as possible following construction.

4.1.1 Agriculture

A soybean cyst nematode (SCN) study was conducted for the Project to determine if agricultural fields that were planned to be entered during construction, potentially had SCN within the topsoil. None of the fields tested were identified as having SCN. As an additional precaution, all equipment was cleaned of soil before arriving on site. No further mitigation measures for controlling the spread of SCN were required. This study and mitigation were successful at significantly reducing the potential for the Project to spread SCN.

A.1.1 Wildlife

4.1.1.1 Migratory Bird Nesting Surveys

Since construction was scheduled to occur within the migratory bird nesting restricted activity period (April 1 to August 31), nest surveys were completed by qualified scientists prior to vegetation clearing using protocols set forth in the *Draft Migratory Birds Convention Act: A Best Management Practice for Pipelines* (CEPA and Stantec 2013).

If active nests were identified mitigation included avoiding the area until the birds had fledged, and the nest was no longer active. Buffers and other sensitive areas were separated from the work zone areas with orange construction fencing to protect potential habitats where appropriate. These mitigation measures were successful at protecting migratory nesting birds throughout the course of the Project.



4.1.1.2 Reptiles and Amphibians

Wetlands and watercourses were crossed by HDD whenever possible to reduce the potential for impacts to aquatic wildlife species including reptiles and amphibians. Prior to construction near wetlands and watercourse crossings and in areas where reptiles and amphibians may inhabit and potentially nest, pre-screening surveys were completed to avoid nests if work occurred during nesting season. In areas where nesting reptiles and amphibians may be present and after an initial pre-screening survey was conducted, appropriate exclusion fencing was established (MNR. 2013).

Following the protocols for protecting reptile and amphibians was successful. No active nests or species were observed in proximity to locations where work occurred adjacent to potential habitat.

4.1.1.3 Species at Risk

More than 20 Endangered or Threatened species at risk (SAR) could potentially be found within the Study Area for the Project. Project construction avoided sensitive SAR habitats wherever possible by placing the pipeline within the previously disturbed municipal ROW and implementing HDD for most wetlands and waterbodies, which significantly reduced potential conflicts with SARs. Where avoidance of habitat was not possible, sites were screened for the presence of SARs. Prior to construction, exclusion barriers, such as turtle exclusion fencing (MNR 2013), were established where necessary to prevent interaction with potential nesting turtles.

No buildings or structures such as bridges were disturbed or removed which avoided disturbances to potential bat and barn swallow SAR habitat. Additionally, cutting of potential SAR bat roosting habitat, (i.e., mature, or dead trees), was avoided between April 30 and October 1. These mitigation measures were successful at protecting SAR because no SAR species were encountered during the construction.

4.1.2 Aquatic Species and Watercourse Crossings

EPCOR consulted with CAs on the 143 watercourse crossings along the ROW (Stantec, 2019f, i, 2021c). Most watercourse crossings were completed using trenchless technology (i.e., HDD) and were not obstructed in a way that impeded the free movement of water or fish. Mitigation developed included drilling equipment (e.g., drill rig, support equipment, sump) was to be set up a minimum of 30 m from watercourses as per CA and Fisheries and Oceans Canada (DFO) permit requirements. If an identified watercourse crossing was dry at the time of the crossing, ESC mitigation was installed, and the crossing was open cut.

By avoiding disturbances within 20 m of wetlands between March 1 and June 30, limiting vegetation clearing to the extent possible and implementing ESC measures to prevent off-site sediment migration into watercourses and wetlands, these mitigation measures were successful at protecting fish and amphibians.



4.1.2.1 Horizontal Directional Drilling

HDD was utilized extensively throughout the Project to avoid impacting sensitive features (wetlands and watercourses). HDD was successful at reducing potential impacts to the ROW and surrounding sensitive features. As identified in Appendix C, there is one outstanding task (Task number 22056, September 7, 2021) from a customer regarding HDD. This item is reportedly on the contractor's list of outstanding items.

4.1.2.2 Inadvertent Fluid Release Emergency Response

Prior to drilling, emergency response materials (i.e., silt fence, straw bales, sandbags, absorbent pads, hand shovels, 4-foot section of 20" pipe) and heavy equipment (i.e., vacuum trucks/backhoes) as described in the ER (Stantec, 2018) and the EPP (Stantec, 2019e, 2020b, 2022) were stationed onsite near the subject watercourses in an accessible location. This allowed for the clean-up of releases before they mobilized.

4.1.3 Archaeology

The archaeological work for the Project was completed in accordance with the Ministry of Heritage, Sport, Tourism and Culture Industries (MHSTCI) 2011 *Standards and Guidelines for Consultant Archaeologists*. Stage 1, Stage 2, and Stage 3 archaeological assessments (AA) were conducted for the Project to assess and survey the preferred route and temporary workspace (TWS) required to facilitate construction. The Stage 1-2 archaeological work for the Project was documented in AA reports submitted to the MHSTCI for review and inclusion in the *Ontario Public Register of Archaeological Reports* (Stantec, 2019g. *Stage 1-2 Archaeological Assessment, Proposed Natural Gas Pipeline to Serve Southern Bruce, Mainline Component*. Stantec, 2019h. Two Stage 3 AAs were conducted along the routes. All Stantec reports regarding the AA's conducted for the Project were submitted and accepted for registry with the MHSTCI.

4.1.4 Spills Debris and Damage

Spills reporting followed the MECP *Spill Reporting Guide* (MECP. 2007). All spills were successfully cleaned immediately upon observation, resulting in no predicted potential residual impacts.

As identified in Appendix C, there are three outstanding tasks (Task numbers 23491, November 24, 2021; 25729, March 24, 2022; and 26700, May 12, 2022) from separate customers regarding concrete repairs and holes in the driveway. These items are reportedly on the contractor's list of outstanding items.



4.2 Local By-Law Issues and Non-Compliances

During construction, EPCOR did not record any issues regarding local by-laws. Frequent contact was maintained with the local municipalities as a best practice.

It has been identified by EPCOR that there are two outstanding issues relating to the Counties. Bruce County has communicated that there is a culvert that was damaged during the construction of the project. This item is reportedly on the contractor's list of outstanding items. Additionally, Grey County is in discussions with EPCOR regarding some large rocks on/or close to the Project. EPCOR is committed to continuing these discussions to reach a solution acceptable to both parties.



5 Assessment of Final Condition of the Rights-of-Way

The in-service date of the EPCOR South Bruce Natural Gas Pipeline Project was December 13, 2022. This section discusses the assessment of the sites disturbed during the installation.

Restoration of the sites was progressive throughout construction. As such, final clean-up of the construction sites from the fall of 2022, was completed in spring of 2023. The final assessment of the sites was conducted on February 13, 2024. During the assessment, the weather conditions were +4°C with overcast to cloudy skies. The ground was mostly clear of snow. The pipeline route can be seen on the Location Map found in Appendix A, Figure 1. Photographs taken during the assessment can be seen in Appendix B. The assessment included the 8-inch main line from the Project take-off (Appendix B, Photo 1) to the Bruce Nuclear Plant (Appendix B, Photo 10). Then south following the running line to the Kincardine Station (Appendix B, Photo 13). Then on to Lurgan Beach area (Appendix B, Photo 18) and east to Lucknow (Appendix B, Photo 24).

As noted in Photos 2 and 3, there were areas in the northeast end that were vegetated but had gravel evident at the surface. These areas appeared stable and were likely high in gravel content prior to construction. Photos 4, 5 show evidence of a silt fence left across a ditch on Grey Road 25. Forgotten silt fences that were identified in the PCR were not found during the final assessment and were assumed to be removed. However, one additional silt fence was identified during the final assessment. The dewatering location of the hydrostatic test water was on Concession Road 18 in 2019. This site had regrown well without lasting effects. No evidence of erosion or unstable lands were noted due to the disturbances of the Project. Valve stations along the routes were in good condition (Photos 1, 8, 13). All watercourse sites inspected were in good, stable condition (Photos 4-6, 11, 12, 14-17). The road allowance ROWs along the Project were found to be in good, stable condition (Photos 9, 10, 14, 18-24).

Six task items were identified by EPCOR to be outstanding at the time of final reporting. One was HDD related and was discussed in Section 4.1.2.1, three were concrete/driveway related and were discussed in Section 4.1.4 and two were related to the Counties and were discussed in Section 4.2. EPCOR is committed to achieving appropriate resolutions to these issues.



6 Stakeholder Relations and Complaint Management

EPCOR worked closely with agencies and stakeholders throughout the course of the Project. EPCOR also coordinated closely with utility companies and adjacent landowners on various aspects of the Project.

As a requirement of approval to construct the Project, EPCOR tracked and responded to comments and complaints received throughout the duration of the construction period. This section documents the complaints tracking and management process and the steps taken by EPCOR to resolve them.

6.1 Recording and Response Process

When a complaint was received, EPCOR recorded and tracked the activities leading to the resolution of the complaint. The process involved recording the correspondence between the complainant and EPCOR as efforts were made to reach a resolution. Correspondence included phone calls, on-site visits, emails and in-person meetings. Actions to reach a resolution were tracked and followed up by EPCOR to confirm resolution.

6.2 Summary of Complaints

EPCOR maintained a Complaints and Resolutions Log for the duration of the construction period for the Project. The log was used to track complaints received and the correspondence and actions executed to resolve the complaints. Appendix C provides a copy of the log. This log was a living document in which content was added as complaints, actions and resolutions were managed.

During the construction and restoration phases of the Project, 682 recorded questions / complaints were received by EPCOR. These questions and complaints generally related to the following issues:

- Access to natural gas
- Damage to existing utilities/ Damages to properties
- Stormwater, flooding, or damaged drainage tile concerns
- Sink holes and/or settlement on land
- Poor or not completed restoration
- Presence of flags or stakes
- Water well testing

All complaints/questions were addressed as quickly as possible and as of May 31, 2024, there were 4 in progress, and 678 completed grievances. Additionally, EPCOR has one issue to be resolved with each Bruce and Grey Counties. EPCOR is committed to addressing all outstanding entries during the 2024 construction season. The status used in the log is defined as follows:

- Completed: No further work or follow-up is required.
- In progress: EPCOR is planning to execute the work during the 2024 construction season and will continue to consult with property owners as required.



7 Outstanding Commitments

7.1 Restoration

Except for the six remaining tasks, restoration of the ROW is complete.

7.2 Monitoring Programs

No significant erosion was noted during the Final Assessment. Apart from the few outstanding tasks identified in this report, the Project is complete without significant residual issues.



8 References

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Appendices



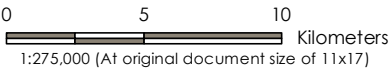
Appendix A Figure



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- Legend
- Stage 1: 2019 Construction
 - Stage 2: 2020 Construction
 - Stage 3: 2021 Construction
 - Expressway / Highway
 - Major Road
 - Union Gas Pipeline (Approximately)
 - Watercourse
 - Municipal Boundary - Lower Tier
 - MECP Boundary
 - Waterbody



- Notes
1. Coordinate System: NAD 1983 UTM Zone 17N
 2. Base features produced under license with the Ontario Ministry of Natural Resources and Forestry © Queen's Printer for Ontario, 2019.



Project Location
Counties Of Bruce,
Grey and Huron

160951 129
Prepared by SPE on 2019-06-07
Technical Review by BCC on 2019-06-07

Client/Project
EPCOR NATURAL GAS LIMITED PARTNERSHIP (ENGLP)
NATURAL GAS SERVICE SOUTHERN BRUCE

Figure No.

1

Title

Location Map

Disclaimer: Stantec assumes no responsibility for data supplied in electronic format. The recipient accepts full responsibility for verifying the accuracy and completeness of the data. The recipient releases Stantec, its officers, employees, consultants and agents, from any and all claims arising in any way from the content or provision of the data.

Appendix B Photolog





Photo 1: Project take-off on Grey Rd 25 by Dornoch, ON.
February 13, 2024



Photo 2: Gravelly bank with fair vegetation on Grey Rd 25.
February 13, 2024



Photo 3: Stable slope with fair vegetation on Grey Rd 25.
February 13, 2024



Photo 4: Silt fence in road ditch on Grey Rd 25.
February 13, 2024



Photo 5: Same silt fence as Photo 4. Located on Grey Rd 25.
February 13, 2024



Photo 6: Exit hole site for Saugeen River bore rehabilitated well.
February 13, 2024



Photo 7: Release site of hydrostatic test water into sediment basin.
February 13, 2024.



Photo 8: Valve Site #2 stable. February 13, 2024



Photo 9: Rehabilitated ditch on Bruce Road 20 at Farrel Drive.
February 13, 2024.



Photo 10: Pipe corridor adjacent to the Bruce Nuclear Plant.
February 13, 2024.



Photo 11: Little Sauble River which was installed by HDD with no impacts.
February 13, 2024.



Photo 12: Stable soils at Lorne Creek on Bruce Rd 23.
February 13, 2024



Photo 13: Stable soils at Kincardine Station on Bruce Rd 23.
February 13, 2024



Photo 14: Stable bank looking towards Penetangore River in Kincardine.
February 13, 2024.



Photo 15: Stable soils at exit hole at HDD of Pine River on
Lake Range Drive. February 13, 2024.



Photo 16: Stable soils at entry hole at HDD of Pine River on
Lake Range Drive. February 13, 2024.



Photo 17: Stable soils at HDD site for Eighteen Mile River at Grey Ox Ave.
February 13, 2024



Photo 18: Common stable condition along rural roads.
February 13, 2024.

Appendix C Complaint and Resolutions Log



Appendix C Complaint and Resolutions Log

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
49	19-Jun-2019	Complete	Customer is wanting to know which side of the road the main line will be going on	Sharing project details to inform landowner	PM called at 1:45 pm and shared that the line will be on the north side of Bruce road 20. She also asked if the price to connections has been determined. It was communicated to her that there is an application before the OEB for the approval of the rates and more information will be available once that process is complete. She had no further questions and was satisfied with the answers.
50	8-Jul-2019	Complete	1. Does not believe the property line stakes are correct 2. Wood chips where left in drainage ditch 3. Wood removed from tree cut in road allowance was not given to him (mulched instead)	Provided land survey proof of property line	Send the surveyor technician with the property maps to describe and discuss with the landowner where the property line end. Had a direct discussion with the landowner to understand he's concerns. Actions were directly addressing his concerns. 1. PM called him personally on July 8th 2019 2. PM dispatched Land Agent at landowners property to discuss the concern. Land agent shared that the plan is to install the pipe in front of his yard via directional drill 3. PM dispatched Contractor to remove wood chips from drainage ditch and discuss the property line with landowner and the plans for the pipe installation. 4. Contractor shared with the landowner that the property stakes were installed using GPS for accuracy. The landowner accepted that. 5. PM asked survey company, OLS, to pull out the real property report to confirm staking. 6. Landowner proceeded to call the Ontario Energy Board with his concerns after discussing with EPCOR PM and land agent.
51	6-Aug-2019	Complete	Encroachment on Private property with Contractor mobile equipment	Provided land survey proof of property line	In response to the landowner inquiry, PM visited the site and spoke with the Contractor rep who had met the landowner. The Contractor rep took their info and said he would have someone get in touch. The situation was that the property line was not where the people thought. There was a drainage tile in the road allowance that was damaged during the excavation. The crew repaired the tile temporarily before filling in the excavation. They will be there again and will repair it permanently after they are finished with that portion of the dig. I discussed the property line and the tile repair with the landowners and they said they are good with the situation. I left my card and requested they call me if they need anything else.
52	30-Sep-2019	Complete	Landowner concerned about driveway access from their property	Ensuring full access to peoples driveways is required at all times.	Contractor Project manager visited their property and confirmed they had access to the driveway. Landowners were very agitated and verbally abused the project manager. They claimed they couldn't go to work for the last 3 weeks but this road closure has only been in place since today. Contractor reiterated that access to the driveway and roads in the area has been detoured and properly communicated to municipalities EPCOR to connect with landowner to obtained their contact information and see if they still have concerns. Contractor should be out of that area by Wednesday October 2nd.
111	7-Aug-2019	Complete	Homeowner phoned in this morning with concerns about the staked out area for the main line being installed. He has spoken with the construction team leader and he was told to contact our office in Aylmer. He states there are EPCOR vehicles travelling back & forth all the time as well as Contractor trucks and feels someone local should be able to speak to him.	Provided land survey proof of property line	Discuss with homeowner if he would like a follow-up visit by the Project PM. PM asked Land Agent if the stakeholder wants the visit. As per the customer service rep email the stakeholder seemed frustrated. Therefore, the PM thought it was appropriate to send the Land Agent to visit him in person and provide answers to his questions. The land agent reported that the stakeholder seemed satisfied with the answers Land agent paid a visit to homeowner. Notes from Land Agent: visited Customer. We discussed the property line stakes, the pipe center line stakes and the implication of living in Greenock verses an area where EPCOR will have the franchise. He understands all this and does not dispute the boundaries as staked. Of more concern to him was that telephone infrastructure is located on his property as shown by various road allowance stakes. No further follow-up required
112	21-Oct-2019	Complete	The main line was dug under her driveway and during the process, large rocks and stumps were piled on the property but not removed from the property. Customer is wondering if this clean up would take place and when?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM called Customer directly to get the details of her concern. From what the landowner communicated it appears Contractor placed big rocks and boulders at the edge of the landowners property. PM also instructed Contractor construction to visit the location and schedule a clean-up crew to remove PM to communicate with landowner the date that Contractor crew will be by her property to clean up as requested. Update 10/23/2019: Contractor started clean-up activities at the site. PM contacted the landowner, who was very pleased with the quick response. PM mentioned that she could phone back if there are any additional concerns after clean-up. No further follow-up required
117	30-Oct-2019	Complete	I received a phone call from a resident regarding the landscaping that was done after the main was installed. He has concerns about the slope of the ditch, and was hoping that the slope could be altered so it wasn't as steep, so his father can safely cut the grass along the ditch. He would like to speak to someone about his concern, I told him I would direct his concern to the Construction Dept.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM called Customer and spoke with the landowners about the shape of their ditches. PM mentioned that someone from EPCOR and Contractor construction will follow up with them to ensure the rehabilitation of the ditch at the edge of their property matches pre-construction conditions. The clean-up work in that section of the pipeline is still ongoing and not finalized. PM communicate this to the landowners. The portion in question is inside the public road allowance. They also mentioned that the culvert under the driveway might be plugged. This should be taken care off once the clean-up is complete A field visit with Contractor, EPCOR and the landowner to discuss the shape of the ditch Project Coordinator Spoke to Customer November 8th, 2019 at 13:57 EST to set up site visit in the coming week. The contractor completed the restoration to the homeowners satisfaction by the time the site visit was scheduled.

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
120	20-Nov-2019	Complete	Customer called stating they had an issue with Lane way erosion.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR called Customer November 20th @ 3:42pm to address concern. Site visit was done By EPCOR Nov 20th @ 4:05pm, pictures were taken of the lane way. Contractor to add gravel to laneway and regrade. EPCOR spoke to Customer about this issue and sent pictures to Contractor. EPCOR to follow up November 21st. EPCOR met with Landowner Wed Nov 27th happy with corrective actions being done later in the week. Contractor fixed with Gravel Nov 29th
122	3-Dec-2019	Complete	Wire fence was damaged during construction. Landowner asking if and when it will be repaired. Landowner also mentioned soil spoil piles have been pushed into his property and have not been removed	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Dec 3/19 PM listen to his concerns and mentioned that EPCOR will go visit the site and determine the extent of the damage. PM also offered to meet with the landowner at the property. Earliest the landowner can meet is December 4th 2019. EPCOR to touch base with landowner about meeting on site to provide further details once the damage has been determined. EPCOR conducted site visit December 3rd 2019. EPCOR spoke with Customer on the phone December 4th @10:42 am EST about the issue. Customer agreed to clean up and assess repairs with Contractor/EPCOR in spring 2020 (May). EPCOR and the homeowner reached a restoration agreement that was satisfactory to all parties. All issues resolved.
160	23-Oct-2019	Complete	Landowner has indicated that event on August 6th has caused crop damage and compaction on their crop field	EPCOR is committed to compensating the landowner if crops were compromised due to encroachment of mobile equipment on private property.	EPCOR ask the landowner to determine the amount of crops compromised. After that EPCOR will determine proper compensation for crop damage and compaction. EPCOR paid.
166	22-Nov-2019	Complete	Land owner stopped one of Contractors workers to tell him about a concern with laneway.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Feb 4/20 - EPCOR conducted site visit November 22nd. Landowner was not home at time of visit. Pictures were taken of laneway. EPCOR to follow up again next week. Landowner ok with correction in spring 2020. Contractor confirmed to be completed on August 17, 2021. Gravel Driveway.
284	3-Mar-2020	Complete	A catch basin appears to have a broken tile on the north side as the surface water is not entering through the top of the catch basin, but through this broken tile on the outside of the catch basin. East outlet tile draining slowly, may have issue to the east as well. Owner believes the berm created requires a wider opening to allow proper drainage from his property.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Jul 23/20 - This location is a TLU. Conducted site visit tile appears to be broken, pictures attached. EPCOR notified Contractor regarding repairs, Contractor indicated clean up would be September. Dec 10/20 - Issue has been resolved.
712	26-Mar-2020	Complete	Contractor encroached into a bigger space than the temporary land use agreement.	EPCOR has revised the agreement with the Customer. this has been signed and finalized.	EPCOR has revised the agreement with landowner. This has been signed and finalized.
723	26-Mar-2020	Complete	Customer has concerns about roadway width as it is a narrow lane, only 8 feet wide. NO easements/municipality owned property on the sides.	Sharing project details to inform landowner	Spoke to Customer regarding issue. notified him we would be using a HDD drilling method to complete the hook ups.
764	31-Mar-2020	Complete	Customer wants to know why his street is not getting service in the 2020 Project . He was told by an EPCOR Rep at an open house last spring that as long as there are 5 ppl interested on the street, that he will for sure get service. Very upset, wants more information.	Sharing access to Natural Gas details and processes with landowner	General Manager reached out and spoke to the Customer advising of the details and processes for applying for natural gas during the current construction phase and future ones for main extensions and other accesses to Natural Gas.
1079	24-Apr-2020	Complete	Standing water on property is not draining away, fear that the trees sitting in water may die.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Trenching completed to drain away water and trees replaced that were damaged.
1568	8-May-2020	Complete	He is concerned his property will be overlooked for repairs to the landscaping (leveling/reseeding), since his ppty is on the opposite side of the road from the main line. He did speak with someone on site in the fall about repairs, however he doesn't want to be missed when the repairs start. He wasn't looking for a call back, just wanted his concern to be heard.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Clean up completed.
1721	13-May-2020	Complete	Customer along the high pressure line that is not taking our answer well about getting gas to their house during the initial project.	Sharing access to Natural Gas details and processes with landowner	EPCOR spoke on the phone with the landowners this afternoon regarding the Farm tap and lane way. They have a better understanding of the process build out, they seemed satisfied with the answers provided. As for the driveway, we have Contractor going out today to address this issue.
2195	21-May-2020	Complete	Contractor advised owner a hole would be cut into his driveway as a part of the construction (municipal land). His concern is that this is a new driveway and wants to know what will be done to repair it (what will it look like) when construction complete. He would like to speak with someone.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR with landowner On May 25th, 2020 to explain the repair process. Land owner would like to see driveway sealed after permanent patch is completed. EPCOR to follow up after Permanent repair complete. All issues resolved
2220	21-May-2020	Complete	Customer has concerns regarding his front lawn and when repairs are going to be done. There are rocks, sink holes and uneven ground. (see email below)	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed to be completed on August 17, 2021.
2221	21-May-2020	Complete	Customer just redid her driveway last year and is very concerned about how we are going to be bringing in the gas line. She would like to speak with someone from the construction crew regarding how much damage to the driveway would be expected and what we will do specifically to repair it. She is really hoping we can find an alternate way to bring the service line in rather than going under her driveway.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Driveway has been repaired permanently, follow up in spring. Confirmed to be completed by Contractor April 16, 2021.
2485	27-May-2020	Complete	Construction crew was on his street yesterday. He is concerned what will be done to return his lawn to the way it was. He has spent a lot of money on his yard. Currently there are rocks and it is graded level and the crew indicated that they would be putting top soil and seed. He is unhappy with this. Additionally they cut the internet connection causing his business to be down until BMST can come to fix it today. Customer requesting someone to contact him.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR spoke to home owner. Will keep an eye on this issue may have Contractor add more top soil and seed. Service lines were installed. restoration will be completed in the spring. Confirmed to be completed by Contractor on April 19, 2021. Exact date of completion unknown.
3340	8-Jun-2020	Complete	During construction there has been damaged caused to the outlet of the fields drainage tile. This has caused a wet area in his field. Additionally the address sign for 911 has been knocked over and not put back up.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR spoke to land owner July 10th. set up site visit to go over deficiencies. Land owner OK with repairs to tile in the fall. temporarily places 911 # back up for now. Restoration is complete.
3405	9-Jun-2020	Complete	Tile damage entering the catch basin causing water pooling in crop field	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR spoke to land owner on July 6th. Contractor will be in this area doing repairs in a month. Landowner OK with response and properly compensated.

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
3514	26-May-2020	Complete	Customer is paying a substantial amount of money to pave her driveway within the next few days/week. She has already paid the deposit and so she can't back out of this. She is very concerned that we will have to rip up her driveway when we come to her area in 2021 if she gets gas. She would appreciate if someone could reach out to her as soon as possible as she wants to know what to expect before her driveway gets poured or at least to start the conversation with someone. She is hoping to hear from a representative within the next day or so if possible.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR have assessed your property and surrounding utilities and can confirm that we will not need to disturb your driveway in order to bring natural gas to the community next year. Thank you for contacting us in advance of pouring your new driveway. We hope this has not caused too much of a delay but we wanted to ensure we had accurate information before responding.
3848	16-Jun-2020	Complete	Has an irrigation system that is very close to the road, he does not want it to be damaged. He said he would wait 5 more days then most likely will remove them. Please contact him regarding is concerns.	Sharing access to Natural Gas details and processes with landowner	EPCOR met with Customer to go over locates and have since marked sprinkler system.
4502	23-Jun-2020	Complete	Customer called to let us know that one of our construction crews damaged their sprinkler system in their front lawn. They said they had it marked off with flags, but one of the heads of the sprinkler system got knocked off and damaged. They would like if someone could reach out to them for repair. Received a letter from customer including Invoice for repair of irrigation system.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR spoke to land owners. Contractor did not have proper sprinkler head so customer had their own contractor deal with issue. She will be sending an Invoice. Homeowner called in, asking the status of his complaint and if we received his letter/invoice. I said we received it and that EPCOR is reimbursing him. He was satisfied with that information.
4545	24-Jun-2020	Complete	Is very concerned about a large tree on her front lawn that she doesn't want damaged. She said the gas line has been marked along her street and wants to know what the plan is for the tree.	Sharing project details to inform landowner	Called to notify landowner tree will not be effected.
4596	24-Jun-2020	Complete	Would like tracks filled in on her lane way left by excavator. Email with pictures attached.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR spoke to Landowners, advised Contractor would be out to assess the driveway and repair Driveway repaired by June 24th 2020.
4727	26-Jun-2020	Complete	Frustrated with lack of communication regarding construction in and around his property.	Sharing access to Natural Gas details and processes with landowner	Issue resolved. No further communication received from home owner.
4749	26-Jun-2020	Complete	There are two access points for construction which are only 4 feet apart causing access to Customer's driveway to be blocked. She is looking for someone to call her to let her know how long this will be like this as people can not access her home to help her to get to the store or come to mow her lawn. Please call her.	Sharing project details to inform landowner	PM spoke to Customer regarding issue EPCOR and Contractor are meeting on site @1pm June 26th 2020 Customer was concerned Contractor did not notify her prior to blocking her driveway. Issue resolved and contractor will ensure access to driveway is maintained when needed
4944	28-Jun-2021	Complete	Customer is looking to find out when the end of his driveway will be repaired from construction. If we could get back to him to advise of schedule.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Repairs have now been completed.
5028	30-Jun-2020	Complete	Customer is quite concerned with the hole in the driveway for construction. Her car was in the driveway when the construction happened and she was not notified in case she needed to move her car. She was not able to get her car out of the driveway for an appointment and had to have a neighbor help her as there was only 2 inches on either side of the car to move it. She was also concerned that when the driveway was removed that the concrete was left on the boulevard which could have ruined her grass (She had someone move it for her). Customer feels that it was inconsiderate and a possible safety hazard (if there was a medical emergency) as she would not have been able to get her car out. She is looking to find out when the temporary fix on the driveway will be completed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM spoke to foreman regarding this issue. Steel plate was put over driveway. Spoke to home owner and apologized for this issue. Contractor was reminded to ensure driveway access is maintained when required.
5108	2-Jul-2020	Complete	Received call from Customer regarding her front yard. There was work completed about 2 weeks ago and a sink hole appeared that was fixed but now there is a new sink hole about 2 feet deep, 8 feet down from the first one, and she has safety concerns. Would like the someone to come out to have that sink hole fixed. Referred information to EPCOR.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor did come to add dirt to her sink hole as EPCOR indicated they would but she is concerned with the work completed. Forwarded to EPCOR. Contractor had been keeping an eye on this. Repairs have been made, customer still not overly satisfied with repairs. EPCOR conducted site visit July 21st, grass is starting to take but Contractor will seed in September. Confirmed to be completed by Contractor April 16, 2021.
5511	6-Jul-2020	Complete	Concerned about weeds that have overtaken the area that was disturbed by the construction. No grass is growing, only weeds. Would like the weeds removed and grass seed planted. There was nice green grass there before construction.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to land owner who is not happy with quality of work. Advised we will keep an eye on this. Contractor stripped weeds and soil. Hydro seed plus soil to be added in September. Followed up to notify repair will be done correctly in September. Lawn was restored.
5514	6-Jul-2020	Complete	Customer not happy about restoration done at his ppty, sand was used in place of soil, weeds are growing uncontrollably, wants it to be replaced with real soil, and better grass seed. (see email attached)	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to land owner regarding concern. Explained new grass and soil often has this happen, it is actually quite common. Advised to keep watering and we would follow up in a few weeks. Contractor completed.
5752	8-Jul-2020	Complete	Resident left voicemail message stating her frustration with the 1ft tall weeds that are growing in place of grass after construction was done. She wants someone to come by and fix the problem. I tried calling her back in response the voicemail to get her last name, but I had to leave a voicemail.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR conducted site visit Thursday July 9th, see attached photos. I have notified Contractor, this is a one off situation and will need to be corrected. Contractor will be removing top soil and weeds. Issues with soil, Contractor contacted supplier regarding this issue. new soil and seed will be added soon. Contractor stripped Weeds and soil. Hydro seeding plus soil to be added in September. EPCOR called and spoke to Customer, she was happy to see the pile of earth on her property. I advised her Contractor would be spreading the soil and seed this week. Also spoke to Contractor to confirm. Confirmed to be completed by Contractor April 16, 2021.
5789	8-Jul-2020	Complete	Customer has concerns about the row of 8-9 mature cedar trees that are along her Street, just in front of her neighbours ppty. She worries for their well-being as there are giant holes near them exposing their roots. These holes have been there for 2 weeks now, and no one has come to cover the roots. She would like someone to partially fills the holes, to cover the roots so that the cedar trees don't die.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor will be completing work this week July 9th. Work has been completed.
5844	9-Jul-2020	Complete	Customer called he is concerned with the construction holes dug and fenced off on his street as it is a narrow street. Last he spoke with a supervisor from Contractor 2 weeks ago it sounded like these holes were dug in advance for the connection to the customers homes and were being left there until the end of the project. He is worried if an emergency vehicle needed to get to his home it would not be able to and that is a safety concern to him.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to Customer regarding issue. All 2" pipe has been installed on Cedar Lane. one hole left to back fill. Contractor did not get this done today, Will follow up with Foreman. Work completed, Follow up in spring. Open holes filled with cement, completed April 12, 2021
6477	13-Apr-2022	Complete	Customer called to report a 2" hump in the end of his driveway from the installation of the gas line. He would like someone to reach out to him for a resolve.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor went over the area with a roller and relieved the hump. There is still a bit of a bump, but would require cutting driveway to repair. Customer ok with end result.

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6807	17-Jul-2020	Complete	Customer indicates that there has been construction on her street for the past two weeks. On Sunday Jul 12 she could hear water running and she started to check all of her systems. Turns out her sprinkler system was hit during construction (and had been attempted to be repaired with tape which was unsuccessfully). Contractor was to be back Monday but was not so she called her sprinkler system company and they came out Tuesday am and repaired the water and electrical components that had be hit during construction.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR to pay invoice. EPCOR spoke to land owner after repairs were made. Contractor attempted to repair, but did not have proper sprinkler head. Advised to fix and email Invoice. No follow-up required
6871	20-Jul-2020	Complete	Customer is extremely upset with the condition of her front lawn she indicates that there has been construction in her neighborhood for the last 7 weeks starting with the first calls and flagging. Holes were dug and repaired about 10 days ago but there is a large approx. 15x20 section on her front lawn that has not been repaired. She indicated that when water and fiber came through her neighborhood they did not leave this kind of mess. She wants to know why there was not better communication to the residents about the process (i.e. newspaper about construction, signs on the street or at postal box, notes in doors). Wants her lawn repaired as soon as possible as it has already been 10 days.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Conducted site visit. see attached photo. Contractor confirmed to be completed on August 17, 2021.
6920	20-Jul-2020	Complete	Customer called as they have not been able to have mail delivered to their home and have to travel to Tiverton daily (and they are seniors) to pick up their mail as there is construction pipe blocking access to their mail box. Please call to let them know when this will be rectified.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR had Contractor remove pipe from customers mailbox. Left voice message with land owner apologizing for this issue.
7159	22-Jul-2020	Complete	Resident says she has 2ft tall weeds in a 10 ft. swath on her front lawn due to the restoration that was done after construction. She would like something done about them.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Conducted site visit. Spoke to land owner regarding weeds. Work completed. No further issues
7271	23-Jul-2020	Complete	Resident is concerned about a 2ft deep sink hole that has developed beside his driveway over the last few days. Construction team went through 2 weeks ago. The sink hole will soon affect his driveway. He would like someone to address the situation. Customer called back to add that the sink hole is fairly close to the road, and would hate to have someone fall in it at night time.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Notified Foreman from Contractor. Completed. Follow up in spring. Contractor completed on June 4, 2021.
7779	28-Jul-2020	Complete	Contractor is using our yard as a dump site for their tools and supplies. Also, there have been several unauthorized vehicles parked in our driveway.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR advised this has been addressed by GM and EPCOR. EPCOR spoke to customer regarding issue. Contractor had snow fence and ladders on the ROW in front of their property. Issue resolved. EPCOR apologized to homeowner
7804	28-Jul-2020	Complete	Customer is disappointed in the lawn restoration. Explained to customer we would be circling back to complete when weather conditions were optimal. He is hoping for quick resolve. Email sent with more info.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restorations completed . Follow up in spring. Confirmed to be completed by Contractor on April 22, 2021.
8114	30-Jul-2020	Complete	Customer would like quick resolve regarding lawn restoration as his house is up for sale and his front lawn is all dug up and now flooded with weeds.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restorations completed. Follow up in spring. Confirmed to be completed by Contractor on April 19, 2021.
8170	30-Jul-2020	Complete	Yesterday (July 29th) Contractor was working in front of her ppty, her car was parked in her driveway about "a foot or two" from where they were working and now there are stone chips on the back of her car. She said she will be emailing in pictures.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR contacted Customer for discussion. Issue resolved.
8343	31-Jul-2020	Complete	Email from Customer - I am the owner of home. Looks like Construction of installation on the road has been complete - majority of fencing has been taking down. Loose sand was used to fill the holes - this was done 7 days ago -- no one has returned to finish. The sand is not packed down, and not safe to walk on as you sink -- Please update when this will be packed down , topped with soil and seed. Seems the work crews are no longer in this area and moved on - Forwarded to EPCOR and PM	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR advised - I would like to thank you for reaching out to us. We are currently working with Contractor to complete property restoration on an ongoing basis, however we had experienced less than ideal weather conditions for reseeding lawns as it was very hot and had very little precipitation for a while there. I would like to assure you that property restoration is ongoing and we will be returning to the areas that require it. If by chance this brings us to snow fall, then we would return in the spring to complete the restoration process with the appropriate soil and grass seed to ensure your lawn and any other affected lawns have proper restoration. I do apologize for any inconvenience this may cause in the meantime. EPCOR advised, customer called back issue has been corrected.
8411	31-Jul-2020	Complete	Your staff recently installed the main gas line in front of our farm. The ditch to the south of the driveway was all levelled out but there is a hump in the soil the ditch will drain towards the driveway culvert and not to the south the way it should. Also the section north of the driveway was not levelled out where the gas line was installed. We normally cut the grass along the road and it will not be possible unless it is levelled out if you have any questions please contact me."	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed the proper restoration
8634	4-Aug-2020	Complete	Email received: With the torrential downpours on the weekend, the dirt that EPCOR put back on front lawn has caved in and is undermining the corner of my driveway. Please have someone come to replace dirt and fix the trench that has caved in. This needs to be fixed immediately before my driveway sinks. Please call me to let me know when they will be at my home to repair it. Thank you for your prompt attention.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor to have this filled in this week. EPCOR to follow up. Contractor completed on June 4, 2021.
8636	4-Aug-2020	Complete	Email received: Car damage incurred due to pothole. Wanted EPCOR to contact and fix pothole.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM called to discuss. Confirmed completed April 19, 2021.
8687	4-Aug-2020	Complete	A sink hole left after Contractor went through is getting bigger and is starting to affect his driveway. Would like someone to come out very soon to assess the hole.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Update: EPCOR called homeowner to say we received his voicemail concern, and he said he was able to stop an Contractor worker this morning to talk abt and assess the sink hole. Completed. Follow up in spring. No hole, but still needs restoration. Contractor completed on June 4, 2021.
8692	4-Aug-2020	Complete	Customer called to say the ground has sunk in where we put our gas line on his property. Says it is a safety hazard.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR confirmed completed Dec 10/20
8799	6-Aug-2020	Complete	Customer said his driveway is caving in where we put our gas line.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Customer called again, said there was work done to the driveway a couple weeks ago but due to the rain there is now a softball size sink hole he would like looked at before it gets bigger. frw to EPCOR. Confirmed to be completed by Contractor on April 19, 2021.

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
9020	11-Aug-2020	Complete	Part of driveway is blocked with plywood covering a hole. Looking for someone to come back and fix it. Customer was told Monday but no one showed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed completed Dec 10/20
9031	11-Aug-2020	Complete	Customer said part of his driveway sunk in from all of the rain (approx. 1 ft. deep) where we repaired it.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed to be completed by Contractor on April 19, 2021.
9110	12-Aug-2020	Complete	Resident, has concerns about the large trees she has on the front of her property and wants to know if they are in the way of the gas line. She sees that we will be working on her street soon, but will be away for the next 2 weeks, so she won't be home if someone knocks. She also wanted to make note that the street is very narrow and is concerned about the safety of visitors who park and sight see along the street while construction is happening.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Called and left voice mail. Aug 24th 1:42pm Pipe has been installed, no issues regarding trees. Work has been completed.
9220	14-Aug-2020	Complete	Customer is concerned about the shrubs, trees and flower beds that she has on her ppty right along the road. She is 80 yrs old, just had a hip replacement, and will not be able to move them out of the way before work starts in front of her ppty. She wants to know if they will be in the way, and what side of the street the gas line is going on.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed to be completed on August 17, 2021. Exact completion date unknown.
9229	14-Aug-2020	Complete	One of the sand filled holes that was left by Contractor has now caved in. Homeowner covered the hole with a piece of plywood in the interim. It is the hole right next to the driveway.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Called left voice mail Aug 24th 1:39pm. No hole, but still needs restoration Apr 19/21. Contractor completed on June 4, 2021.
9303	17-Aug-2020	Complete	A sink hole has developed on the east side of his driveway (approx. 3 or 4 cubic feet of fill needed). The hole that was filled in with sand on the west side of the driveway was only sand, he would like top soil and grass seed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to land owner Aug 24th. Contractor has not fixed yet. EPCOR to follow up with Contractor. Contractor advised this was done Aug 27/20.
9304	17-Aug-2020	Complete	Customer called in regards to the tree removal that happened this spring along Russell street. There were stumps left behind painted orange, but when the crew came back to remove stumps they missed 4 along their driveway. She believed they were just missed when they were grinding out stumps and is would like to know when these will be removed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR confirmed this was not done by Contractor. They do not paint the tree stumps. This was not work related to the project. Homeowner informed.
9313	17-Aug-2020	Complete	Customer emailed Kincardine Mayor July 29/20 Who forwarded customer's concern - We are pleased that natural gas is coming to Kincardine. However the construction required has proven disruptive and dangerous. The noise and vibration experienced while holes were bored into our driveway and front lawn were noxious. People with health conditions may clearly be harmed and should have been advised of the level of noise and vibration. I would recommend that this be done for the upcoming work such as that on the sewer line.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM Response to Customer: Aug 17/20. The mayor forwarded your concern onto us as well and I'd like to thank you for your feedback. We were disappointed to hear that the noise and vibration were at an intensity that were a significant concern for you and your husband. We have taken the time to contact our crews who were working in your neighbourhood to look into the situation further. These teams have confirmed that the levels of noise and vibration used in the construction work on your street, and associated with the rest of this project are in accordance with regulated standards. That said, we are using your feedback to clarify in our future notices on work of this nature, that noise levels and vibrations may be disruptive to residents. Thank you for your support on this project.
9383	18-Aug-2020	Complete	Customer called. Currently there is a pile of Gravel and a Pile of Dirt in front of the doors to her building and she is wondering who provided permission to leave this construction material on her property. She indicates that she needs access to the building and the ability to bring a vehicle to the doors to get material in and out. Additionally she finds it difficult to use her back patio as the dirt is constantly being blown back there.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to Customer Regarding concerns. issue has been resolved.
9559	21-Aug-2020	Complete	MSG RECEIVED: EPCOR DUG A 6 FOOT HOLE IN THEIR LANEWAY AND PUT A METAL PLATE OVER IT, THE METAL PLATE HAS MOVED AND NOW THE HOLE IS EXPOSED, SAID IT IS A LIABILITY ISSUE & WANTS TO SPEAK WITH SOMEONE TONIGHT. I CALLED TECH AND HE ASKED THAT I CALL EPCOR, CALLED EPCOR AND GAVE MESSAGE, AND SENT SMS	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Service Technician on August 21, 2020 at 6:30 AM: service call - the steel grate covering the excavation in the customers driveway was pulled off the hole by the trailer jack when the customer was pulling out of the driveway. Contractor came by and put it back on.
9665	25-Aug-2020	Complete	Homeowners are wondering when the hole, created for boring ,in their cement driveway will be paved over? Right now it is filled with sand, but wants to know when it will be paved.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Called number, but the number on file is not in service. I have emailed the home owner to give me a call. Still no word from land owner Sept 9,2020. Confirmed completed.
9689	26-Aug-2020	Complete	Customer called in regards to the exposed concrete leaving a lip by his driveway making it difficult to park. Would like someone to come look at.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor corrected the issue
9729	27-Aug-2020	Complete	Customer would like for someone to come and repair his lawn from the damage that was done during the gas line installation. The lawn was sodded last year and was in perfect condition. He is not satisfied with the condition his lawn was left in.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Spoke to Customer, explained we will be back to do final restorations later. Contractor to add more soil and grass seed. This area was done with sod last year by the Municipality of Kincardine. Municipality hopes we can bring back to similar standard. Issues addressed by Contractor.
9732	27-Aug-2020	Complete	Resident called inquiring about what side of the road the infrastructure for the natural gas line was coming down his street. He is concerned as two years ago the municipality put in new side walks on his side of the street (south side) and there is no more municipal land for EPCOR to put their infrastructure without being on his property. He also has large maple trees and a sprinkler system he is worried would be damaged by the construction. Would like to speak with someone about construction being moved to the other side of the street.	Sharing access to Natural Gas details and processes with landowner	EPCOR Stopped by to have a look, pictures attached. His property starts 20ft from edge of road. PM to call. PM spoke with homeowner, shared the plan and addressed all concerns. No other issues observed.
9750	28-Aug-2020	Complete	Resident called concerned with the amount of weeds caused by the material/soil put in after the construction, she and her husband are in their 70's and cannot manage all the weeds caused by the materiel brought in. They would like to know what can be done.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Conducted site visit. the grass we planed looks a lot better than their existing lawn. Called home owner twice, no answer. no answering machine. Will try again next week. Confirmed to be completed by Contractor on April 19, 2021.
9754	28-Aug-2020	Complete	Resident called as construction has gone past her location and the site has been made safe, but they have events coming up in the next two weeks and she was wondering when site clean-up would be completed as she was hoping it could be done before her events and people come.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to land owner. clean up is complete. she is happy with work.
9788	31-Aug-2020	Complete	Landlord for property, said he was at the location over the weekend and noticed a hole had sunk in right beside the driveway on the south side near the road. He found a construction cone and stuck it inside the hole. He would like the hole filled in again.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Notified Contractor, he has sent crews to fix issue. Spring follow up, no hole but still needs restoration. Contractor completed on June 4, 2021.

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9823	31-Aug-2020	Complete	Homeowner is concerned her property restoration got missed - she still has a hole in her asphalt driveway, and sand patches on her lawn. The restoration has been done on all her neighbours properties, but not hers.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to homeowner advised driveway will be repaired back to asphalt. Confirmed to be completed by Contractor on April 19, 2021.
9838	31-Aug-2020	Complete	Homeowner, wants area that was seeded, to have sod put down, all the grass seed washed away with all the rain, grass seed won't grow this time anyways, wants sod to be put down. Also, there are still 2 holes left on his ppty on both sides of laneway that have not been fixed/restored. He said they were dug for locates, but not filled in, one is at least 8 ft. long.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to homeowner regarding lawn restoration. Advised we would be doing additional work in the area and will be doing full restorations in the spring. Contractor completed on June 4, 2021.
9870	1-Sep-2020	Complete	Homeowner, called in to say that there were 4 holes dug on his ppty - in his driveway and beside driveway - and during that process his drain pipe was damaged, the water is not draining properly. He is not home today (Sept 1) but home tomorrow. He would like to be present when Contractor comes to repair.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Called left voice mail following up on Contractor work. Confirmed to be completed by Contractor on April 19, 2021.
9889	1-Sep-2020	Complete	Customer called, the driveway is new as of this year and now has cracked where they delivered material due to heavy truck at the end of it during construction and would like it to be fixed at the end of construction.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to Customer, she is on the list for repairs. Confirmed to be completed by Contractor. Contractor confirmed to be completed by August 11, 2021. Exact completion date unknown. Contractor to do site visit. Met with Customer. All the cracks seen appear to be from the contractor that did her driveway. Fixed top soil and seed. No further work required
10005	4-Sep-2020	Complete	For two months there has been holes on either side of Resident's driveway. He is having some large trees delivered to his house next week and therefore some big trucks will need to access his driveway and he is concerned his driveway will cave in as a result. Customer wondering why the holes were not filled in two months ago.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Conducted site visit. Did not see any issues, Called and left message. Confirmed completed by Contractor on May 6, 2021. Exact completion date unknown.
10076	8-Sep-2020	Complete	Customer called, he is concerned that when concrete in his driveway was cut for construction, that there is still a 6-8 inch section of concrete that still needs to be cut that is bad before the concrete repair is made as you can't patch concrete over concrete. Wanted documented before repair.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to land owner. They wanted to make sure concrete was getting replaced not just asphalt. Advised driveway will be patched with same materials. Complete as per Contractor
10175	10-Sep-2020	Complete	He had some lawn restoration done at his property, with soil and grass seed, however last week Contractor was working along his street last week and now there is ruts in the area that was fixed. He would like more soil/seed added to the area again.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to land owner, he said the issues have been corrected, but may require attention in the spring. Also he is now interested in gas. he will complete an application on line.
10248	14-Sep-2020	Complete	Customer called, said that when her bricks were put back in after construction they were put in upside down and she would like that corrected as you can see the difference from a 1/4 mile away. Not currently a hazard but would like corrected.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Notified Contractor to fix. Follow up required. Contractor completed on June 4, 2021.
10291	15-Sep-2020	Complete	Resident advised there is water around the corner of her home and is concerned the drain tile may have been nicked when gas line put in.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM: Field crews dispatched to site and found no issues. It was determined and verified by EPCOR that the water issue in the property was not caused by the 2" distribution system in the area. Landowner accepts findings. No additional follow up required.
10405	25-Jun-2021	Complete	Landowner called, Contractor has used his empty lot to park their equipment (without permission). They parked on his grass not the driveway, leaving large marks on the grass and pushing over one of the new 5 tree's he planted this year.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to Landowner regarding issue. He is having the tree replaced that was damaged by Contractor. Advised to send invoice to EPCOR. Rec'd call from Landowner, emailed receipt for tree replacement - frw'd to EPCOR and attached. Invoice Sent to Contractor Tree has been planted and homeowner is properly compensated.
10470	23-Sep-2020	Complete	Customer is hoping to have their lawn restored soon, as the seed that was laid earlier in the year has been spreading weeds throughout their lawn. They originally reached out to us back in July and we advised them that we would be circling back when conditions were more suited for grass growth. They are reaching out again as we have not come back around yet.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
10471	23-Sep-2020	Complete	Customer is hoping to have their lawn restored soon, as the seed that was laid earlier in the year has been spreading weeds throughout their lawn. They originally reached out to us back in July and we advised them that we would be circling back when conditions were more suited for grass growth. They are reaching out again as we have not come back around yet.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
10645	30-Sep-2020	Complete	Customer would like a follow-up with regards to the crab grass situation on his lawn.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to land owner regarding concern. Explained new grass and soil often has this happen, it is actually quite common. Advised to keep watering and we would follow up in a few weeks. Contractor completed on June 4, 2021.
10649	1-Oct-2020	Complete	Township advised EPCOR of damages to townline road.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Road repairs were completed prior to the winter season to ensure the road was safe to travel. EPCOR the contractor and the township continue to discuss if additional repairs are required
10791	7-Oct-2020	Complete	Contractor was doing some repairs to his lawn yesterday, and he is not happy with the work that was done. Also, he wasn't happy with the attitude of the workers when he tried to talk to them about it. He paid a lot of money on his yard last year and does not like the "patch up" job that was done, he wants sod laid down as well. Seeing this 'poor' fix that was done on his lawn he wants to know what the plans are to fix his expensive driveway that has a hole in it. Please reach out to him.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to Home owner and explained the property limit. we are doing work on municipal ROW. Pictures taken soil and seed was put down. Work looks good. Driveway to be repaired soon. Complete as per Contractor
10808	8-Oct-2020	Complete	Landowner would like to have the orange fences removed from his property. He is also requesting top soil and grass be reseeded on his front lawn. Said that his neighbours received this lawn care, but he was missed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Home owner would like fencing removed. Advised I would follow up with Contractor as to why it is still up. Contractor completed on June 4, 2021.
10816	5-Oct-2020	Complete	New sod was put down this summer. There was machinery on his yard and now due to the construction and rain his yard is unlevel. He is concerned about 2 spots on the north end of his yard. He would like his yard restored to previous condition.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to Landowner Regarding restorations, he understands the process and was happy to hear back. Contractor completed by June 4, 2021.
10823	8-Oct-2020	Complete	Would like unused cones and plywood to be removed from front lawn. Also, heard crews using "colourful language" and would like that addressed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to land owner. Work is completed. Advised Contractor will be back soon to install service.
10957	14-Oct-2020	Complete	There is black conduit with a red cap sticking out of the ground beside the sidewalk, that is hanging halfway over the side walk. The homeowner wants to know if it belongs to EPCOR, if so, they would like it to be dealt with.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Left voice message. this would likely not be us. Our pipe is Yellow, Sounds like a telecom issue

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10969	14-Oct-2020	Complete	Large trench in the front and side (corner lot) of the property that was filled in with "beach sand" he would like to know when someone would be back to fill it with something more appropriate for vegetation growth.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to Home owner Advising we will be back soon to install service and restorations will continue after that. Final clean up completed spring 2021
10972	14-Oct-2020	Complete	Customer called concerned about the boulevard in front of his house as the ground is uneven from all of the work done by the utility companies over the years. He understands that not all the work in the past was completed by EPCOR and that our contractor has been out to restore the lawn/ground where are holes were dug. Would like to know if someone could come out and take a look and advise what can be done.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to Customer regarding boulevard repairs. I advised her we will be back before the new year to install the service and will be digging more holes. the restoration work was completed in the spring of 2021
11041	16-Oct-2020	Complete	Landowner called he indicates that he spoke with Contractor a week ago Tuesday in regards to a sinkhole about 8 inches deep adjacent to his driveway that he is concerned about as it is starting to undermine the driveway. Contractor came back and put a cone in the hole but have yet to come to fill the hole with soil.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Called Left Message. Contractor confirmed to be completed. No further follow-up required
11089	19-Oct-2020	Complete	Issue #1: Once they were finished, they placed cold patch asphalt over backfill that was not properly compacted, therefore with cars driving over it, the area has become uneven and not properly settled. Request: Cover and compact with proper road asphalt and gone over the area with a pavement roller. Issue #2: There was a second excavation made to the north of the driveway cut that was done in our lawn, about 2ft x 2ft. No grass was replaced once it was finished just a pile of sand was put on. Request: Soil and grass needs to be put where the cut was made.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to customer regarding restorations. Advised Contractor will be starting hard surface repairs Oct 26th, 2020. Driveway repaired by end of November. Also sand will be dug out and replaced with Soil and seed. EPCOR Called home owner Aug 13th to advise of upcoming restoration work in the fall of 2020.
11095	19-Oct-2020	Complete	Homeowner, is asking for a site visit to talk about the restoration that was done on the hole in the middle of his cement driveway. He says that it was "repaired" with a mound of black asphalt, which is not ideal for snow removal come winter.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to home owner about concerns with driveway restoration. Final repairs completed in November 2020
11122	20-Oct-2020	Complete	Landowner emailed Oct 8 - Could you please send out an Contractor crew to repair the damage lawn that Contractor created when they installed the natural gas line in our front yard. Contractor had to connect two gas pipes in our front yard which means they had to dig a trench 13 metre long x 1 metre wide to allow the connection of the two pipes. They refilled the trench and put a patchwork of sod back but the trench area has lots of dead patches plus is very uneven and unsightly. The whole 13x1 metre area needs proper top soil, needs to be properly levelled and seeded with grass sooner than later. Frwd'd to EPCOR	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to Landowner, explained Contractor would be returning in the next couple weeks to install the service and clean up the lawn. Restoration completed by contractor. No further communication from homeowner
11130	21-Oct-2020	Complete	Landowner called, he indicates that when the construction was completed at this property that one of the sprinkler heads was removed and when the soil put back the sprinkler head left next to the pipe. He would like to know when someone will be back to re-connect.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM Called homeowner on November 16th at 1:40 EST. Spoke with the wife and advised them that the sprinkler head will be repaired when the service to their house is complete. We will follow up to ensure the rehab of the property was completed appropriately. Contractor completed on June 4, 2021.
11155	22-Oct-2020	Complete	Landowner called to say that with the current rain there is now a sink hole in her front yard from the construction approx. 2.5 feet deep. Would like someone to come fill back up with dirt as before.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed the restoration by April 19 2021
11167	23-Oct-2020	Complete	After Contractor was working on his street recently, they left a large piece of plywood at the end of his laneway. It doesn't appear to be covering anything. If it is not needed, he would like it removed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor removed plywood.
11168	23-Oct-2020	Complete	Customer would like the holes in his yard to be repaired with screened top soil...not the sand that was used.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	No issue. Another contractor in the area causing damage. Updated customer with information
11200	26-Oct-2020	Complete	Email rec'd from Landowner - Good morning....after the huge rain Friday I noticed water in my basement. There was 2-3 ft. of muck piled on top of where sump pump pipe drains, from hole dug for locates. We've dug out the end so sump pump is draining. Just basement along one wall damaged as far as I can tell...	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed.
11232	27-Oct-2020	Complete	Landowner called in regards to the holes created for construction on his property and on his street. He indicates that the fill on the three holes at this property has compacted causing hazards and the possible undermining (cracking) of his driveway if they are not filled. The holes with fencing around on his street the fill giving away and the fencing is starting to fall. He would like someone to come fill the holes and take better maintenance on the street from construction.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on May 28, 2021.
11251	28-Oct-2020	Complete	Customer called in to report that he believes we may have cut their underground sprinkler system while doing construction.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed to be completed by Contractor on April 19, 2021.
11277	29-Oct-2020	Complete	Landowner called, he is concerned as it looks like the pipe for his sump pump has been damaged at the end of the sidewalk, leaving an open hole and he is looking for it to be addressed before it is covered up. He would like someone to call him back to advise.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR spoke to home owner regarding damage. I have notified Contractor of the issues. Completed by Contractor on May 28, 2021.
11278	29-Oct-2020	Complete	Email rec'd Oct 27 - Your crew installed the gas line to my location for the gas meter. In the process the electrical wire to the yard pole lamp was cut. The crew stated they would send someone over to fix it. That was over a week ago. Are the repair crew coming? I would like it fixed before the ground freezes.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	We have a Contractor looking into the required repairs today. They will schedule an electrician once the confirm the scope. Contractor has been tasked with repairing the wire on Thursday November 19th. Called the homeowner back to let him know. Final repairs completed
11281	29-Oct-2020	Complete	Landowner called, construction was done for the main line on the front of his property approximately 2 weeks ago and the sprinkler system was damaged at that time. He advised the Contractor crew who said someone would be back to fix but nothing yet. Would like a call to know when this will be repaired.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to home owner, Have advised Contractor this has not been fixed as of yet. will follow up with home owner next week. Restoration completed by contractor
11283	29-Oct-2020	Complete	The gas pipes were installed on my street a month ago and my lawn has not been repaired, my front yard had a 4 foot X 20 foot trench dug where the main line was welded at a joint, this was all lawn before and is now some ugly fill, this requires the fill to be dug down a few inches and replaced with top soil and seed. Also on the other side of my driveway is more holes that require top soil and seed, one spot has sunk and is a tripping hazard I think I have waited long enough for the repairs to be done.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to home owner, advised Contractor will be installing services in the next couple week. once that is completed this will be fixed with soil and seed. We will also follow up in the spring. Restoration completed spring 2021

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11340	2-Nov-2020	Complete	I received a call from Landowner, he said that last week when his service line was installed, the buried electrical wire was severed that leads to his pond. At the time, he spoke with the Contractor workers next door and he said they looked at it, and said they would take care of it. He hasn't seen or heard from anyone since. He needs it fixed ASAP, he doesn't want his pond to freeze. He would like to be contacted with a time frame of when it will be repaired.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed to be completed by Contractor on April 22, 2021.
11354	2-Nov-2020	Complete	Customer called in regards to the construction that was done at the end of her property for the gas infrastructure. She indicates with all of the rain the holes are getting bigger and the concrete driveway is sinking. Would like someone to let her know when this will be fixed as they have small children and are concerned.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to home owner. Contractor confirmed complete.
11355	2-Nov-2020	Complete	Landowner called, her driveway was blocked most of the day not letting her leave her home and additionally her Rodgers cable was hit by our construction, so neighbour had to call and get it repaired. She would like a reminder to go out to all of the construction crews to be mindful of the community as we have a lot of seniors who may not speak out if they need to leave and are blocked in.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed to be completed by Contractor
11411	3-Nov-2020	Complete	Landowner called, construction is complete on his street but there has been construction material left on his lawn and in front of his property. Wondering when someone will be by to pick up the snow fence, sign and remaining ash fault pile.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed to be completed by Contractor
11450	3-Nov-2020	Complete	Email rec'd Oct 27/20 - Customer does not want any further disruption to property.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR contacted the homeowner and provided an apology for any inconvenience. No further follow-up or request by the homeowner.
11615	6-Nov-2020	Complete	Received a call from Landowner, concerned with the cold patch used to fill the holes at the end of her driveway. It is uneven, there are humps and it was not compacted so if kicked it chips away. Would like a call back as she feels our communication to customers has not been very good during this project as she has received none of our email.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Contractor conducted a site visit with the Municipality of Kincardine. Determined the job was done very poorly and would be fixed. Confirmed to be completed by Contractor. No further follow-up required
11638	9-Nov-2020	Complete	Email received Nov 3 - I would appreciate a supervisor to come out an look at the state of my front yard after they had finished. I've got boulders and clay and no topsoil or grass seed was laid after the work was completed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
11639	9-Nov-2020	Complete	Email rec'd Nov 5 - The lawn sprinkler at the front of the property cannot be located, we would appreciate your assistance in locating this unit and setting it at the proper height & location. Please see picture attached prior to final backfill & topsoil.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed to be completed on August 23, 2021.
11656	10-Nov-2020	Complete	Email rec'd Nov 9/20 - Contractor recently installed gas piping. They are cleaning up our yard now, and we are unable to find at least one of our in-ground sprinkler heads in the area near where the gas piping dig was executed. Our system is now winterized, so we cannot energize the heads until spring, but we want to register this observation with you now so that in the spring it can be repaired if it is broken. Please respond with a case number for us to track this issue.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR followed up in spring 2021. Contractor confirmed to be completed on August 17, 2021
11659	10-Nov-2020	Complete	Landowner called in to let us know that Contractor has left a newly planted tree, uprooted and laying on the Blvd. The tree will die if not replanted right away. Customer has requested we call him to assure him it will get done today	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
11678	10-Nov-2020	Complete	Landowner has requested we tend to the 3 holes at the end of his driveway that were left by our crew. He also said there is a post sticking out that he is concerned will take out his side mirror on his vehicle.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
11836	13-Nov-2020	Complete	Landowner called, indicates that cable/internet was cut by field staff while trying to install gas line. Would like field supervisor to look into this and call him back with an update. Also advise to report to cable company.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor called in cable company and repairs were completed that day. Homeowner was advised
11860	16-Nov-2020	Complete	Homeowner called informing of internet outage and potential drainage tile damage	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM Called homeowner back to discuss issues. Main concern for the homeowner is to make sure the down-commer drainage tile wasn't damaged. He will follow up with his neighbour who has a scope to investigate. Sent Contractor to meet him at his property and discuss the restoration as well. We will follow-up once the scoping is done. The internet was fixed as well. Contractor completed. No further work required after investigation was completed
11945	17-Nov-2020	Complete	Homeowner called about damage sprinkler system	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed to be completed by Contractor
11946	17-Nov-2020	Complete	Homeowner called about sink holes on his property	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM - Hole requires to remain open. Contractor is awaiting gasing up the main in that area to tap the service tee and provide gas to the service line. Called the homeowner and left a message to explain the situation. The hole was properly fenced off. Target is to get the service completed by November 27th. The hole was covered by the Contractor once the service was installed.
11948	18-Nov-2020	Complete	Customer called, service line installed about a week ago, but hole has not been backfilled and dirt pile from excavation is blocking access to back yard gate. If Hole can not be backfilled at this time he would like someone to come back by and move the pile so he can at least access his back yard. Due to weather the gate has been closed and screwed shut. Please call to make arrangements.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM - Sent e-mail request to Contractor on November 18th to see about responding by November 20th. PM Called Customer at 3:00pm Est. Informed him that we are waiting to energize his service line before we can backfill the hole. Should be happening in the next couple of weeks. Customer was ok with response and restoration has been completed.
11952	18-Nov-2020	Complete	Homeowner called in about disturbed rock garden and requesting full repair.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM discussed the matter with the homeowner. Contractor brought in a dedicated crew to restore the rock garden. Homeowner was present during the work and satisfied with the result.

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11954	18-Nov-2020	Complete	Rec'd call from Customer, they have been having electricity issues since service line installation, electrician has been to the house and indicates that the issue is underground. Hydro one has been called and they are currently awaiting them	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM - Investigation is underway with Contractor. Initial cause points to an old buried cable being shorted from above ground disturbance. The hydro was not struck during excavation or directional drilling. Contractor mentioned that Hydro One expected these kind of service line failures in the area due to age of wires. PM Nov 19/20 Called Customer at 2:11 Est to touch base regarding the Hydro One repair. This has been completed. Fault was caused by an old brittle wire. No direct impact from our work but collateral damage from being in the area. Customer is happy with the follow-up. No additional follow-up required.
11988	19-Nov-2020	Complete	Customer reported there are large holes in his yard, have been there for a while with a big dirt pile that is blocking access to his propane tank. Concerned for safety of others, as his HVAC contractor almost fell in the hole trying to access the propane tank to fill it.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Holes removed by contractor and completed.
11996	19-Nov-2020	Complete	Homeowner called in wondering when the hole in his lawn is going to be fixed/filled in? He says that all the other properties on his street have been repaired, but not his.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
12027	19-Nov-2020	Complete	Customer called in to say that she believes we have severed her internet cable. She was home for lunch this afternoon, and seen that Contractor was there digging a trench. After she returned to work her husband (at home) said that they have no internet.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Damage reported to Contractor. Contractor called it into cable company for repair today November 19th. Spoke with homeowner to advise of the repair. She is happy with the repair. Internet is up and running
12037	20-Nov-2020	Complete	Customer wants to know when Contractor is coming back to fill in the hole in her driveway. She said that initially when Contractor dug the hole, the filled it in with temporary asphalt. 2 weeks ago Contractor came and removed the temporary asphalt, put a pylon over the hole and said they would be back either later today (a Friday) or Monday/Tuesday next week to fill in the hole. They haven't returned yet. She is not happy about hole being left this long.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Schedule for asphalt crew: Sept 28th.Temp repair to be replaced with full repair this fall. Complete as per Contractor
12038	20-Nov-2020	Complete	There are 2 holes in front of his property, which extend onto the road. The pylons near the holes keep getting drove over and flattened and once snow comes people/cars are not going to see the holes.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
12085	25-Nov-2020	Complete	Customer called inquiring about when Contractor will be back to fill in a large hole (he said 15 ft. by 10 ft. hole) on his property.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed to be completed on August 17, 2021. Exact completion date unknown.
12090	26-Nov-2020	Complete	When the line was installed there was a hole created around the riser/meter, which has now filled up with water and it is not draining. She dug her own little trench to help the was drain a bit, but she want someone to come look into this. She doesn't want this much water sitting next to her house/foundation.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed to be completed by Contractor on April 22, 2021. Exact date of completion unknown.
12099	26-Nov-2020	Complete	When his service line was installed over 2 weeks ago an underground cable was severed, to him it looks like a communication cable, like Rogers, but it did not affect anything inside his home. Everything is still working fine inside. The cable is sticking out of the ground near the house. He would like it to be dealt with.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR inspected and determined it was a out-of-service cable. EPCOR advised the necessary utility.
12100	26-Nov-2020	Complete	When her service line was installed there was a lot of dirt/gravel removed from the edge of the sidewalk/driveway and she said it needs to be filled in or else the side walk (brand new 2 years ago) will collapse. Especially when snow plows come they will grab the edge of the side walk and cause more damage. Also, there is now a hump in her driveway beside her house where the line was installed, she would like it to be grated away from the house. This hump will cause issues for snow removal.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on April 19, 2021.
12101	26-Nov-2020	Complete	There is a steel plate covering a large hole in his driveway and he wants to know when it will be removed and filled in. The snowplow comes onto his driveway and is concerned the steel plate will cause issues.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	04/09/2021 Steel plate removed. Road needs permanent repair. Contractor completed on June 4, 2021.
12107	30-Nov-2020	Complete	Homeowner called in asking about sidewalk repair.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
12108	30-Nov-2020	Complete	Customer called in wondering when the tire ruts on the lower portion of his lawn will be leveled or grated, that were left by the heavy machinery? He said that Contractor returned to fill in the holes they dug, but didn't fix the tire ruts that are pretty deep. He will call back in 2 weeks if not fixed by then.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed. Homeowner satisfied with repair and did not call back
12144	1-Dec-2020	Complete	The service line was recently installed and they severed a sprinkler line, which is sticking out of the ground. Also, she said that the service line/riser isn't even close to the meter sticker. They requested it to go in front of the propane tanks and that is where the sticker was placed. The service line was installed to the other side of the propane tanks about a meter away from the sticker. She also said that they destroyed her flower bed and made quite a mess. At this point she wanted to make us aware of the issues, and is assuming that the restoration and sprinkler lines will be fixed in the spring. She was initially calling in asking when her meter was coming as they are getting anxious.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed to be completed by Contractor on April 22, 2021.
12179	2-Dec-2020	Complete	Homeowner called in about damaged sump pump outlet line	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to Contractor regarding this issue. Issues were repaired the same day.
12184	2-Dec-2020	Complete	Homeowner called in about sink holes on her property	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor complete temporary sand packing and completed full restoration work in the spring 2021
12187	2-Dec-2020	Complete	There is a large hole near the end of her driveway, which also goes very close to the road. With the recent snow fall, the snow plow is unable to clear the road in front of her driveway, which is very inconvenient. They also moved a steel pipe and steel sign out of the way so the snow plow wouldn't plow them away. She said that some of her neighbours did the same thing. The large hole is now full of water. She wants to know when will this hole be filled?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Holes filled in. Follow up in spring.
12190	2-Dec-2020	Complete	Residential Well Concern - EPCOR Stage 1	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR spoke to Representative from local county and the homeowner. Well monitoring program did not point out any issue. Additional property restoration was completed to aid any further issues. Homeowner was satisfied with the results.

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12193	2-Dec-2020	Complete	Customer left a voicemail concerned about a material sticking out of the ground by her property at the end of the dead end. She said that the snow plow is unable to effectively push the snow to the end now without blocking. I reached out to her to find out more about what it is exactly however I only got her voicemail.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - This was a purge location, it is now removed.
12249	4-Dec-2020	Complete	A pile of dirt was left beside her house by the riser. Customer said it is blocking the run-off path for access water. Customer doesn't want the water to start pooling that close to her foundation. Customer recommends levelling the ground further.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - This has been resolved. Follow up in spring. Confirmed to be completed by Contractor on April 19, 2021.
12280	7-Dec-2020	Complete	During the installation of the gas line from the road to house (approx. 3 weeks ago) the construction crew hit a green junction box with wires for the sprinkler system and hit the sprinkler system line, Customer indicates it looked like sprinkler system line was repaired, but not the junction box, lid did not go back on properly and is now buried under dirt approx. (1.5 weeks ago). He has an idea where the junction box is buried and will put blue flag in the approx. area of junction box as he would like this fixed, he is also concerned the condition of the ground and dirt left/seed left (little rough).	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed to be completed by Contractor on April 19, 2021.
12281	7-Dec-2020	Complete	The excavation area between residences are causing pieces of both driveways to break off and fall into the excavation area. Safety hazard concerns to both locations	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Notified Contractor this has since been fixed Jan 26/21
12288	8-Dec-2020	Complete	Email rec'd Nov 21 - Damage to irrigation system received during construction	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
12289	8-Dec-2020	Complete	Email rec'd Nov 26 - The 2 sections before on my lawn rough but livable. The section yesterday they worked on left flaps of grass and soil and lumps in large amounts. Is it possible to get few packs of grass seed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Advised customer that this was just temporary restoration. Final restoration was done in the spring.
12327	9-Dec-2020	Complete	Email received Dec 8 - My neighbor is a new gas customer of your company. When Contractor was here to install the line, they did not finish their job in a professional and safe way. I have included photos of the mess. There are deep and dangerous ruts between our driveways- as the soil was not packed properly. Pieces of the driveway have fallen in and part of the curbs are missing. our snow plow person sank into the ground. this is a dangerous situation for ourselves, family, cars and needs to be looked into ASAP before someone is hurt or vehicle damaged. I am looking forward to a positive response asap	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Spoke to home owner, advised restorations will be done in the spring. Confirmed to be completed by Contractor on April 19, 2021
12330	9-Dec-2020	Complete	Contractor was marking utilities on the front on my property for the last several months. Finally they removed barriers and filled in the holes / seeded them about a week ago. last night, I noticed one of the holes has now sunken into the ground at a depth of about 12-18 inches and a diameter of about two feet. I was wondering if they could revisit this and fix it, it is currently an open hole and a safety hazard, many children walk through here to school. The hole is located right off the street about two feet back.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Spoke to home owner. Contractor filled in holes temporarily final restorations will be done in the spring. Completed by Contractor on May 28, 2021.
12342	10-Dec-2020	Complete	Resident called, she indicates that the sprinkler system was damaged during construction and that restoration of property will be required as holes filled were not packed down. Understands that this may not be taken care of until spring but wanted documented. She will send pictures she took as well.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Spoke to land owner they are ok with repairs in the spring but wanted this on record. Confirmed completed by Contractor on May 6, 2021.
12388	11-Dec-2020	Complete	Landowner called to advise that a sink hole has appeared between his property and his neighbors from when they did the connection for across the street.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
12408	11-Dec-2020	Complete	Email rec'd Nov 23 - when your guys - to replace front lot that the holes fill with sand. So need to put topsoil to cover holes and tracks from hoe	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Spoke to home owner advised this is only a temporary repair and full restorations will be done in the spring. Contractor completed on June 4, 2021.
12409	11-Dec-2020	Complete	Email rec'd Nov 26 - It looks like the contractor while digging today pulled up the sprinkler line at the roadside. There was mention that they will be returning in spring to fix any broken lines after notifying contractor previous to first round of digging. Just want to mention this to make sure this can be looked at in spring as well. It appears the contractor did try to notify us of this by placing the line and sprinkler head on top of the fill - good of them.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Notified Contractor, This will be fixed in the Spring. Contractor completed on June 4, 2021.
12410	11-Dec-2020	Complete	Homeowner called in about final driveway restoration issues	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - This has been fixed. Contractor/ EPCOR paved a large section of driveway due to the 3 holes cut for gas line. Customer very happy we did this
12422	14-Dec-2020	Complete	Customer called in to let us know that the holes at the road are completely filled with water. He is concerned that they will freeze and then that will freeze and be unable to connect to gas until it thaws in the spring. I told him I was unsure of the timeline of when he could expect us to return for service line installs to his street. He also mentioned that the snow fences around the holes have long blown away/over.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Advised that once installation of service lines are complete that restoration will then be managed as we have not completed construction. Jun 11 Work has been completed. No issue.
12447	15-Dec-2020	Complete	Email rec'd Dec 10 - They have been installing lines to houses and Somerville has dug 2 more holes and have the lines in the ground. With this good weather would it be a good time to be back filling all 3 holes in my yard.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Hole was filled in. Follow up in spring for final restoration. EPCOR - July 29/21: I have spoken the homeowner and taken pictures. I don't believe this would be a result of our gas line installation. Contractor confirmed restoration to be completed on August 23, 2021.
12456	15-Dec-2020	Complete	Landowner called to advise that there is a 8-12" drop in the construction hole used for distribution line (about 4 feet long) He is hoping that someone can come by and fill it back up to prevent the hazard.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Contractor has filled this in. Follow up in spring for final restoration. Completed on April 21, 2021. Contractor has raked the ground level and will be part of regular restoration.
12516	16-Dec-2020	Complete	Email rec'd Dec 13 - When EPCOR dug up my lawn they cut the sprinkler system. I would like this repaired please.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Spoke to customer, Advised this would be repaired in the spring. Contractor completed on June 4, 2021.
12609	18-Dec-2020	Complete	Resident called to advise the hole filled to the east of their driveway on their neighbor's lawn has sunk and needs to be refilled.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Called number on file and it is out of service. sent email to customer that work would be done in the spring. Contractor completed on June 4, 2021.

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12611	18-Dec-2020	Complete	Homeowner called - Contractor has left a big pile of dirt in our driveway that we need removed. It's been there for a week and we haven't seen them since the day they left the mess. Please have them come back to clean up. On a couple of occasions already we've almost backed cars into it. Your assistance in resolving this in a timely manner is greatly appreciated.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Notified Contractor to remove. Called customer and left Voice mail. Confirmed completed by Contractor.
12642	22-Dec-2020	Complete	Resident called, she is concerned with the pile of dirt left at her residence during the gas service installation. She is concerned as it is blocking access to her back yard / desk and is also impacting her property for parking and if it snows she is concerned the dirt pile will not be able to be moved.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - called 3 times phone was Busy try will try again soon. Advised Contractor of issue and Customer that final clean up will be completed in the spring. Completed by Contractor on April 19, 2021.
12683	23-Dec-2020	Complete	rec'd call from Customer, he is upset with the location of the service line/ riser location as it is about 5 feet from the meter location sticker and will leave the meter directly in front of one of his basement windows. Customer would like service moved.	Customer preferred service locations are important to EPCOR and we will always accommodate as long as they are code compliant.	EPCOR - Met with customer Took riser bracket to see where meter location would be. Will cover window, wants moved to proper location. Jan 26/21 Spoke to Stan today. Contractor will be installing the riser tomorrow or Thursday in the new location. He is good with this.
12697	23-Dec-2020	Complete	Rec'd call from Customer, he was inquiring about restoration of his yard which is uneven and driveway which has a aggregate patch when his driveway is asphalt. Would like further information about what will happen in the spring.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Called homeowner looking for time lime for final restoration. Advised contractor will be completing the Hard surfaces in spring. PM - Thank you for your email, I have passed your concern to our construction group. They indicate that they are still repairing asphalt and expect to be until the 3rd week in December. You continue to be on the list for restoration of your driveway. Contractor confirmed completed.
12708	24-Dec-2020	Complete	Homeowner called to request restoration repair and ensuring sprinkler system is not damaged	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Called Customer and left voicemail. Contractor completed all required restoration by June 4, 2021.
12846	29-Dec-2020	Complete	Homeowner called about holes in his front yard after construction.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Called and left voice mail to inform the customer that the holes will be filled in. By Apr 21/21, No holes, but needs restoration. Final restoration confirmed completed on August 17, 2021.
12850	29-Dec-2020	Complete	Email from customer: I previously received an email that the gas was connected and the metre was hooked up. Looking beside the metre, there is still a large hole covered by a piece of plywood, just wanted to verify set up was complete before we transition our heating over. As well, seeing if someone will be by to clean up the mess.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Called homeowner plywood still covering holes. She is very concerned one of the kids will fall through. Email sent to Contractor. Apr 12/21 No hole now but need restoration. Contractor advised completed.
12853	29-Dec-2020	Complete	Email rec'd Dec 29 - one of the conduits containing a cable to our house was moved during the gas line or meter installation. See the attached photos. The conduit that was moved can be seen angled on the left. It's left an exposed hole though the brick wall and it's also left the cable exposed at ground level. The snow is covering the exposed cable but it's out from the house enough that it could easily be damaged when cutting the grass. Please let me know when this can be looked at for repair.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Contacted Contractor and Advised this must be repaired. Confirmed completed by Contractor on April 19, 2021
12935	5-Jan-2021	Complete	Customer called and stated that when his gas line was installed the sewage line was hit (by the EPCOR workers) and now he has a sink hole in his driveway that is filling up with sewage. He would like EPCOR to help him resolve the issue.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Jan 26/21 Contractor fixed issue.
12939	5-Jan-2021	Complete	There is a hole that is fenced at his residence and it is partially blocking driveway and he is unable to remove snow. Please contact Customer	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Fence has been removed. Issue resolved.
12944	5-Jan-2021	Complete	There was a hole located on her property - that was filled in but it was not done properly as there is a sink hole. Homeowner has marked the area with red and white flags that were left from construction but is concerned that a car or person may injure themselves. She would like someone to come out and correctly fill in the hole asap.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Jan 26/21 - Spoke to home owner this is now covered with snow and said its ok until the spring. Follow up required. Confirmed to be completed by Contractor on April 19, 2021.
12950	5-Jan-2021	Complete	There is a mound of dirt that is covered with a large black tarp on the pathway that leads from the house to the driveway, and it is making it hard them to walk by, especially when there is snow. They are elderly, and she just had a knee replacement. She would like the pile removed and the patio stones/bricks that were removed to be replaced.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Jan 26/21 - Spoke to Homeowner regarding this issue. Contractor has not cleaned this up. Email sent to Contractor asking to repair. Contractor completed.
13020	7-Jan-2021	Complete	Customer advised the sprinkler system was damaged during installation of line and wants to make sure it is repaired in the spring. He advised Contractor is aware of it.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Left voice mail Advised this would be repaired by Contractor in the spring. Follow up required. Confirmed completed by Contractor on April 19, 2021.
13039	8-Jan-2021	Complete	Email received from Customer On January 5/21 @ 3:38 pm . The gas line was run to the house however the line is 3 ft. short of where it needs to go into the house. She is looking to have this corrected.	Customer preferred service locations are important to EPCOR and we will always accommodate as long as they are code compliant.	The construction team has made the changes. The one gentleman noticed it was in the wrong spot and had them change it. We are all done now. Thanks for responding to us.
13056	8-Jan-2021	Complete	I received a phone call from Customer and she is very concerned about the meter placement at her neighbours house. She says that the houses are very close together, with narrow driveways and where the meter is placed it is beside the house pretty much on the driveway.	Customer preferred service locations are important to EPCOR and we will always accommodate as long as they are code compliant.	EPCOR - Called homeowner advised meter will have proper protection. She is happy to hear that just wanted to bring this to our attention.
13127	14-Jan-2021	Complete	Resident called to inform us that Contractor may have severed his telephone line running from his house to his shop. The telephone company came out and told him that they can run another line in if he is willing to pay for it. Customer would like EPCOR to pay for it.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Email sent to Contractor. Called home owner and left Voice mail. Contractor confirmed completed.
13130	14-Jan-2021	Complete	Resident called to let us know that the work we have done on/in front of his property has blocked access to his trailer and he will need access within the coming week.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Notified Contractor, This was taken care of.
13185	15-Jan-2021	Complete	Customer emailed in stating that the underground propane line was damaged or possibly severed when the gas line was installed at one of his rental cottages.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Spoke to home owner line was not hit. Opened up hole and inspected with Contractor. No further work required
13262	18-Jan-2021	Complete	Homeowner called about damage done to his new sod.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Notified Contractor, conducted site visit. Said this was indeed their machine that drove over new sod. Contractor to repair in spring. EPCOR will be installing meter next week. Confirmed completed by Contractor.

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13401	19-Jan-2021	Complete	The customer noticed an excavation on their front lawn that was not filled in so they covered it with a board which got covered by snow and now that the snow is melted it appears the board is falling in - the hole is bigger than he thought	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Contractor notified Called Homeowner Left voice mail. Email from customer March 17,2021 confirming the large hold has been filled in however there are multiple smaller holes that will need to be restored. Contractor completed on June 4, 2021.
13688	25-Jan-2021	Complete	Resident called, his cable line was hit	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR called the cable provider to complete the repairs
13690	25-Jan-2021	Complete	Email rec'd Jan 15 - Hello, a short note to serve as a reminder that there needs to be one of the sprinkler heads replaced on the front lawn of our property.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM called Steve advised this would be done in the spring and he is on the list. Contractor confirmed completed on June 4, 2021.
13833	28-Jan-2021	Complete	Voice mail rec'd- indicates that gas line installation was yesterday and they mistakenly drilled into the properties well. They did not repair their mistake into their foundation, and they left a board over the hole in the foundation, would like repaired and resolved by Jan 28th.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM Spoke to home owner advised of issue and explained that the gas service line needs proper support by installing a bracket on the house structure. Homeowner ok with the response. Holes were filled in and final restoration completed in spring.
14078	22-Mar-2021	Complete	Customer called, he indicates that a two foot section of his sidewalk was removed (dirt and concrete left which he cleaned up). This this has left a hole where the concrete was he would like the area filled with dirt until the spring when restoration can be complete to prevent trip hazards due to uneven ground.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM advised Contractor was notified. EPCOR Technician was out to make safe. Contractor confirmed completed on August 11, 2021. Exact completion date unknown.
14181	2-Feb-2021	Complete	Customer called, he is having a sewer back up again (same situation as before) when the gas line went through the sewer line on his property during installation and Contractor came out to fix.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM contacted the owner to discuss the issue. The repairs were completed properly and homeowner was properly compensated.
15431	23-Feb-2021	Complete	Resident has canceled her gas service, however called back to say that after work was done yesterday at her neighbour's they have both not had cable. She would like someone to give her a call back, she has not called the cable company yet	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR called to advise process, confirmed completed by Contractor.
16571	10-Mar-2021	Complete	Customer is putting his house up for sale in 3 weeks time - he has a large hole in the front yard that he would appreciate if we could go back and fill it in with top soil. He would appreciate if this could be done before he lists the house so it is esthetically pleasing to potential buyers.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to home owner, Contractor Filling in holes. Customer is ok with that.
16581	10-Mar-2021	Complete	Driveway repair/clean up from installation. Customer would like an estimated time of driveway repair and construction clean up on property (by fall) if it is not done and he books another company to repair driveway would he be compensated for the cost	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to land owner. He would like us to come have a look. Contractor confirmed completed on August 23, 2021.
16600	11-Mar-2021	Complete	Home Owner has a large rut/pot hole in gravel driveway that he would like filled it and leveled out. Over the winter it was a frozen mound...now its a hole.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed completed by Contractor on April 19, 2021. Exact date of completion unknown. No hole was found in dirt driveway.
16603	11-Mar-2021	Complete	Land Owner called in to say that the Public Works Dept stopped by saying that the trench line is caving in on the property side of the sidewalk and it should be dealt with. They suggested to the homeowner to call EPCOR to repair.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed completed by Contractor on May 6, 2021. Exact completion date unknown.
16605	11-Mar-2021	Complete	customer called after hours as he has a sink hole forming near his gas line.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed completed by Contractor on April 19, 2021. Exact date of completion unknown.
16632	12-Mar-2021	Complete	Customer called after hours that there is a hole at the edge of his driveway from the cable installation. He would like a call back.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
16633	12-Mar-2021	Complete	Customer called after hours " He had natural gas lines put in about 10 days ago and he realized he has no lights to his shed by the road, with 2 cut wires out of the ground" Please call.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed completed by Contractor on April 22, 2021. Exact date of completion unknown.
16639	12-Mar-2021	Complete	Customer would like the green metal stakes and the barrier to be removed from his property. Recently one of the stakes were 'speared' into his lawn, he says he lives by the highschool and has students walk by his ppty all the time. So he would like the stakes and barrier removed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Advised this would be forwarded to our Construction coordinator for follow-up. Contractor completed on June 4, 2021.
16657	12-Mar-2021	Complete	Homeowner concerned about 1 'huge' hole and a smaller hole in his lawn left after line installation. Now that the snow has melted, he would like the filled in.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on June 4, 2021.
16778	15-Mar-2021	Complete	Customer called about completing final restoration on his property and filling up holes.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
16811	3-Jun-2021	Complete	Customer called and has noticed that when their service line was put in their lawn their sprinkler system was damaged- Please call to discuss fixing their system	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Repaired as per Contractor.
16814	15-Mar-2021	Complete	The grading that was done once the gas pipe was installed is incorrect. Please see massive flooding in our front yard. Photo attached to file.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed to be completed on August 17, 2021. Exact completion date unknown.
16880	16-Mar-2021	Complete	There is a shut off valve on his property and his property was dug up when gas line put in. He just wants to make sure he is on the list for property restoration in the spring.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
16937	17-Mar-2021	Complete	Now that the snow has melted, they see that an irrigation line was severed, it is sticking out of the ground (right hand corner of lawn near the road). There are also tire ruts, piles of dirt and some holes that need to be dealt with.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed to be completed by Contractor on April 19, 2021. Exact date of completion unknown.
16965	22-Mar-2021	Complete	Customer called this morning and is concerned about a couple large sink holes on his lawn- he is worried that someone is going to get hurt and would like someone to come fill them as soon as possible.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Holes filled in and safety issue resolved
16989	18-Mar-2021	Complete	There is a hole with an exposed pipe sticking out of the ground on her property, but very close to her neighbours laneway. She, and her neighbour, are concerned about how close to the laneway it is and someone could drive into it. She also says her "lawn is a mess", but is more concerned about the pipe.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on June 4, 2021. Explained to customer that pipe did not have gas in it and is in the process of being connected to the rest of the system

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17072	19-Mar-2021	Complete	Email received from customer March 17/21 Email reads: just wondering if EPCOR or Contractor want to come back to do a relocate with all their flags having moved since the snow melted as well as protect an open hole that was dug on our lawn?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on June 4, 2021.
17129	22-Mar-2021	Complete	Customer called quite distraught about the construction damage to her peonies garden during natural gas installation. She says there is a two foot hole that needs to be filled as well as she wants to speak with someone about the damage and who will be repairing her expensive garden.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Safety Coordinator - Hole needs to be filled. Contractor will address. Completed by Contractor on April 12, 2021.
17156	22-Mar-2021	Complete	Customer called concerned about lawn, equipment track marks on lawn, 5 foot by 5 foot section of garden with perennials in front meter location has been destroyed due to equipment on lawn, section between their lawn and neighbor was filled with clay and no top soil, the cable box was hit and the neighbors sump pump line was severed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR completed a site visit with owner and determine work required. Contractor confirmed completed on April 21, 2021.
17157	22-Mar-2021	Complete	I would like to draw your attention to a sinkhole appearing at my address. The hole has uncovered some metal piping as well as an uncovered plastic drainage type pipe. I've attached some images highlighting the affected area (see attached email with pictures) Hopefully this is resolved at your earliest convenience.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on April 14, 2021.
17158	22-Mar-2021	Complete	Customer called concerned equipment track marks along the house/ yard where meter was installed, holes in yards and the cable box top was hit/ damaged on property and placed back on fiber optic box.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on August 11, 2021. Exact completion date unknown. Bracket below grade.
17173	22-Mar-2021	Complete	Customer is requesting to send out a representative to restore a concrete border that has been damaged during construction.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
17234	23-Mar-2021	Complete	Customer called, quite unhappy with the condition of his lawn after construction and installation of the natural gas line. Let know restoration will not take place until later may due to freeze thaw. Mentioned that there were trench / trip hazard's in his lawn. Advise I would forward to construction coordinator to have filled until restoration can take place.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to the owners. Will get some additional restoration there in the next couple of weeks. Completed by Contractor on April 13, 2021.
17284	25-Jun-2021	Complete	Customer called, inquiring about his yard restoration (advised may) and the return of his flag pole that was hit by an excavator and removed during construction. Would like to know when the flag pole and concrete base will be re-installed. Customer called back, he said that someone did some lawn repairs recently but he is not happy with the work. They just applied topsoil on top of sand/clay without removing anything, and now that area of the lawn is 2-3" too high. He would like them to return and make it level.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed all restoration completed as of Nov 23/21
17443	26-Mar-2021	Complete	Customer called, his basement flooded this year, which it has never done before. He is wondering if it was caused by work we did. Please call to discuss.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR followed up with the customer and completed a site inspection. Restoration work completed by May 31, 2021.
17446	26-Mar-2021	Complete	Customer called, he is concerned about a bush that was removed and left along side of the foundation which has left a large hole beside his home. The bush is starting to bud and she has small children and was wanting someone to come fix.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on June 4, 2021.
17451	26-Mar-2021	Complete	Customer uses lawn care services and they will be attending property in the next couple of months for lawn maintenance and their front yard is still a mess.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
17470	29-Mar-2021	Complete	Homeowner called in stating that his cement walkway beside his house was cut for install, and wants to make sure that it will be repaired.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed to be completed on August 17, 2021. Exact completion date unknown.
17474	29-Mar-2021	Complete	Front half of her lawn is a mix of tire ruts, gravel, mud, rocks. She doesn't want to be forgotten for lawn restoration, needs to be leveled out and reseeded. I told her Contractor is starting April/May for restoration.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete
17475	29-Mar-2021	Complete	One of the holes in their driveway was filled in and paved already, but another whole was buried under snow. She wanted to make sure we were returning to fill the other hole.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on April 19, 2021.
17515	30-Mar-2021	Complete	Customer called to advise that she has a sink hole at her property by the gate post near the road, she would like it filled.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
17517	30-Mar-2021	Complete	Customer called, has two issues: 1) sink holes in front yard that require more fill. 2) when neighbours ng line was installed last year they cut across their lawn and the line had to be moved over. In the process the irrigation system at her property was not only hit or cut it was pulled out of the ground. Customer would like the original sprinkler company to re-install (dig back up and replace) the area impacted by the construction. Advised I could not authorize this and that it would need to be assessed by our construction partner to authorize.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Customer called May 3/21 to advise company was out to fix the sprinkler. EPCOR followed up with the customer and the customer advised that the system is still not working. A new repair was ordered and completed by June 4, 2021.
17535	30-Mar-2021	Complete	Customer called, she is concerned with the large amount of cold ash mix left at the end of her street last year, the moon scope shape is 10 feet x 15 feet by 4 inches high at the end of her roadway that meets the edge of her garden. She is wondering when this will be removed and the street restored. Also mentioned that cold ash mix was also dumped over the guard rail in the same area.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on June 4, 2021.
17563	31-Mar-2021	Complete	Customer called to inquire about the restoration to his front yard. There are holes and lawn needs to be restored. Due to the holes, he is concerned about his grandchildren's safety.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on June 4, 2021.
17633	1-Apr-2021	Complete	Customer email April 1/21: Unfortunately, it appears that during the install of the natural gas line the perimeter wire for my lawnmower was cut in several places.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor April 13, 2021. Perimeter wire issue confirmed completed as well.
17683	6-Apr-2021	Complete	Mar 15/21: Unfinished restoration work to be completed	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on June 4, 2021.
17687	6-Apr-2021	Complete	Customer called and left voicemail advising restoration needed to her yard - smoothing out and grass seed needed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR called homeowner and left voicemail advising restoration will begin in May and she has been added to the list of properties to be restored. Confirmed to be completed by Contractor on April 19, 2021. Exact date of completion unknown.

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
17713	6-Apr-2021	Complete	Customer called, she is concerned with the wood piles on her property from the tree removed and the large landscaping stone that was moved to get the equipment in for construction. Wondering if these can be taken care of before restoration.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on June 4, 2021.
17763	7-Apr-2021	Complete	Email received: Last fall during the gas install for my house and my neighbors, Contractor dug a hug hole in my front lawn. They filled it in with same fill and now I have cut roots sticking out, stones, etc. I would like them to come back and fix it up.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on June 4, 2021.
17764	7-Apr-2021	Complete	Email received: Hi we got our gas line to the house last week. Just wondered if the lawn and driveway will be smoothed out or do you just leave it? I would like to see it returned to its original shape if possible!!	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed Restoration complete.
17780	7-Apr-2021	Complete	Email Rec'd Mar 23/21: When Contractor installed the gas main along our street, we were the only house where they had to cut a hole in the concrete of our driveway. As this was not very common I felt it would easily get overlooked to repair, so I thought I would inform you of this and request that you ask Contractor to repair it as soon as possible.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed to be completed on August 23, 2021. Exact completion date unknown. Contractor to follow-up. Concrete now completed in the area.
17792	8-Apr-2021	Complete	Customer called to report sprinkler and wire damage at his property from last years construction, wondering if the sprinklers will be fixed before lawn restoration.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed to be completed on August 17, 2021. Exact completion date unknown.
17800	8-Apr-2021	Complete	Customer called, she indicates that the sand where her cement sidewalk was removed for construction along the side of her house has sunk and needs to be filled until restoration as it is the only access to back yard and is a hazard.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed to be completed on July 5, 2021. Exact completion date unknown. The area was repaired
17801	8-Apr-2021	Complete	Homeowner called in asking when his lawn will be repaired. There has been washout beside the house because the grass stripped away where the line was installed. Also along the line is a significant hump which needs to be leveled out. It will be very difficult to cut his lawn. He has already filled in some of the other holes to avoid washout.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on June 4, 2021.
17803	8-Apr-2021	Complete	Email received Mar 31st - "This winter my front lawn was torn up to install NG piping. The area of damage is about 3 meters x 3 meters, quite substantial when compared to all the other areas of disturbance on my street. Damage was also done to my lawn along the side of my house where the meter was installed."	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR responded back to email stating restoration is planned to start in May. Contractor confirmed to be completed on August 11, 2021. Exact completion date unknown.
17817	8-Apr-2021	Complete	Customer called, he indicated that the ground at his property has sunk from the winter and he would like more dirt provided and he will seed his own lawn.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on April 21, 2021.
17824	9-Apr-2021	Complete	Customer called, holes from last years construction have sunk causing a hazard, requiring to be filled.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on April 19, 2021.
17827	9-Apr-2021	Complete	Customer called, distribution lines were installed to the end of his street last year and this area is sinking and needs fill as it is a hazard.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed completed by Contractor on May 6, 2021. Exact completion date unknown.
17830	9-Apr-2021	Complete	Email received March 16, 2021 advising there has been substantial damage to lawn sprinklers and wants to ensure we are aware of the damage so arrangements can be done for repair.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on June 4, 2021.
17831	9-Apr-2021	Complete	Customer called about a missing irrigation head on her front yard, pipe sticking out of the ground and a sunken hole in her front yard. Would like someone to look at. Safety concern - high priority please	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed to be complete on May 17, 2021. Exact completion date unknown.
17833	9-Apr-2021	Complete	Email received March 18,21 advising the excavation on property has not been filled in yet. There is a piece of plywood and burlap still there.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on June 4, 2021. Plywood and burlap removed
17836	5-Jul-2021	Complete	Email from Customer advising portion of fence was removed to gain access to site. They attempted to re-secure the fence but unfortunately this failed and fence is broken and in pieces, no longer securing family pet and has fallen on meter.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed to be completed on August 17, 2021. Exact completion date unknown. EPCOR to call customer to bill Contractor instead of the customer. Homeowner is aware that they can go ahead and repair and send bill. Customer was properly compensated
17837	9-Apr-2021	Complete	Email received Mar 22/21 along with photos advising the road in front of our house as well as our yard need repair. The hole in the pavement on road is getting larger daily	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Contractor filled this in end of March with cold mix. Permanent repair completed by Contractor on April 22, 2021.
17839	9-Apr-2021	Complete	In the area the line was installed, the paving stone walk way has collapsed which is unsafe. The area has sunk in causing quite a washout, which has also put strain on the down pipe (which is now at a 45 degree angle).	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed to be completed by Contractor on April 22, 2021. Exact completion date unknown.
17840	9-Apr-2021	Complete	When service line was installed in late fall/winter - there were 2 holes that were filled in but now they have sunk. She would like them to be refilled and leveled off.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed restored as per Contractor.
17847	12-Apr-2021	Complete	Email received from Customer Mar 28/21 - front lawn was used to park large machines. It destroyed our grass which was recently redone. When the team finished they threw down some crappy dirt and I can't see any grass seed. This is unacceptable. We would like sod to be laid down.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
17848	12-Apr-2021	Complete	Homeowner called in asking about final restoration	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR I advised restoration has not yet started. Follow up after work is complete. Email rec'd from homeowner April 30/21: The guys were here and did a fine job. It was not actually you guys who turned up my garden. It was another company. Where your guys did the work through my garden is fine and they have already been back to do the side of the road. They took the sand out and put good soil in and planted seed so we are fine.
17867	12-Apr-2021	Complete	Customer called, he has sink holes in his front yard that require to be filled as they are a trip hazard, he has a board over one hole due to depth.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR advised Completed on April 19, 2021.

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
17870	12-Apr-2021	Complete	Customer called Apr 12/21 @ 9:05 am to advise there is a 4ft slab on concrete on his yard that was removed and this needs to be replaced with a new one. He also advised lawn restoration will need to be completed. He wants to make sure he is on the list to have the work completed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on August 17, 2021. Exact completion date unknown.
17872	12-Apr-2021	Complete	Customer called April 12/21 @ 11:19 am to advise her lawn needs restoration.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on June 4, 2021.
17874	12-Apr-2021	Complete	Customer called inquiring about the restoration of his driveway as it was cut due to construction. Wanted to make sure the same material the driveway is made of would be used in the restoration.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on Oct 12, 2021.
17890	13-Apr-2021	Complete	Customer called, indicates someone was at her home twice now to investigate the possible damage to the sewer lines due to construction. She indicates that they investigated once from the outside of the home (possibly fall or Jan/Feb) and once from the inside of the home (about 3 weeks ago), but were not able to validate if there was damage or not. I asked if they were having any problems with their sewer and she indicated no. She believed it was EPCOR that had done this work to investigate the sewer. She also indicates that a new sewer line is going in across the street.	Sharing access to Natural Gas details and processes with landowner	EPCOR discussed with the customer the need for the construction team to investigate sewer laterals before and after construction to ensure no damage occurred. No damage was found and the homeowner now understands the process and reason for the investigation.
17902	13-Apr-2021	Complete	Customer called and left voicemail April 13/21 advising their lawn needs restoration - pile of sand in their yard.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Returned call to Customer and left voicemail April 13/21 advising restoration to take place May and June. Contractor confirmed completed on Sep 27, 2021. Exact completion date unknown.
17904	13-Apr-2021	Complete	Customer called there is an area on his front lawn that has sunk down and now there are roots sticking out of the ground causing a hazard.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
17905	13-Apr-2021	Complete	Customer called Apr 13/21 regarding his yard restoration. He has holes not filled in, yard is dug up. Unable to cut lawn due to all the rocks. He would like to speak to someone about doing restoration and sending us the bill - is afraid the May / June timeline will be delayed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
17915	13-Apr-2021	Complete	Customer called, owns two properties. He called as he has some sink holes on both street sides of his corner lot and was hoping someone could fill them.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Initial restoration completed by Contractor on April 19, 2021. Homeowner called again with deficiencies. Those deficiencies were completed by Contractor on May 28, 2021.
17937	14-Apr-2021	Complete	Email received Apr 13/21 - I put down brand new sod last year and you have ruined it installing my neighbour's gas line	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR discussed the matter with the homeowner and completed full restoration by June 4, 2021.
17939	14-Apr-2021	Complete	Email received April 13/21 - Hi, While installing gas lines last year EPCOR dug a large hole in my lawn and driveway. They also left several smaller unrepaired patches on my other adjacent property. When does EPCOR plan to return to fix these problems?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed all restoration and driveway repairs as of Sep 27, 2021.
17944	14-Apr-2021	Complete	Customer called regarding restoration of yard. Piles of mud and rock are preventing her from mowing her lawn. Was hoping restoration would start prior to May/June.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
17982	15-Apr-2021	Complete	Email received Apr 15/21 - I need repairs to my street allowance. The damaged was caused by drilling machines working on it.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
17983	15-Apr-2021	Complete	Email received Apr 4,12 and 15/21 - I am just following up that we still do not have a gas meter installed and there are already homes in our neighborhood that are hooked up to natural gas. I am also wondering about the timeline to fix the concrete that was removed from our driveway as well as the holes dug on our front lawn that have just been filled with sand. Any updates would be appreciated.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Email reply to customer advising Contractor to do restorations during May and June. EPCOR also advised on timeline for meter installation. Lawn restoration done Contractor completed on June 4, 2021. Driveway repair completed Nov 4/21.
17987	15-Apr-2021	Complete	Email rec'd April 9: Concern regarding replacement Hedge I think they over looked	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on June 28, 2021.
18031	16-Apr-2021	Complete	Email received Apr 16/21: Property restoration not complete	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on April 19, 2021.
18034	19-Apr-2021	Complete	Email received March 30/21 Property restoration not complete	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to Customer. Contractor is also aware. Customer will be moving ahead with his work. Contractor confirmed completed on July 20, 2021. Exact completion date unknown.
18045	19-Apr-2021	Complete	Customer called, indicated that the fill last year was not tamped down after construction as the tamper was not in service. He has some sink age of the fill and was wondering if we can not get some more fill added and the ground tamped before restoration.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on April 22, 2021. Did not find any holes at location.
18046	17-Apr-2021	Complete	Customer called, there are roots sticking up out of the ground at this property which are a hazard (tried to push them down himself but not successful) may need equipment.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on April 21, 2021.
18049	19-Apr-2021	Complete	Email rec'd April 15/21: A fairly large area on my lawn was damaged during the installation of the gas lines. I have not signed up for gas so the damage was not caused by our installation. I would like to know when this will be repaired to it's previous condition.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
18050	19-Apr-2021	Complete	Email rec'd April 15/21: Property damage/lawn sprinkler system needing to be repaired	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
18055	19-Apr-2021	Complete	Email received Apr 19/21 - "Last year, Contractor dug up our lawn to install the new gas line. It was backfilled with sand, and I was assured that it was well tamped. On Saturday, while mowing the lawn, I inadvertently stepped on one of the sandy areas. Suddenly the ground gave way" - Picture of hole submitted by customer is attached, forwarded email with picture to EPCOR and PM	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on April 20, 2021. Contractor completed drive-by and seeded topsoil and seeding was completed.

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
18066	20-Apr-2021	Complete	Customer called wanting to make sure her address was documented in needing lawn restoration after last years construction.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
18091	20-Apr-2021	Complete	Customer called, she is concerned with 5 areas at the end of her driveway that have sunk and feels are a hazard as it is a narrow driveway. Also wondering about the stake at the south side of her driveway and if it can be removed as it makes pulling in difficult, not sure why it is there.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on April 22, 2021.
18179	22-Apr-2021	Complete	Concerned about the open trench on his lawn- safety concern for children playing	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on May 28, 2021.
18212	23-Apr-2021	Complete	Customer called, she is concerned about a trench in her lawn caused due to construction as well as a coax cable sticking out of the ground causing a trip hazard.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Safety Coordinator conducted site visit. Contractor to follow up with telecom company to address repairs.
18268	26-Apr-2021	Complete	Customer called, he indicates that the Contractor crew came by and completed work in the neighborhood and at the property, but missed a section to the east of the meter location where equipment was parked and left 8 inch deep ruts 30 feet long to the east of his meter location. He is looking for someone to come back to provide black dirt for this area	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on August 11, 2021. Exact completion date unknown.
18269	26-Apr-2021	Complete	Customer called, she is concerned with the cables and tree roots sticking up in her yard as she has a lawn service and they complained while cutting her grass on Friday.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on May 28, 2021.
18270	28-May-2021	Complete	Customer called, he is concerned about two areas from construction. the first is along the house by the meter work was completed and hand dug in Jan, he said he had to remove the paving stones as they were a hazard and the area needs fill and to be compacted and replacement of the paving stones. Secondly the area at the front will also need compacting and replacement of decorative stones.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on August 11, 2021. Exact completion date unknown. Homeowner is difficult to deal with. All concerns were addressed.
18319	27-Apr-2021	Complete	Email rec'd April 19/21: While the gas line was put in last fall my cement driveway was patched with asphalt. When will your crew be by to take the asphalt out and replace it with cement. Do you have a time frame? Looking forward to your response.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on Sep 22, 2021.
18322	27-Apr-2021	Complete	Email rec'd April 12/21: During installation of our gas services through my yard and up to my house, substantial damage occurred to my lawn sprinklers. I am writing today to ensure that you are aware of the damage, and so that arrangements can be made to repair.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on May 28, 2021. Sprinkler repaired.
18402	28-Apr-2021	Complete	Customer turned on her sprinkler system today and water began jetting out of it - a pipe has been severed by EPCOR when they did the construction. She said she was notified that we were going to in the area to do construction after we had actually been there so she wasn't able to mark on her property where the system was located. She is unable to use her sprinkler system at this time.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on May 28, 2021. Sprinkler repaired.
18410	28-Apr-2021	Complete	Homeowner called about restoration issues on his property	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed completed by Contractor
18413	28-Apr-2021	Complete	Customer called to say that EPCOR has damaged some sprinkler heads on his property and would like to have them replaced.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed repaired Sep 16/21.
18496	29-Apr-2021	Complete	Customer called in saying that his lawn restoration was "missed" in his subdivision. He says all his neighbours have had their lawns cleaned up, but not his. He wants the sand removed, replaced with topsoil and seeded.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor spoke w/ homeowner and new people are moving in at the end of the July. Waiting until then so they may water. Completed by Contractor.
18508	29-Apr-2021	Complete	Email rec'd Apr 27/21: Gas meter to be adjusted. The meter is crooked and the ground hasn't been leveled out where they dug for the line/meter. Is it possible to have the meter remounted so it's not so embarrassing to look at before they level out the mess left behind?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Service Technician stopped by to take a look at the meter, the meter looks as it should and is fastened to the house with a riser bracket, the meter is straight and fairly sturdy considering no outlet piping is done. Discussed the matter with homeowner and no further action required
18536	30-Apr-2021	Complete	Customer called in saying that the restoration crew was there yesterday (Apr 29/21) and they only put topsoil and seed on the front 2 ft. of the lawn. He said the front 35 ft. of the lawn needed to be restored. He wants Contractor to return and repair the rest.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR sent contractor to address deficiencies.
18555	30-Apr-2021	Complete	Email rec'd Apr 30: Protruding materials appear on customers lawn.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed May 14, 2021.
18556	30-Apr-2021	Complete	Email received Apr 21/21: Also, there are a couple of areas on front of property that has no grass & is very uneven for cutting the lawn in front of our property. Should I be contacting Contractor instead of you?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor.
18600	3-May-2021	Complete	Requires lawn repair	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor.
18601	3-May-2021	Complete	Requires lawn repair	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor.
18651	4-May-2021	Complete	Email rec'd May 3/21: Hi, When the gas line was installed up to my residents last November, 2020, one of the in ground lawn sprinkler lines was cut. Would it be possible to have this line repaired soon, so that I could return the system to service?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed fixed by Contractor.
18659	4-May-2021	Complete	Customer called May 3, 2021 regarding his yard restoration. He advised the clay needs to be removed and top soil and seeding needs to be done.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor.
18685	5-May-2021	Complete	Customer would like to bring to our attention that he is waiting for property restoration to occur on this property. He says there are 4 pylons on the property but he is the only one on the street who hasn't had their restoration completed - wanted to ensure he was not missed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to Homeowner. Sent Contractor asking to have this repaired. Contractor confirmed completed.

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
18718	6-May-2021	Complete	Customer called - restoration was completed on the boulevard portion of his property (i.e. between the road and sidewalk), but not up on his property from gas line installation. Additionally to the lawn repair there is still concrete repair required at the site of the meter.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on July 20, 2021.
18719	6-May-2021	Complete	Email rec'd May 6/21: I'd also like to know when our lawn will be repaired as there are areas filled in with sand, not topsoil, and an area that has sunken in. Please advise.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor.
18725	6-May-2021	Complete	Customer called, she has sink holes in her lawn and is wondering when she can get them filled as the lawn is uneven	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on May 28, 2021.
18727	6-May-2021	Complete	Customer called in wondering when Contractor was coming to fix the holes in his lawn. He has four "fair sized holes" in his front lawn that need to be dealt with. Also where the meter is, some bricks were ripped up that were used as edging. He would like them replaced.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 4, 2021.
18730	6-May-2021	Complete	Email rec'd May 6/21: Do you have some sort of schedule when our yards will be repaired? It is soon to be the middle of May and we haven't had anyone here yet. Considering I have a pitcher's mound in the middle of my yard, and several sink holes, I would like to have my front yard back in some sort of shape sooner than later.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on May 28, 2021.
18871	11-May-2021	Complete	Customer says that we Contractor had come two weeks ago and did a little bit of restoration but left a big chunk undone - only sand there now, wondering if we are coming back again with top soil and seed since we were there two weeks ago she's worried it has now been forgotten about	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor.
18917	25-Jun-2021	Complete	May 11/21 : Rec'd call from Customer, they had their regular irrigation company out to start their irrigation system today and the company that a line had been nicked causing pressure issues in the system as there is a leak. She took pictures of the damage and contractor repaired the damage as the system could not be left pressured up with the damaged line or the home owner would have been leaking water into the ground. The company just left the property and will send her an invoice for their service, she is not aware if there will be a cost for the repair.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor. Sprinkler repairs completed by the Customer's contractor and Customer reimbursed for that work.
18923	11-May-2021	Complete	Email rec'd May 3/21: I was wondering if Contractor is planning to return to do restorative work to my lawn? There are ruts in the lawn from the boring machine and the mound of dirt filling the excavation site makes cutting the grass impossible. They did finish late in the fall last year so I'm hoping they will be back soon to finish. Any info would be appreciated.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor.
18931	11-May-2021	Complete	customer called to follow up on the repairs to her irrigation system that was damaged during construction	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Sprinkler repairs completed by the Customer's contractor and Customer reimbursed for that work.
18955	12-May-2021	Complete	Customer called is stating she has 2 decent sized holes in the front lawn that need to be filled, leveled and seeded. They are deep enough if someone where to walk in them they would hurt themselves.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on May 28, 2021.
19020	13-May-2021	Complete	Customer called in saying that he tried to turn on his sprinkler system yesterday (May 12th) and it wasn't working. At this point he does not see any pooling water, but is wondering if something was damaged during the line install. The system worked fine last year. He also has concerns about the lawn restoration.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor. Sprinkler repairs completed by contractor as well after restoration.
19097	14-May-2021	Complete	Customer called, homes around her have had their remediation of the lawns completed but they seem to have missed hers. would like looked into.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor.
19099	14-May-2021	Complete	Email rec'd May 12/21: When is someone coming back to do the lawn repairs along the road? I believe reseeding & topsoil wasn't possible during installation/construction last winter. The ground has now settled and sand is exposed. In front of my house is particularly bad.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor.
19101	14-May-2021	Complete	Email rec'd May 10/21: Good afternoon, Just wondering when the work crew will come by to fix up the dirt patches they dug up when installing the pipe line.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor.
19102	14-May-2021	Complete	Email w photos rec'd May 10/21: Please advise at your earliest convenience when I can expect repairs to be made to my front lawn from the work done by your sub-contractors installing the gas service in our area last year.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor.
19156	17-May-2021	Complete	Customer called and would like her lawn repairs improved as she is not happy with the outcome- says no grass is growing. Would also like the flags removed from her lawn	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor.
19191	13-Jul-2021	Complete	Customer called and would like to have his driveway fixed from last years construction- there are a number of interlocking bricks that need to be either fixed or replaced	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed.
19195	18-May-2021	Complete	Rec'd call from Customer she is on a corner lot and is wondering when restoration will take place on both sides of her boulevards as there is only sand and dandelions	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor.
19199	18-May-2021	Complete	Customer called concerned about the sprinkler system repair at his home and the two neighbors to the north of him as the systems are damaged and pipes sticking out of the ground, would like repaired as they can not water their lawn without losing water through damaged section and the weather is getting hot	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed.
19207	18-May-2021	Complete	Rec'd vm from Customer, he indicates that he still has a large hole in his yard that he needs a truckload of topsoil for remediation.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Spoke to home owner. advised clean up should be complete in the next couple weeks. Contractor confirmed completed.
19231	19-May-2021	Complete	Homeowner called in to inform of sprinkler damages	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor. Restoration completed by Contractor.

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
19232	19-May-2021	Complete	Customer called in stating he just recently turned on his sprinkler system and one of the sprinkler lines was severed during construction. It is near the side walk, close to the middle. He says he has it dug up already. Also, near the meter the underground drainage pipe (from eavestrough) has been damaged.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor spoke to the Customer and confirmed work was complete
19248	19-May-2021	Complete	Received call from Customer, turned on sprinkler system and there is water pour up from underground. Sprinkler heads ok, unground water line damaged in zone one near street. Please contact for someone to be at property to turn on system for repair as it is on a tier system	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on May 28, 2021. Sprinkler repaired.
19282	20-May-2021	Complete	Email rec'd May 16/21 - I'm wondering if you can confirm when the crews will come back to repair our front lawn from the construction last year. I saw a communication that stated this would be done once the weather warmed up in the spring which it has for weeks now. I'd like this addressed this week if at all possible before it gets too hot. See attached picture.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed sprinkler repaired.
19323	21-May-2021	Complete	May 18,21 Customer called to advise the boulevard and his yard need restoration. He was not in a rush to have completed but wanted to make sure he was on the list.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor.
19324	21-May-2021	Complete	Customer called May 14/21 to advise Contractor was at her location approximately 3 weeks ago and put down dirt and seed. They were very nice people but it still looks terrible. Grass seed is not germinating and yard full of weeds.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor.
19325	21-May-2021	Complete	Customer called May 17/21 and concerned that his yard still has not been restored. It is almost June and grass seed will not germinate during dry hot summer. He prefers sod to grass seed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor.
19335	25-May-2021	Complete	Customer called, he is concerned with a hole next to his home from the meter installation. Currently covered by plywood and feels it is a great safety hazard. Would like to know when it will be fixed and would like a call back with the timeframe.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor on May 28, 2021. Hole backfilled, topsoiled, and seeded.
19336	25-May-2021	Complete	Email rec'd May 22/21: Our lawn has yet to be fixed after the gas lines came in it is a hazard for our young child who likes to play on the lawn with all the flags/holes/prickly weeds that have popped up. When will this be addressed?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor.
19339	25-May-2021	Complete	Customer called, indicated that the restoration to his lawn has not yet been completed from the installation of the natural gas lines.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor.
19343	25-May-2021	Complete	Customer called wondering about restoration for his street as he had 7 locations on this property that were accessed for construction. One hole was provided 3/4 inch of top soil and seed last winter but the remainder of the lawn has not been restored.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor.
19440	27-May-2021	Complete	Homeowner called in about some tire ruts that were missed during the restoration work at this ppty over the past couple of days. He said Contractor was there yesterday and today (May 26th) and did most of the repairs but missed a section with tire ruts. He said he had talked to the workers about both areas with ruts and they were very friendly and said they would fix it. But it looks like they forgot to fix the one area. He would like them to return and fix the other area.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor.
19497	28-May-2021	Complete	Email rec'd Apr 21/21: Property restoration not completed and customer is following up	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Boulevard Redone. Discussed the issue with the homeowner and all issues are resolved
19498	28-May-2021	Complete	Email rec'd Apr 19/21: I have got my gas meter installed last year. Last week Contractor personnel came to back fill the dug up area. But the left some portion on east side of the lot. Please ask them to back fill it or provide me with their contact number.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
19499	28-May-2021	Complete	Email rec'd Apr 28/21: We had our gas line installed several weeks ago. We are still waiting for our meter to be installed but assume that the "stay at home" order is delaying that. However, today I put my in ground water sprinkler system in service and the one zone that was in the area of the Contractor workers doesn't work. It appears to me that there must be damage to the water line that supplies that zone. Looking forward to having our gas meter installed and water line repaired.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 2, 2021. Sprinkler repaired.
19516	28-May-2021	Complete	Customer called, Contractor was at her home this week to complete restoration of their property (looks good), but they missed the corner of the property near the stop sign St full of weeds where a large hole was dug last year.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
19517	28-May-2021	Complete	Customer called in and left a voicemail stating that Contractor damaged a sprinkler head and punctured the sprinkler line because there is not as much pressure as there used to be. He would like it repaired. I tried calling him back, but I had to leave a voicemail saying I would create the grievance.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed on June 2, 2021. Sprinkler repaired.
19555	31-May-2021	Complete	Customer called in to say his drive way was torn up with the main line installation and was repaved, but now it is sinking in the area of the gas line. He would like someone to come check it out and have that repaired.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
19622	2-Jun-2021	Complete	Received call in regards to the restoration but missed a section where they dug behind the transformer along the western fence. Would like someone to come back by to complete.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR: Repaired as per Contractor.
19623	2-Jun-2021	Complete	Customer called, she indicates that there was a hole cut into her driveway for natural gas main installation. The driveway has been repaired, but was done poorly and she would like some to come back to repair property.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	The patch was repaired and it is much better. Spoke with the homeowner and they are ok with the repair.
19723	4-Jun-2021	Complete	Customer called, he indicates that Contractor was by the other day to fix the sprinkler heads (and they did a good job), but when he turned on the sprinkler system the right hand corner of the property (when facing the house) near the curb is washing out indicating that the line is cut in this corner. He would like someone to come back out to repair this as well.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Additional repair completed by Contractor.

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
19724	4-Jun-2021	Complete	Customer called he indicates that his lawn restoration was completed but in the process they lifted his on-call mark/flags/lines for his driveway construction. He was given the number of but not sure what it references and he would like his locates return for his driveway construction.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM - Called homeowner. No issue for us to address. Happy with restoration. He called for re-locates
19729	7-Jun-2021	Complete	Customer called in asking for Contractor to return to do some restoration. He said they did some restoration last fall on the south end corner of the property but the seeding/grass did not come in well and is very patchy. He would like that area redone.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
19733	7-Jun-2021	Complete	Customer called in stating they tried to turn on their sprinkler system this weekend (June 5) and it isn't working, there is no pressure in the lines. They believe a line was severed or punctured during construction work.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed.
19762	8-Jun-2021	Complete	Customer called to say that he appreciates the good work we did on the property restoration in front of his lawn. He has requested however, that we come back to reseed the front as the seed we laid down has grown into only weeds. He said if it was minor he wouldn't be asking this of us, but he said there is only weeds growing there - no grass at all.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
19763	8-Jun-2021	Complete	Customer called he is concerned about the concrete debris left on his side of the sidewalk near the edge of his hedge that has not yet been picked up as this is a hazard.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed.
19790	9-Jun-2021	Complete	Customer called, his sprinkler company came to start his system for the year and there is damage to the system and one sprinkler head on the property corner of Huron and Mechanic's. He believes Contractor may have been there once to repair but missed this damage or it was not repaired correctly	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed by Contractor. Sprinkler repairs completed by contractor as well after restoration.
19796	9-Jun-2021	Complete	Customer said that we put her line in in February, and came back in March to check and see if we damaged the sewer line to her house. They could not get the tool all the way through and told her that we would send a plumber to her house to finish checking the line. She has heard nothing since.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor sent post-inspection to EPCOR. EPCOR to follow-up with homeowner. Inspection complete.
19811	9-Jun-2021	Complete	Customer called, he indicates that the seed and sod crew have come by his property to complete restoration but when he turned on his sprinkler system, that had not yet been repaired as there was not pressure in the zone and the heads did not come up. Would like sprinkler repaired, he has photos and would like to be there when repair is made to test the zone. Please call	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Sprinkler repaired. Topsoiled and seeded
19824	9-Jun-2021	Complete	Customer called, he went to turn on his sprinkler system but the water just pours out the yard where the gas line was installed. He tried to dig a little to see where the leak was but it just runs down the instillation line and does not seem to come from a specific sprinkler head (believes damage is to line in the ground).	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed.
19825	9-Jun-2021	Complete	Customer called to report that Contractor was on his front lawn, without his permission, driving and unloading their heavy equipment to do work on his street. He said that he is not physically up there as it is his cottage, but saw on his security cameras that his front lawn/grass was being torn up and has requested that we do not use his front lawn as a point of access for our machinery. He would like us to repair the damage to his lawn as well.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
19827	9-Jun-2021	Complete	Email rec'd May 4/21: Hello: I was wondering when the repair of the lawn would be occurring? I would like to start cutting the grass and cleaning up the area disturbed by the gas line install. Someone was by the other day to look at doing a sewer inspection, but couldn't locate a cleanout inside the house to do the inspection. Do you know what the status is?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed.
19828	9-Jun-2021	Complete	Email rec'd April 26/21: Hello, Thank-you for doing lawn repairs to the boulevard on the North side of our property! We still have a substantial mess on the Northeast corner of our property.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor and sign has been removed.
19829	9-Jun-2021	Complete	Email rec'd May 7/21 Hi, I'm curious when the repair to my lawn will occur after having gas installed in my neighborhood.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
19830	9-Jun-2021	Complete	Email rec'd May 10/21: It appears our property and the properties on each side of us were missed when the repairs to the lawns and boulevards were completed earlier this spring on our street. Huron Terrace in Kincardine. Could you let me know when we can expect the repairs?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
19831	9-Jun-2021	Complete	Email rec'd May 12/21: It's now the middle of may. I was told Contractor would be repairing the lawn damage by the first of the month. When can I expect my lawn and garden to be repaired?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
19832	9-Jun-2021	Complete	Email rec'd May 15/21: Hi, I am just emailing to find out when you will be coming back to fix my lawn. I have two dirt piles in my front yard and one in my backyard.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
19833	9-Jun-2021	Complete	Email rec'd May 16/21: Outstanding property restoration required.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor to bury cable. EPCOR to follow up with customer to contact cable company. Contractor to follow-up. Cables repaired but cable company left them on the ground. Contractor to work to address the exposed wires (bury them). Cable company will be coming in for repair. Restoration complete as per Contractor
19834	9-Jun-2021	Complete	Email rec'd May 20/21: To Whom it may concern: My gas meter was installed 2020/01/23 and the hookup was completed and gas activated to my home 2021/03/03. I understand that restoration service of the property could not be completed at that time of year, but it is now almost the end of May.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed.
19839	10-Jun-2021	Complete	Email rec'd June 7/21: Lawn damaged by installation and restoration not completed	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
19843	10-Jun-2021	Complete	Customer called in, he would like some restoration done on his lawn. He has tried to flag down Contractor workers to go the restoration, but still isn't done. His lawn requires raking/topsoil and seed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
19849	10-Jun-2021	Complete	Email rec'd June 7/21: I was wondering when our side lawn would be repaired by EPCOR/Contractor?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
19929	14-Jun-2021	Complete	Customer called, meter was just installed last week, but she will require some more fill along the path by the meter as it is not level and she can not mow the grass.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
19950	14-Jun-2021	Complete	Customer called in stating that about a month ago (mid May) Contractor did some restoration on her lawn (seeding). Nothing is growing. She doesn't think they put topsoil down when they seeded, it looks like sand. She wants them to return to remove sand, add topsoil and reapply seed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
20013	16-Jun-2021	Complete	Customer called in stating that Contractor skipped property for restoration. He says his neighbours lawns have been done, but not his. He needs the areas from the main line installation and his service line leveled, topsoil and seeded.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
20014	16-Jun-2021	Complete	Customer called confused as to why she has not yet receive her service. She said she has stopped Contractor multiple times from completing restoration on her property as she has not received her service yet. She is set to receive service however there are no notes (Deferred etc.) on the spread sheet to explain why she has not received service.	Sharing access to Natural Gas details and processes with landowner	PM called homeowner. No issues. Part of deferred services wanting a service before winter 2021
20017	17-Jun-2021	Complete	A landowner called and said that Contractor was on his driveway yesterday putting in the gas line and made a complete mess of his driveway. He said he has a gravel driveway, and Contractor had blown water all across it to wash their machine and it blew a large portion of the gravel off of his driveway. He would like the gravel to be replaced please.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed.
20030	17-Jun-2021	Complete	Customer is requesting that we come back to her property to fill in a section of her lawn with soil and grass seed. She is wanting to sell her property soon and would like to have this completed as soon as we can. She is moving into a retirement home on July 16th and would like peace of mind that it has been taken care of before then while she is still living there.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
20041	17-Jun-2021	Complete	Customer called to say that Contractor was digging to put the main line in on her street and they severed her irrigation system. She has requested that she be reached out to directly about this matter.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor. EPCOR followed up to ensure completed.
20113	21-Jun-2021	Complete	Customer called to report that when we put in the line to his house, there was a sink hole created. We fixed the hole, however it has come back and now is causing the driveway to collapse again. The hole is increasing in size rapidly, every day getting bigger.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
20181	23-Jun-2021	Complete	As per customer email: From the natural gas work last year there was some damage done to my sprinkler system as well as my front lawn. Some heavy equipment was parked on my lawn and has created a very large divot. Wondering the timeline on repairs. Especially my sprinkler system as I would like to get it up and running to keep my remaining grass healthy.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on August 17, 2021.
20185	23-Jun-2021	Complete	Customer called to say that she is not satisfied with the property restoration that has been done on her property. The soil used is extremely sandy, no grass is growing only weeds. Please return with fresh topsoil and grass seed. She mentioned she on a very steep hill and feels a site visit would be required to really see what is going on and how the restoration is unacceptable.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
20205	23-Jun-2021	Complete	Customer called and would like Contractor to come back and repair the lawn where they had their machines and vehicles parked in the winter as it was damage to their lawn	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed.
20243	24-Jun-2021	Complete	Customer called to report Contractor has severed the internet line. Informed him he needs to contact the internet company for repair. Any costs associated with it can be sent to EPCOR for review/payment.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor called it in to the company to repair. Was not on the locates.
20269	25-Jun-2021	Complete	Customer called and is very upset that his poured concrete drive way has not been fixed- the open hole was cut out where their sewer clean out is, and they are having to drive over this daily. he says he will hold us responsibly if any damage is done to his sewer line and would like someone to contact him with a date it will be repaired and he would like to be home to make sure that it is done correctly.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed.
20312	28-Jun-2021	Complete	Customer called, concerned about the restoration of his yard and driveway. He had yard repaired last year but it has been dug up again and the repair to the lawn is unacceptable. Contractor has been to the property 3 times now, the yard is uneven due to equipment being driven on it and the little bit of top soil thrown on is not restoration. Additionally his ash fault driveway has still not been repaired.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM and EPCOR completed a site visit today and feel that the restoration of the property does not require additional work from Contractor. In discussion with Contractor over this property, they indicated that they would provide additional soil and seed if the homeowner would like.
20315	28-Jun-2021	Complete	Email rec'd June 22/21 - I still have a large board covering a removed walkway tile near where my gas meter was installed. I am hoping your team can replace this tile since it was removed when installing the gas meter.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor was out and put new cement down. Confirmed completed.
20318	28-Jun-2021	Complete	Customer called to let us know that we have hit his cable/TV/Internet cable while doing construction. He said that the lines were clearly cut - he was disappointed that no one reached out to him to let him know/get it fixed. They had gone up there to work from home, and couldn't because they had no internet. He also said that some of his septic bed tiles have been damaged by the construction. He would like to have this repaired as soon as possible.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Required top soil and seed. Fixed the outlet piping and dispose of the contaminated soil. Contractor to do final clean-up. Confirmed completed this week.
20325	28-Jun-2021	Complete	Received a call from Customer- a large portion of their lawn was dug up and while Contractor has returned to put down top soil and grass seed the only thing that is growing is weeds. She would like to know if sod is an option. She is water the grass seed, and would be happy to look after and water sod to ensure that it will be grass that grows and not weeds.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
20331	28-Jun-2021	Complete	Customer called inquiring when the interlocking brick along her driveway was going to be replaced / repaired.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed.

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
20334	28-Jun-2021	Complete	Email rec'd June 17/21 - Hi there, Attached is an invoice for damages that were caused by the gas line install. Unfortunately when they found the damage it was repaired immediately because the system needed to be turned on. My parents have the damaged pipe for reference if you would like to see it.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR discussed the matter with the homeowner and they were properly compensated
20374	29-Jun-2021	Complete	Email rec'd June 29/21 : With the gas line insulation there was yard and concrete damage, the yard was repair but the concrete has not been repaired, will this be done soon?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Hard-surface repair. Concrete. Contractor to schedule restoration. Completed as per Contractor.
20400	30-Jun-2021	Complete	Customer called he indicates that there is a sink hole that has formed close to the street along his driveway that is about 1 foot deep causing trip hazard.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed to be completed on July 20, 2021. Backfilled with topsoil.
20429	30-Jun-2021	Complete	Customer called in stating that the corner of his driveway has caved in, it was damaged during the main line installation. He would like it to be repaired.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Cone over sinkage placed the day of the complaint. Final restoration and driveway repaired completed by end of 2021.
20485	5-Jul-2021	Complete	Customer called and would like the restoration team to return as he is not happy with the way his property was left. Ground is not level, no grass growing, only weeds.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
20509	5-Jul-2021	Complete	Customer called July 5, 2021 regarding disappointment with the property restoration. There seems to be a lot of rocks in the area that was restored with very little topsoil and very little grass seed. Homeowner has put down his own additional seed. When cutting lawn there are many rocks with liability concerns when rock goes through mower. Homeowner is asking that Contractor come back to redo/fix his property.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor removed large rocks. However will go back to clean-up further. Restoration complete as per Contractor.
20541	6-Jul-2021	Complete	Customer called and left voicemail July 5/21 advising they have just finished putting line in and there is damage to lawn. They have put seed down but would like someone to look at it, perhaps sod can be placed. Please take a look at the lawn and advise what action can be taken.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
20547	6-Jul-2021	Complete	Customer called to advise that their survey stake for the property was removed with the Contractor stake during construction. As there have been questions about the property line in the past and they paid to have the survey stakes added previously she would like it returned.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed on August 17, 2021.
20567	6-Jul-2021	Complete	Email July 2/21: Customer concerned about lawn damage after investing in lawn service	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Needs crew revisit, topsoil and seed. Restoration complete as per Contractor.
20569	6-Jul-2021	Complete	Email rec'd June 8/21 to gas : While your lawn repair guys are in the neighbourhood would you mind asking them to come back to our house?When they dug up, it was a very wet day and they destroyed the majority of our front lawn. My husband did put some seed down and attempted to repair, however it is extremely spotty. I was shocked when the EPCOR truck literally drove right past our house without throwing any topsoil or seed down.They are just around the corner right now so I hope it wont be much trouble for them to come back.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
20572	6-Jul-2021	Complete	Email June 7/21 to gas: I spoke to a worker a few weeks ago about our cement driveway where you patched the hole you dug. He agreed it was not good and would contact someone to redo it. We haven't had anyone get in touch with us. We want it fixed properly please. Please email me back to say you got this and when someone will come.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR to follow-up with the customer. Contractor to follow-up if it needs to add to hard surface restoration list. Confirmed completed as per Contractor.
20583	6-Jul-2021	Complete	Customer called- and is not happy with his lawn restoration at both this property	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
20584	6-Jul-2021	Complete	Customer called- and is not happy with his lawn restoration at both this property	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
20586	6-Jul-2021	Complete	Customer called July 6/21 to advise his driveway needs repairs. Someone was out previously to repair lawn and tamped down the earth and he was told someone would be back to repave driveway but has not seen anyone.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
20592	6-Jul-2021	Complete	Received a called from the customers son, when Contractor was installing the line they damaged his irrigation system, and now each time it turns on there is a 3/4 inch pipe that pours out water which is now causing erosion. He said they notified the Contractor crew, but they have not been back to fix it.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
20762	9-Jul-2021	Complete	Email rec'd to gas July 5/21 : Customer concerned about accessibility issues after construction work completed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor to work to address right away due to disability. Contractor to check on condition. Contractor confirmed completed repairs with concrete.
20832	13-Jul-2021	Complete	The Blvd was never fully restored. Customer spoke to an Contractor rep who said they would circle back but never did. He mentioned the soil they put down was very sandy and the grass has not taken there.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
20848	14-Jul-2021	Complete	Email rec'd July 6/21: Hello, As much as we love having gas service, we continue to have a very poor property rehabilitation from your contractor (Contractor). We in this neighbourhood have received substandard soil full of weeds. The seeds do not germinate. I have backfilled parts of my property with bagged soil from local vendors in an attempt to fix the mess. I have also had to purchase grass seed and do a lot of weed pulling; not easy at my ageCould you please look into this and see what can be done to fix this.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
20851	14-Jul-2021	Complete	Email rec'd July 8/21 to gas: In preparation for the natural gas installation, an Contractor employee removed a section of concrete where the gas lines were to come up beside our house and the meter be installed. This hole was not yet been filled. Who should we contact about this?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor. Added to hard surface listing. Complete as per Contractor.

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20870	14-Jul-2021	Complete	Email rec'd June 9/21 to gas : Note: the on property gas line was installed with a small trenching machine. The worker promised that they would leave no damage, and I wouldn't know they had been here. Again, unfortunately, the machine left a double trench in my yard, that I wait to have repaired. I have spoken to a crew of grass repair workers, who promised to have it repaired. This hasn't happened yet.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
20889	14-Jul-2021	Complete	Email rec'd Jul 11/21 : I wanted to let you know that despite the email I sent noting our irrigation system and the flags I put in to mark it, that the contractors cut our irrigation line in three places and did not let me know that this happened. I went to start our irrigation system a couple months ago and found out this way. I have now fixed the three spots myself.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
20904	15-Jul-2021	Complete	Email rec'd July 14/21: Good afternoon, I'm not sure if this is the correct email to address this issue but I am wondering when people will be back to fix my property. This section of concrete was taken out during the installation of the gas line and metre. It has now been several months and no one has returned to fix it. Wondering if someone would be able to give me an ETA on property repairs in our area.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
20955	16-Jul-2021	Complete	Customer called concerned about the drainage tile and big o pipe that was damaged during the construction of the main lines. The yard has been backfilled but she is not aware if the drainage tile was reconnected and can no longer see the tile at the road to confirm draining. would like someone to call her back to confirm work is complete as if it is not it will affect her foundation	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR completed site inspection to evaluate repairs needed. Contractor confirmed completed as required.
20958	16-Jul-2021	Complete	Email rec'd July 16/21: Could you please have someone give me a call regarding repairs to the drive way, it was heaved about 4" when they pulled the main through, the Contractor guys said to get hold if EPCOR to take care of it. The ditch used to flow water, now it holds it, needs some re work Pictures attached.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
21018	19-Jul-2021	Complete	Email rec'd Jul 18/21 : I too have the same problem as is many others in the municipality. The top soil seems to be more sand than anything. We have watered and put down our own seed. We haven't put in a complaint yet but my son has to no avail. I had my lawn treatment done after I thought they were done and they returned and ruined everything I had done.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
21091	21-Jul-2021	Complete	Customer called about the land he owns, he indicates that there is no fire number there are it is an old hay field turned grass that he owns and maintains. When the gas line was put in along CR23 there are a number of large equipment tracks on his land making it hard to mow the lawn as the tracker bounces around. Would like this to be restored to flat land. and if possible he would like a rough timeline of when this will be repaired.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
21114	22-Jul-2021	Complete	Customer called to say that we put in the main line in front of his house last week, and he woke up this morning to see a huge hump in his asphalt driveway. He said he has to be really careful when trying to use his driveway and would like it fixed/assessed asap.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Rolled driveway to remove hump. The hump is not completely gone/Would have to cut the driveway to repair and homeowner did not want to do that. No further work required
21119	22-Jul-2021	Complete	Rec'd call July 22 from Customer, he indicates that the cable line was hit during the installation of the natural gas line. Believes that the service provider was notified as he has made an appointment to have the line repaired. Indicates the cable provider can not give him an appointment until Sunday	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR discussed the situation with the homeowner and apologized for the inconvenience. The utility in question was not in the locate package. The utility is responsible for updating their files to show all buried utilities. The homeowner understood the situation. EPCOR called the utility to try and expedite the repair. Repairs completed and no further action required.
21120	22-Jul-2021	Complete	Rec'd vm from Customer, unhappy with the condition of the state of the yard after initial installation of the natural gas line. Would like to speak with someone in regards to it.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
21133	22-Jul-2021	Complete	Customer called concerned about the quality of topsoil used on his lawn as it does not appear to have been screened as he now has weeds he has never seen before on both sides of the sidewalk that has been replaced and there are heavy equipment impressions on the lawn that could also used to be backfilled.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
21136	22-Jul-2021	Complete	Customer called about the restoration of his lawn. There are 4/5 spots along the front of the yards and between the driveways that have had top soil and seed more than once and nothing has grown but weeds with the watering he has been doing. Would like to see this rectified	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
21177	26-Jul-2021	Complete	Customer called in wanting to know when the project manager was going to come by to look at the top soil/seed that was applied, but now has all washed away. He said he spoke with a service technician this morning at 8:00am about having someone come by. They were told sod would be laid, not topsoil and seed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor.
21227	29-Jul-2021	Complete	emailed received from Customer: I have a sink hole developing where you brought the gas line in, it is between my house and neighbours, about 3' deep and 1' wide so far, you can see the yellow line I the hole, I didn't think I could smell gas, could you send someone to fill it in before someone trips in it please?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
21269	3-Aug-2021	Complete	Letter and invoice rec'd July 30/21 requesting compensation for damaged irrigation during natural gas line installation	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR in discussion with property owner to resolve the issue - Issue resolved spring of 2023
21337	5-Aug-2021	Complete	Customer called and had service line installed a couple weeks ago- has not used irrigation system since (uses on demand) and it appears that zone 2 is now not working. He would appreciate if someone could call and give him a rough idea for a how long it will take for this to be fixed	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Repair pending locates. Complete as per Contractor.
21349	6-Aug-2021	Complete	Letter and invoice received about sprinkler damage caused due to natural gas instillation (attached).	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completed.
21350	6-Aug-2021	Complete	Email rec'd 6:18pm Aug 5/21: Good evening, As you can see in the photos, Contractor have damaged my sprinkler and caused sink hole that my children can be injured in. If someone is injured I will be suing EPCOR as well as Contractor for damages. I also have multiple sprinklers not working. Not impressed (pictures attached)	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor went over and made repairs to the system and filled in the hole.

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21351	6-Aug-2021	Complete	Customer called checking to see when his ash fault driveway repair would take place	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor repaired Sep 10/21.
21402	9-Aug-2021	Complete	Customer called today he reported that a hole was dug at a telephone pole by his house during installation. It was filled in but there is now a sinkhole in the laneway (at the telephone pole) that is shared between the 2 addresses.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
21414	9-Aug-2021	Complete	Customer called to say that his sprinkler system was damaged during the line install. He said that we did repair the line right away but that he went to use the system this weekend and noticed one of the heads was not coming up. He has put a red flag on the one head that is still damaged and would appreciate if we could fix it for him as soon as possible.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Repair pending locates. Complete as per Contractor.
21430	10-Aug-2021	Complete	Email rec'd Aug 9/21: I was just wondering when we can expect repairs to our asphalt drive way from the gas install we are in (No Suggestions)	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	We will have to cold mix for the winter and return to complete in the spring. Confirmed permanent repair completed.
21497	11-Aug-2021	Complete	Customer called indicating that his natural gas line was installed to his home yesterday and now his yard is ripped up and there are electrical wires sticking up in the middle of his lawn.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Cable fixed. Need to ensure restoration complete. Contractor confirmed restoration completed.
21713	18-Aug-2021	Complete	Customer called to inquire about the repair of his asphalt driveway damage caused by the installation of the gas line. Let him know we using the same company as town of Kincardine to repair damage and the work should be repaired in September. He asked if we could give him a free year of gas instead or a cheque for \$1500.00. Advised we are regulated and that the repair to the damage is what we would be completing.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM - He's on the list and we will repair the driveway. Complete as per Contractor.
21740	19-Apr-2022	Complete	customer called in- the cement on his side walk has not been fixed and it has been 2 years since his service line was installed. - please call him would like it fixed ASAP	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
21741	19-Aug-2021	Complete	Customers son phoned, Says that an Contractor worked told his father to contact EPCOR about getting some crushed stone for his flower bed for the restoration as it would not make sense to plant grass in the middle of the flower bed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM Contractor to get a couple of bags for red crush stone. Complete as per Contractor.
21747	19-Aug-2021	Complete	Email rec'd Aug 18/21 - Are you expecting me to finish the restoration after your work in my neighbourhood? Everywhere else you seem to have filled, levelled, and seeded the holes made while installing your gas lines. For the two holes in front of my house, you simply left two mounds of soil.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
21759	20-Aug-2021	Complete	Customer called, wondering when we were coming to restore his lawn. It is heaving and lumpy in places so it needs to be leveled, topsoil applied and grass seed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
21761	20-Aug-2021	Complete	Rec'd call from Customer, inquiring about the restoration of her property, she did get soil but it was very sandy and the seed did not grow even though she watered it twice a day.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
21762	20-Aug-2021	Complete	Aug 20/21 - Customer called, he indicates the lines were just put in across his lawn and that he has an area that has sunk a bit. Would like to be filled to prevent hazard	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
21766	20-Aug-2021	Complete	Customer called in stating there are 2 areas of this lawn that require restoration. One section in the corner by driveway needs to be leveled out, it is about 6" higher than the rest of the lawn (it wasn't like that before). Second area is on the other side about a 10'x15' section where his grass seed won't grow, he dug it up a bit and it is all sand. He would like the sand removed and top soil added. He has his own seed he would like to use.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
21781	23-Aug-2021	Complete	Homeowner called to say that 2 of his lawn sprinklers have been completely broken off. His system is leaking now and he would like them replaced as soon as possible.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM - We will get locates requested. Complete as per Contractor.
21805	24-Aug-2021	Complete	Customer previously called in regarding repairs needed to his property and we advised restoration would take place during May and June. To date there has not been any work done to restore his front lawn where the excavator did work and there are also 3 other spots - the side of his property and area where meter went and by driveway.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor.
21809	24-Aug-2021	Complete	Customer called with concerns about the quality of restoration work on driveway and the approach taken by EPCOR.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR and the homeowner discussed the issue and a proper repair was completed. The homeowner was satisfied with the final result. No further work required
21814	25-Aug-2021	Complete	Customer called, indicates that he has spoken to Contractor a couple of times now about the installation of the neighbour's gas line being installed on his property to being the neighbour service. Would like to know status of investigation	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Waiting on locates. Should get back shortly and to complete this week. Complete as per Contractor.
21847	25-Aug-2021	Complete	Spoke with homeowner, she does not want the natural gas line run on her property (or up to her property she has safety concerns) as it is approximately 3 feet from the front of her home. She has spoken with the Contractor foreman of the Line Marking Crew who said he would look into it as the sewer lines on his map do not match the information the home owner has. She also mentioned that Contractor said the line could run out into the road and then back to avoid being run on her property. Linda has spoken with the municipality who advised her that she must speak with EPCOR about not having the natural gas on her property. She has indicated that she refuses to let anyone dig on her property. Reviewed that the portion of the property we have permission for is the municipality's utility right of way, she asked why is it only on her side of the road and asked who else she can speak to in regards to have this stopped. Fwd. to supervisor	Sharing project details to inform landowner	EPCOR discussed the issue with the homeowner and assured them the pipeline will be installed on the public road allowance. The homeowner was understanding of the situation. No further action.
21888	27-Aug-2021	Complete	Email rec'd Aug 26/21: I'm calling about the construction in Kincardine that was done in my front yard for the natural gas lines. There was a large hole, almost the length of my front yard that was excavated. I understand that works had to be done, I just want my yard to not have a large strip of crabgrass/ weeds that I can't kill. If you could please reply	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
21906	30-Aug-2021	Complete	Customer called Aug 30/21, she is wondering when the large rocks in their yard will be moved back to their original position. They were moved for construction but not yet moved back	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
21974	1-Sep-2021	Complete	Email rec'd Sept 1/21: I turned our sprinklers on to get grass growing again (they already seeded) and I noticed that the hole they filled in around our light post could use more topsoil as it's caved in quite a bit while being watered. Could you please forward that to them? I can turn off sprinklers if they can give me a heads up, so they're not working in wet soil. Thank you!!□	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
21990	2-Sep-2021	Complete	Spoke with Customer he would like someone to call him in regards to his driveway. They spent \$65,000 in pavement work at their house, and have been left with it torn up and a pile of gravel at the end of the drive way. He does not want it patch but replaced. he would like a phone call and meeting to discuss. (he said his wife had called and was told that it would be fix last week, however I did not see any other notes or grievances)	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM - Jun 21/22 Talked to Customer about the condition of the driveway. I explained that our pre-construction video survey (April 8th 2020) clearly shows the end of the driveway was cut and backfilled with gravel previous to our work. Our work was completed on November 18th 2020. I told him I would reach out to the municipality public works to investigate if another utility made the cut to the driveway. Pictures attached show preconstruction and post construction. We restored to existing condition (backfilled and compacted gravel). Will follow-up with the homeowner once I investigate with the municipality. PM - Jul 7/22 - Emailed customer on July 6th informing them of EPCOR's position. The driveway apron was cut before EPCOR started any work in the area. Reached out to municipality and they did not perform work on the apron that would have resulted in cutting it. Driveway was restored by Contractor to original as-found conditions. Driveway apron is safe to drive over. Informed customer that EPCOR has fulfilled its restoration obligations for this property.
22008	2-Sep-2021	Complete	Rec'd call from Customer, she indicates that the gas line was installed and now she has a sink hole where they put soil and seed, would like filled feels it is a hazard.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor.
22072	8-Sep-2021	Complete	Customer called and has a large open hole in his front lawn from his gas line being installed- he said he was told it would be fixed back in July but it has not been fixed yet- please give him a call	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor.
22101	9-Sep-2021	Complete	Email rec'd Sept 8/21: When the guys were running the gas lines, there was some lawn damage that occurred up by my house around the meter area. I noticed cleanup/repair occurring in Tiverton, but our road was completely torn up and being redone from April through the end of August and I'm thinking that prevented the guys from getting back in to do lawn repairs in our area. Can I expect them to be back to clean up the lawn damage and when would that occur?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
22102	9-Sep-2021	Complete	Email rec'd Sept 8/21: I have concern for the roughness of our boulevard, your notice in the mail said you would look after the problem. If you like I will mark off the area of concern.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
22103	9-Sep-2021	Complete	Email rec'd Sept 8/21: Last fall my driveway was used to run gas line under it, a square was cut out of my cement driveway. Wondering when it will be replaced with cement? The asphalt that was used to fill it seems to be sinking a little.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - I was at the above address today, no answer. I left a card in the door for the customer explaining the repair will be completed in 4 weeks time. The repair consists of a 2'x2' saw cut in the concrete driveway. It's currently asphalt and there is a 1" sinkage. Complete as per Contractor.
22124	10-Sep-2021	Complete	Customer called, he indicates he has 2 sink holes along the side left side of the property when facing from the street from where the natural gas line was installed approx. 2 feet deep Email rec'd Sept 9/21 5:49pm: Hello, The area which you dig last spring created big holes on my property, see attached pics. Please repair ASAP.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM - holes had been filled at left hand side of property (top soiled and seeded) when I arrived. There are however now tire tracks through any topsoil and seed that looks like it was from work homeowner had done in backyard. No further action required after discussing with homeowner
22156	13-Sep-2021	Complete	Customer called previously and advised that restoration would be completed at his property. To date nothing has been done and still piles of dirt/stuff along the boulevard. He would appreciate this being taken care of.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
22162	13-Sep-2021	Complete	Email rec'd Sept 10/21: Any chance I can get your team to return to the patch job by my driveway? With the rain... the material has washed away and is now undermining my concrete. See attached picture.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor to dispatch crew to pack it and then top off next week. Complete as per Contractor.
22167	13-Sep-2021	Complete	Email rec'd Sept 12/21: there are still outstanding concrete repairs to be done at my property from having the line installed. It would be nice to have this filled in and repaired prior to winter.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
22180	14-Sep-2021	Complete	Customer called, the crew came by to add top soil and seed, but the amount of dirt is not high enough (2 inches low for where the sprinkler pops down) worried the sprinkler will be hit. Also the ground is unlevel (looks like a field instead of lawn)	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Sprinkler was repaired, wanted more topsoil and seed. Now satisfied.
22184	14-Sep-2021	Complete	Customer said that there is a pylon with a board attached to it out front of her house, to the left of her driveway. It is covering a hole left by us during construction back in June. She would appreciate the hole be filled and the pylon removed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor.
22196	14-Sep-2021	Complete	Customer called concerned about the condition of his lawn pictures provided.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
22200	15-Sep-2021	Complete	Customer called in stating he has a potential sink hole at the end of his driveway, it started as a crack about 1.5 to 2ft long last night and over night it grew to 6-8ft long but not very wide yet. He can see underneath that it is hollow, which is the area that the gas line was installed. He called Public Works last night and they checked it out and said it is EPCOR who needs to address it. He would like someone to go out an assess it before it gets worse. He took 2 pylons that were nearby to block off so no one would drive in the laneway.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR spoke with homeowner and monitored for sinkage this week. Asked Contractor to complete repairs
22219	15-Sep-2021	Complete	Customer called he indicates that the area has sunk about a foot deep along the whole corner and was hoping could come add more topsoil and seed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
22224	16-Sep-2021	Complete	Email rec'd Sept 14/21: EPCOR installed a large gas line under my drive way, I had a very small crack in my driveway that had been there a long time but since you installed the pipe my driveway is lifting and I now have a large crack in the drive way. Can some body have a look at this.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM called to talk to the customer previously about this concern. Complete as per Contractor.
22258	17-Sep-2021	Complete	Email rec'd Sept 17/21 : Yesterday the gas crew ran gas lines to the meter location at my house, and now I don't have electricity in my garage. I think they may have severed the cables to the garage. It wouldn't be a big deal except my freezer is in the garage and I don't want my food to spoil. Please have someone look into this and correct it as necessary, preferably ASAP. Thanks.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor.
22264	17-Sep-2021	Complete	Email rec'd Sept 17/21: I was wondering when my driveway might get repaired, a section of my concrete driveway was removed for the gas meter install.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor.
22267	20-Sep-2021	Complete	Customer called, his yard and the lot they own beside them had sand instead of topsoil put down and then seed. spoke with an Contractor foreman out in the field who said they would be back to correct. This has not yet happened and nothing but crabgrass has grown in the area. The area's effected are the area to the right of the driveway and to the south on the empty lot they own from the curb back on to the property approx. 10 feet. Additionally there has yet to be restoration along the house where the meter was installed as this area is still clay.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
22276	20-Sep-2021	Complete	Customer called- Contractor had repaired lawn with soil and grass seed, however the big storm a couple weeks ago washed it all away- would like Contractor to return	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
22282	20-Sep-2021	Complete	Customer called in, says they attempted to fix his lawn that was ruined when the main was installed, but it is still a mess. He can't mow his lawn because it is so uneven and bumpy with holes. He would like them to return and fix his lawn to what it looked like before.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
22284	20-Sep-2021	Complete	Rec'd call from Customer, he indicated with the heavy rain recently that the top soil and seed has washed away to the front of his property and he was looking to get more topsoil and seed to replace what has washed away.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
22294	21-Sep-2021	Complete	Customer is not happy with lawn restoration- no grass has grown- would like it correct ASAP-	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
22303	21-Sep-2021	Complete	Rec'd Email Sept 21/21: The construction fold were out there since mid august for digging installation and were unclear on my septic bed location. They promised to come back the next day, I saw my lawn marked up, and nothing has been done since. I have an open whole in my front lawn for almost a month nowWhat is the resolution plan on this? Please address ASAP.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Holes are fenced, service to be installed once locate extension is complete and septic can be avoided. Complete as per Contractor
22305	21-Sep-2021	Complete	Email rec'd Sept 21/21: Hi. The holes that were made in front of my house need to be refilled and seeded. Heavy rains washed the soil into the ditch.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
22359	24-Sep-2021	Complete	Rec'd vm Sept 23/21: Customer called, the hold filled from natural gas line installation was filled and packed the other day but has now sunk, would like fixed to prevent someone from getting hurt and having a lawsuit.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor is filling the hole now. Restoration complete as per Contractor
22389	28-Sep-2021	Complete	Email rec'd Sept 28/21: I am wondering when my lawn will be restored	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
22409	28-Sep-2021	Complete	Customer called in not happy with the ruts that were left on his lawn after the service install. They came to do the install when the lawn was so wet and then left a piece of equipment on his lawn over night. He wants the ruts filled in, leveled and seeded to how it looked before.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
22416	29-Sep-2021	Complete	Email rec'd Sept 28/21: Need concrete done too... hoping they can make it look half decent! Wish they could have dug it under the sidewalk... (photo attached)	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
22465	1-Oct-2021	Complete	Customer called Someone from Contractor back in the spring indicated to the homeowner that there was suspected damage to the sewer drainage line at the time of installation of the gas line and that they would likely need to do a scope of the line from inside the home to ensure no damage. His home has been under major construction for some time and has not used the drainage line and is not sure if there is damage	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Issue at this address is nothing to do with gas install. Looks like roots have pulled coupler apart. Plumber and home owner advised.
22466	1-Oct-2021	Complete	Customer called to advise sprinkler was damaged during the installation of the natural gas line and he now has water pooling on his lawn. (lost call during conversation)	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Repairs complete per Contractor.
22467	1-Oct-2021	Complete	Customer called with all of the recent rain the topsoil and seed that was put down after construction has washed away and has left holes in the yard.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
22480	1-Oct-2021	Complete	Customer called - there has been a sink hole created between his property and the neighbour to the east (right if looking from the street) by a damaged drainage tile. Additionally the seed and top soil has washed away in spots by the house and he was hoping this could also be addressed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
22503	4-Oct-2021	Complete	Email Rec'd Sept 29/21: EPCOR recently installed our NG meter. A second contractor visited to replace the patio stones that had to be removed to install the piping to the meter. At that time we noticed that the stones looked as if they might not maintain a level configuration, but decided to wait to see. It is now clear that some of the patio stones were not reinstalled properly and there is now a slight dip in the plane of the stones. As we were assured that we could report any problems, we would like to request that this problem be corrected as soon as possible.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor

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22504	4-Oct-2021	Complete	Email rec'd Sept 29/21: the damage and subsequent death of a cedar tree near the road where the EPCOR crew installed the NG piping. We would like to enquire what EPCOR is prepared to do to compensate for this damage.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor. Homeowner properly compensated
22531	5-Oct-2021	Complete	Email rec'd Oct 5/21: During natural gas installation last year, about 20 bricks were removed from my interlocking driveway by Contractor to locate a hydro line. This spring, I had spoken with some folks from Contractor who were reseeded the area and they mentioned they would be back in a few months to restore the driveway. Since this was about 6 months ago, I'm reaching out to you to confirm when this restoration will be completed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor to follow-up. Complete as per Contractor
22571	6-Oct-2021	Complete	Customer is unhappy with the restoration efforts on his yard. Some of his yard was restored well while others were left as unacceptable. Holes were filled in with a sandy soil where nothing is growing in. He would appreciate we return to complete a proper restoration to his yard.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
22587	7-Oct-2021	Complete	Customer called in stating that topsoil was put down at the end of his secondary gravel laneway instead of gravel. The topsoil section to be removed is approx. 8x30 ft. and needs to be replaced with gravel. He uses this lane to park his 35ft trailer. He doesn't want to drive over the topsoil with his trailer as it will cause a mess.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
22589	7-Oct-2021	Complete	Customer called in stating there is a large crevasse by her driveway/street that is becoming a hazard. With every significant rain fall the crevasse gets deeper and larger. A school bus stops at her lane and she is concerned that a child might fall in. There is also a large hole by the riser that keeps caving in. She has attempted to fill it in once, but with all the rain it keeps washing out.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
22624	12-Oct-2021	Complete	Customer called in stating the edge of his driveway was damaged by a backhoe when digging a large hole near his meter. At that time, he says the Contractor foreman took a picture of the damage. He would like this to be fixed ASAP and definitely before snow fall. If possible he would like a call in advance of coming to do the repair.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
22636	13-Oct-2021	Complete	Customer called in wanting someone to return to reseed 3 sections of his lawn where the seed did not grow.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
22647	14-Oct-2021	Complete	Email received - Customer concerned about basement flooding- and mould. Customer was speaking with Contractor and instructed to send this email so that it was officially on record, there was a flood at my cottage.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR completed a field inspection and confirmed that the water break caused the flooding of the basement. The issue was repaired and the homeowner was properly compensated. No further action required.
22804	25-Oct-2021	Complete	Customer called, spoke with a neighbour who told him there was pooling water on their shared driveway. No sprinklers that he is aware of so he thinks it is a water line that may have been hit. Neighbour left a note on an Contractor truck, but wanted to make sure this was reported.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM - Contractor reported the damage to the water utility on October 22nd. Repairs were made and restoration complete
22810	25-Oct-2021	Complete	Customer called she has a sink hole to the Right (north) of her driveway about 1-2 feet up from the road which is hard to see. Someone tripped in it today.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
22907	28-Oct-2021	Complete	Rec'd a call from Customer, his is concerned with the state of his lawn, and there were additional Contractor working in the area yesterday and now it is worse. He spoke with a supervisor who told him it would not be addressed until spring and he indicates that that is unacceptable. Everything North of him is already completed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
22911	29-Oct-2021	Complete	Customer called, she has had a large hole at the boulevard since the installation of her natural gas line in Aug. Will all of the rain you can now see the service line in the hole. This is a safety hazard as children walk along her every day	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
22921	29-Oct-2021	Complete	Customer called 2 sprinkler heads and the pipe between them has been damaged, cone left on site to identify. Customer is ok to do the work if the sprinkler heads can be dropped off from him to do this weekend before it freezes.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor to search for heads. Complete as per Contractor
22946	1-Nov-2021	Complete	Customer Called his is concerned that the distribution pipe that crosses by his house may be in the ground water table causing standing water to be on his side of the ditch now where they never had an issue in the past. He indicates that the ditch is very rutted and that the top soil put down has all washed away. He is wondering when this will be fixed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
22954	1-Nov-2021	Complete	Customer called today, he was disappointed that we chose to cut through his sidewalk (which butts up to his house) rather than going around it 5 ft. in order to put the gas line in. He said he spoke to the workers who did the work and they expressed to him that they were wondering the same thing. He is now worried if any damage would have been done to his foundation of the house and would like to speak to someone about it before restoration begins.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor to talk to homeowner and the crew. EPCOR Spoke to homeowner, No further concerns.
22976	3-Nov-2021	Complete	Customer called with concerns about the chest high bollards installed in the middle of his driveway. Would like someone to come look at as he was told they would be at the end of his steps.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR completed a site visit and took measurements. They are installed as per the procedure and to code. Instructed the customer that if they would like the meter location changed they can make a formal request.
22980	3-Nov-2021	Complete	Customer called there is a sink hole at the front of her property due to all of the rain, it has washed away the top soil that was used to fill the hole.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor
22981	3-Nov-2021	Complete	Customer called, he was blowing out the sprinkler system to close it for the year and found that one of the lines was hit and has been leaking since the installation of the gas line. On the west side of the house next to a blue spruce tree, marked with a flag.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Repaired as per Contractor.
23078	8-Nov-2021	Complete	Customer called to report that we left a fair bit of debris on his driveway and that the customer fell in the sinkhole left in his front lawn and twisted his ankle. He would appreciate the debris be cleaned up and the sinkhole filled in as he did hurt himself already from it.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Debris and sink hole cleaned up. Need to come back for final restoration. Restoration complete as per Contractor
23081	8-Nov-2021	Complete	Customer called, the walkway in front of his home is brick and it is heaving after the installation of the natural gas line causing a trip hazard, would like repaired.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete as per Contractor

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
23084	8-Nov-2021	Complete	Email rec'd Nov 7/21: My gas line was installed last week. Unfortunately, there was some damage that was not adequately repaired. Pictures included and prices included. 1. A section of the invisible dog fence wire was ripped apart. There was a sign in the area of the invisible dog fence clearly marking the location2. The landscaped garden on the left side of the driveway was replaced with dirt and grass. It was cedar mulch and perennials originally3. A 10 x 10 section of the gravel driveway was excavated and was replaced with a muck dirt stone mixture plus the area was not packed back down smoothlyCan you arrange to have this repaired or pay for the damages and I will arrange to have the work done on a timely manner?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete by Contractor in lieu of payment to homeowner. Homeowner satisfied
23140	10-Nov-2021	Complete	Email rec'd Nov 10/21: We now have the gas pipe to our house installed and the lawn was filled in over the pipe but the machine that did that work has left large ruts in the lawn next to the pipe. Will they returning to repair or fill in that area? We are concerned that once the snow falls any remediation like this will be forgotten as the crews move on.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
23162	11-Nov-2021	Complete	Customer called in wanting to know when the 2 holes in the road, right in front of his driveway, are going to be fixed. He has filled the holes 2 times now himself with gravel. The holes are 2x2 and 4x2. He doesn't want to fill them again, and wants them fixed ASAP.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Repaired as per Contractor.
23172	11-Nov-2021	Complete	Spoke with Customer, he indicates that the town put a cold patch at the end of their driveway and he is wondering when it will be repaired properly with Asphalt.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Added to the hard surface restoration program for 2023 - Completed spring 2023.
23179	11-Nov-2021	Complete	Customer called to report there are multiple (about 6 or 7) holes on her property, all at least 6 inches or more deep. She is concerned one of her grandkids might hurt themselves.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Safety issue resolved. Restoration complete as per Contractor
23229	15-Nov-2021	Complete	Received call from homeowner, stating that Contractor severed his cable line this morning. He is wondering if Contractor has called Rogers to repair it? He has tried to contact Rogers himself but can't seem to get through to speak with someone. He would like this to be fixed ASAP.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Repaired as per Contractor.
23408	22-Nov-2021	Complete	Customer called in stating that he has a sink hole by his down spout beside his house. When Contractor did the work to install the gas line, they damaged the underground drainage, now the water is not draining. Contractor initially filled in the hole they made, but now that the water isn't draining it has all sunk in. He would like this fixed ASAP, especially before snow comes.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor went to check out the issue. The homeowner was very disrespectful so they had to leave. EPCOR also went and determined what's required. He'll work with Contractor to be present during the repairs and manage the homeowner. We will hope to get this done tomorrow. Repaired as per Contractor.
23434	22-Nov-2021	Complete	Rec'd a call from Customer, his yard lights was severed during the installation of the distribution network. This is a private electrical line from the house to the yard lights that was severed. Looking to have repaired.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Locates sent out with forms. Complete as per Contractor
23576	26-Nov-2021	Complete	Email rec'd Nov 25/21: I've been looking at this beauty since September. The fellas told me they needed a pipe, but I think they've had long enough. Now it's completely filled in with leaves and tree debris. There is a mess of sand on the road that is about a foot high and sticks out in the road by about a foot or 2. It's going to create one hell of a mess when the snow plow blows by. Can you please give me a date they will come by and fix it and clean up the mess and take away that pretty orange fence.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor to complete repairs and lower service or provide protection between line and culvert. Complete as per Contractor
23647	30-Nov-2021	Complete	Customer called in stating that Contractor hit and damaged their internet cable this morning, Nov 30th around 9:40am. They need this fixed ASAP, her and her daughter work from home are losing money because of this. She spoke with an Contractor worker on site and they said they would contact someone to fix it, but no one as shown up (called at 12:00pm).	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Repair completed later that day. EPCOR relies on internet provider to complete repair.
23664	1-Dec-2021	Complete	Customer called, there is a steel plate 1x4x6 on his driveway, left from the construction crew who were locating a line. He is wondering when it will be removed as he uses a snow blower to clear his driveway. fwd. to sb construction notices	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Follow up with foreman. Complete as per Contractor
23674	2-Dec-2021	Complete	Customer called, the distribution line was installed at the front of his property, but after the construction there seems to be a goopy mess at the front of his property in the ditch / gully that is making it difficult to clean his yard and his not sure what the material is. Hoping to have someone look at it.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - spoke with Customer and explained the spill. Non hazardous. Drill mud cleaned up the same day. Restoration complete.
23833	9-Dec-2021	Complete	Customer phoned and he is very upset about the damage done to his driveway during the line installation (after looking into this further it must be the main line as he is listed as 2022). He says his driveway is completely ruined because of a 2x2 whole put in the centre of it. He says he talked to Contractor and he was told to contact us.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete on lawn and driveway. Complete as per Contractor
23840	9-Dec-2021	Complete	Tenant called to advise during restoration only 1/2 of his driveway was paved. There is one side that was not completed. He is aware that it may be too late in season to complete but would like someone to have a look so it may be completed in the spring.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR performed field inspection to confirm required repairs. Complete as per Contractor
23874	13-Dec-2021	Complete	Customer called disappointed with the state in which his front yard was left on Friday Dec 10th. He said that his yard, and many of his neighbour's yards were left the same or worse. He is not happy with how we filled in holes with sand and wanted to report that a child had actually fell into one of the holes in his neighbour's front yard. According to him, she had fallen in and was up to her waist in the sand. He and some of the neighbours did their own restoration to fill in the holes for now but has requested that we visit the property to ensure proper restoration is completed with acceptable materials (i.e. not sand).	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	The holes in the yard were fixed later that day. It was fixed by 8am on December 14th. They return in the spring to do top soil and seed. Restoration complete as per Contractor
23918	15-Dec-2021	Complete	Customer called he is concerned with an open hole on the yard to the left of his home. The hole had orange fencing but it has blown down and the gas line is exposed and he is worried that once it gets dark that someone could fall in the hole and damage the gas line.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
23955	16-Dec-2021	Complete	Email rec'd Dec 15/21: As part of myself cleaning up your mess you left my lawn, so please take the time to pay the bill of doing your maintenance work and never appreciated that after I had to fill in the huge holes you left behind and repair my lawn that you dumped clay on my lawn and ruined my lawn again so please have a good day	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor in lieu of direct payment to customer. No further work required

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
24430	21-Jan-2022	Complete	Jan 20/22: Customer called she is the owner of the home and has tenants who occupy the property. She was at the property and in the basement and noticed that the wall by were the gas line and meter was installed and driveway cut has bowed. She is concerned and was wondering if was caused by the work performed by Contractor.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - As per our conversation yesterday. The damaged foundation is at the rear (S side) of the house. The homeowner had admitted the foundation had a pre-existing crack. Our gas service was installed on The W side of the house and did not impact the rear of the building. No further work required. Homeowner ok with resolution
24702	7-Feb-2022	Complete	Customer called inquiring when the repairs to the end of the driveway and along the side of the home for the gas line instillation would be completed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Added to the hard surface restoration program for 2023 - Completed spring 2023.
25171	2-Mar-2022	Complete	Customer called in saying that his mailbox has been damaged/hit by Contractor while installing the main line. The mailbox post is now on an angle, the mail box is damaged and bent, the lid no longer closes properly. He would like this fixed ASAP.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor replaced the mailbox
25677	22-Mar-2022	Complete	Customer called to report that there was a rather large hole left after construction ended in the fall. The heavy rains have been eroding the hole and it is now getting rather large and she is concerned.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
25817	29-Mar-2022	Complete	Customer called her walkway pavers/slate stones were moved during the gas line installation and we advised they would be returned to original state, stones still stacked awaiting replacement/repair	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR will complete an inspection in spring of 2023 and will add this property to the soft surface restoration program for 2023 if required - confirmed completed by Contractor
25835	30-Mar-2022	Complete	We recently have been hooked up to EPCOR gas. The following has happened.....While putting in the gas line the water line was hit. Although the damages were dealt with very promptly and they had filled in with sand. Since the snow melt, it has caved in somewhat. The dirt and sod will need to be replaced along with the deep tire marks on the property due to machinery.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR will complete an inspection in spring of 2023 and will add this property to the soft surface restoration program for 2023 if required - confirmed completed by Contractor
25863	31-Mar-2022	Complete	Spoke with Customer, his service line was installed yesterday. The rogers cable/Internet has been out for 24 hrs and additionally the hole dug to expose the gas line instillation has been piled on the case of the back-up generator and this is blocking the air intake for the unit.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
25941	5-Apr-2022	Complete	Email and Photo rec'd April 3/22: I am emailing in regards to damage outside of my property. I know it is early in the season but late last year your hired contractor filled in said hole beside our driveway since then it has settled causing your pipe to be exposed and a danger to cars turning around in our cul de sac. As they never properly turn around on the pavement and turn on the lawns.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR completed site inspection to evaluate the situation. Issues were resolved and final restoration completed.
25968	6-Apr-2022	Complete	In the winter Contractor dug up the ground across the street from homeowner and dumped it on her side of the street in the ditch. She said whatever they dumped there was full of Boston Ivy and it is very invasive and she is concerned it is going to take over her lawn. She would appreciate it being removed to avoid this.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Excess soil has been removed. EPCOR will complete an inspection in spring of 2023 and will add this property to the soft surface restoration program for 2023 if required - confirmed completed by Contractor
25990	7-Apr-2022	Complete	Customer has requested we bring several loads of topsoil and regrade the front yard where our machines have dug up and left a mess. He said grass will not grow there as the area is now very rocky and poor soil.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR will complete an inspection in spring of 2023 and will add this property to the soft surface restoration program for 2023 if required - Complete as per Contractor Restoration Crew
26016	8-Apr-2022	Complete	Customer called, the area around where the mail box was replaced has not started to wash away causing a sink hole. Can we please get some fill here to prevent any further hazard.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR replaced the mailbox
26023	8-Apr-2022	Complete	Spoke with Customer, he is unhappy with the number of holes dug on his property last year to install the natural gas distribution lines. There are 2 holes in his single driveway (with pitted test marks around the holes) and 5 holes total on either side of the driveway. One hole in the driveway sank over the winter and he filled it with gravel and the holes in the yard are starting to sink with the weather and his yard is filled with gravel. He would like someone to fill the holes so they are not a hazard and to speak with someone about why there are so many holes on his lot compared to his neighbour.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
26057	12-Apr-2022	Complete	Customer called, he is inquiring about the restoration of his property. He indicates that there are still large boulders at the end of his laneway between him and his neighbour that will need to be removed by machine. Additionally the trench that was dug near the trees has partially been raked back in but will need to be rolled and then have top soil and seed added. Would like someone to get back with a timeframe as to when this will be completed	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Homeowner hired a private contractor to resolve all the issues on his property without consulting EPCOR and before EPCOR could dispatch crews to the property. The homeowner and EPCOR discussed and settled the matter with no further action.
26071	13-Apr-2022	Complete	There is a large deep hole in the yard on the driveway side that needs to be repaired immediately could be dangerous with children playing.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
26141	19-Apr-2022	Complete	Email April 14/22 - Customer concered about delays in property clean up	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
26256	21-Apr-2022	Complete	There are two locations at this home the connection for his home on the left of the garage and the connection to the neighbours to the right of the driveway that was torn up during the instillation of the service lines, would like repaired.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Added to the hard surface restoration program of 2023 - Complete as per Contractor Restoration Crew
26279	22-Apr-2022	Complete	Customer called indicated that during the instillation of the natural gas meter that the concrete was dug up to install. Would like to make sure she is on the list for repair.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Inspected today and is complete.
26315	25-Apr-2022	Complete	I just received a call from Customer. This weekend he realized that he was a broken sewer pipe on his front lawn, and there for has sewage leaking up through the grass on his front lawn. He said that when Contractor was installing his service line back in November, they parked a large truck on his front lawn which he thinks is the cause of this broken sewer pipe. He has called the township to see about getting the pipe fixed and would like to hear back from EPCOR/Contractor.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - I followed up on this call yesterday. The city with the help of Contractor effected the repair. It was a cross-bore that damaged the waist pipe. The repair was completed and the customer was pleased.
26316	25-Apr-2022	Complete	Customer called about the ground conditions of her lawn on either side of the garage laneway. She would like this cleaned up so she can mow the lawn.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
26319	25-Apr-2022	Complete	Customer called the mess left in the ditch and the area that the equipment was parked. Wondering when this will be completed. feels the uneven ground could hurt someone.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Ground evened out.
26332	25-Apr-2022	Complete	Customer called in stating there is a small sink hole in the ditch near his driveway where the line was installed last year. While walking in the area over the weekend it sank down about 6-8 inches. The hole is right where the water line comes in from the road to the house. Right now its about 1ft wide. Portion of the back patio was cut out during the was cut out to install the meter that has not been replaced/repared and top soil and seed has also not been completed for where the line was dug from the street.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR talked to the homeowner and they are aware that the address has been added to the soft and hard surface restoration program for 2023 - Area filled in and restoration complete by Contractor
26333	25-Apr-2022	Complete	Email with Photo rec'd Apr 25/22: Here is a picture of the front ditch. They did put the line across the road late in the winter so my have missed coming back to fix it. I keep the ditch grass cut and would like to have this fixed	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM - Thanks we will add it to the list. However, that ditch looks a little wet, so if we can get back to the customer and mention that it will likely have to dry up a bit more before we can finalize the restoration that would be helpful to manage their expectations. EPCOR - Restoration Complete.
26403	27-Apr-2022	Complete	I was just curious when the cleanup crews will be out to start yard repairs from installation damage. With the weather getting warmer it would be a good time for topsoil and seeding. My repair is small but was hoping EPCOR could fix it sooner than later. Here are some pictures of the trencher damage. Thanks	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM - Hydro seeding is booked for Thursday and Friday next week (weather permitting). Regardless, we have not forgotten the area. EPCOR - Complete as per Contractor.
26424	28-Apr-2022	Complete	Customer called inquiring about the restoration of her front lawn from the instillation of the gas line last year as it is all sand. Wondering when top soil and seed will be installed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed as per Contractor
26425	28-Apr-2022	Complete	Email rec'd Apr 25/22: I am hoping I am contacting the right company that is installing the natural gas line here in Point Clark. Last fall a trench was dug across my front lawn to run the gas line down our street and was left in a total mess but understandable due to the weather conditions....so fast forwarding to today I need you to repair my lawn ASAP being it is spring and I have no intent of running a line to my house.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Complete as per Contractor.
26454	28-Apr-2022	Complete	Email rec'd April 28/22: I am contacting you regarding the damage done during the natural gas pipeline activities. The rodent blockers from my sump pump and downspout pipes was broken off and both disappeared. The ditch was also left a mess and sand put back in place which is causing erosion problems I would like to speak with someone about having the sand removed and topsoil put back in as well as these other issues.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Issues resolved. Restoration complete
26526	2-May-2022	Complete	Customer called in to report that there is a significant sized sink hole on his property by the road that he would like filled in as soon as possible.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Complete as per Contractor.
26536	3-May-2022	Complete	Email rec'd May 2/22: Hope all is well. When the install of the gas line went in on our street unfortunately they needed to cut into our driveway for one of the locates (hydro I believe). That said, do you know when the repairs will take place? If not for a while would it be possible to have the hole re-filled as it has settled and parts of the concrete are beginning to chip. Also for the repair, will the whole section be replaced so it repairs better? See below pictures at the bottom of the email chain. Let me know if they didn't come through.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM - Contractors' cleanup crew is scheduled to begin work in Inverhuron some time next week. EPCOR - I inspected this property, and it is complete.
26542	3-May-2022	Complete	Customer called in wanting to have it on record that Contractor hit the water line at this cottage last week Thursday. He said Contractor called him right away to tell him about it and they fixed it. He was very pleased with Contractor's work. He said once it was fixed Contractor left him a voicemail stating to call him if he has any issues in the next couple weeks	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Complete as per Contractor.
26544	3-May-2022	Complete	Customer called, there is about 16 feet of his front yard along where the distribution line was installed that has sunk about 6 inches down and he would like to get that filled before its a hazard	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
26546	3-May-2022	Complete	Customer called would like to know when lawn damage will be fixed. Pays a lot for his lawn to look good and does not want to wait all year for repairs.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Complete as per Contractor
26555	3-May-2022	Complete	Email rec'd May 3/22: Could I please bring it to your attention that the walkway at my residence has damage as a result of work done to install gas lines. Please see attached photos and get back to me about how we can resolve this. Please note, the stairs leading to the front door are also uneven as a result.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Complete as per Contractor
26607	5-May-2022	Complete	Customer called there is damage to his sprinkler with the instillation of the natural gas distribution line. Line and sprinkler head taped and exposed above ground. would like repaired.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Sprinkler system repaired
26625	6-May-2022	Complete	Email rec'd May 5/22: I had my meter installed last fall and there is an approx. 3ft x 3ft hole where the meter is. This is the result of concrete being cut to run the line... will that get repaired? Thanks in advance.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed completed by Contractor
26635	6-May-2022	Complete	Customer called indicated that there is a sink hole on the east side of her property (along tower Rd) which could be a trip hazard would like to have filled	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Complete as per Contractor.
26660	10-May-2022	Complete	Customer called in wondering when restoration was going to be done on his property. Contractor did work in Feb/Mar and disturbed his flower bed, perennial bulbs/flowers were displaced and parts of the stone wall surrounding his flower bed were removed. Also restoration is needed for his lawn as well. He said he was going to send in a picture of the flower bed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Restoration complete
26664	10-May-2022	Complete	Customer called inquiring about when restoration will take place there is sinkage in his yard and the grass has not come back	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew

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26668	10-May-2022	Complete	Email May 10/22: Hi Gas was installed at our home late last fall. Our lawn is a complete mess from the work done. Also other side was damaged from EPCOR parking heavy equipment. I spoke to somebody a month ago and was told they are going to fix the lawn. To date nothing done. Can you please advise when work will be carried out. They fixed the opposite side of the street two weeks ago, but not ours. I am looking forward to hearing from you shortly.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Property restored
26687	11-May-2022	Complete	Customer called to talk about the grass that is now growing after the restoration at her property. Felt satisfied with the restoration the first year, but feels the type of grass that is growing last year and this year is terrible looking. Grows a lot faster than the rest of the lawn.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - EPCOR to pay invoice. Spoke to land owner after repairs were made. Contractor attempted to repair, but did not have proper sprinkler head. Advised to fix and email Invoice. Completed.
26688	11-May-2022	Complete	Customer called in wondering when the restoration will be completed on his front lawn. There are large ruts left by the machinery that need to be fixed/leveled/seeded or sod applied.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
26702	12-May-2022	Complete	Customer called and it unhappy with the state her property was left when her service line was installed- There was insulation removed from the . outside of the home that was not correctly replaced. The house is sold and is set to close June 24th so it will need to be fixed prior to then.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor
26710	12-May-2022	Complete	Customer called in to say that there is one large hole in his lawn that was filled with gravel and sand back in the winter. He would like the gravel and sand removed and replaced with topsoil and seed/sod. There is also another 3 smaller holes that needs to be dealt with as well. He was told Contractor would return in the Spring and "spring is almost over".	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
26724	13-May-2022	Complete	Homeowner, called in wanting to know when restoration will be completed on his ppty. The sink hole area that was "repaired" last fall has a slight depression in it, so he isn't sure if it was repaired properly, so he would like someone to come check it out. Also both sides of his driveway are full of rocks and fine dirt/sand that needs to be replaced with topsoil and seeded/sod. In the NE corner of the house he can't drive his lawnmower there because of the rocks and uneven ground that needs to be leveled. His service line was installed about 3-4 weeks ago and doesn't want to be forgotten about in terms of restoration.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Property restored.
26725	13-May-2022	Complete	Customer would like the holes in lawn filled as they have young children who enjoy playing outside	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Complete as per Contractor
26730	13-May-2022	Complete	Email May 12/22: the construction area in the boulevard fronting our property and that of our neighbors remains unrestored (shallow holes, ruts, cobbles, not levelled or seeded, severed cable line exposed). Please advise as to when restoration will occur and be finalized.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration complete by Contractor. Customer is happy
26736	16-May-2022	Complete	There are a few holes at the end of her property that were filled in with sand in the spring. They said they were told it was going to be topsoil and seeded however she says it is just sand.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed this is complete.
26754	17-May-2022	Complete	Customer called in wanting to know when restoration will be done at this ppty. There are holes in the front lawn that need to be filled and seeded. There were patio stones that were moved and not but back. He temporarily placed them back but they need to be levelled and set. There is also a large hole in the garden that he partially filled himself as it was a hazard, but wants it filled properly. He is willing to do the work if needed but wants the material delivered.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - I was at the above address today and spoke with the customer. At the side of the home where the meter was installed, the patio stones have sunk Potential trip hazard. Also there are sinkage's on the lawn and bare dirt along the line of the service to be repaired and seeded. I advised the customer to wait 4 weeks for the restoration crew. Completed by Contractor
26755	17-May-2022	Complete	May 16/22: complaint about lawn restoration come through social media	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion
26762	17-May-2022	Complete	Customer called in wondering when the restoration will be done on his lawn and fix the irrigation line that was dug up by the road. The areas by the road and meter location need to be filled in, leveled and seeded. The irrigation line by the road that was dug up needs to be repaired sooner than later. He said he spoke to the Contractor worker at the time it was dug up and they said they would return, but haven't yet.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
26789	18-May-2022	Complete	Email rec'd May 16/22: I am wondering when we can expect the boulevard in front of my property will be restored? It was a mess all last summer for obvious reasons, but it would be nice if work would be done soon to bring it back to the state it was in prior to construction! await your response.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Restoration complete
26798	19-May-2022	Complete	Spoke with Customer he is concerned about the topsoil and seed placed at this home as the grass never grew in the construction areas last year. He had to repair his garden himself last year.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Complete as per Contractor
26806	19-May-2022	Complete	Customer called in to say that he had his concrete walkway by the gas meter damaged about a year and a half ago. He was assured at the time that we would be back to repair it, no one ever came. He called in in the fall and things were winding down. He would appreciate if this could be fixed asap as he has been waiting quite a while.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed this is complete.
26807	19-May-2022	Complete	Customer called in asking about final restoration on their property	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion.
26822	20-May-2022	Complete	Customer called he is looking to find out when his restoration will take place. He has a gravel / Clay mix left when the construction happened along the house and in the ditch and he is looking for topsoil and seed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Complete as per Contractor
26865	26-May-2022	Complete	Customer called, when the gas service line was installed, his two yard lamp posts at the end of his lane no longer work, and he believes that a wire must have been hit. Would like fixed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
26887	26-May-2022	Complete	Spoke with Customer, he is inquiring about 3 things: 1) ditch area 10x20 feet in front of his property where distribution line was installed, this has been filled and leveled, but he is wondering about top soil and seed2) Fire number was installed on the road side not the house side of the driveway, does that make a difference3)there are grooves 1/2 inch to 1 inch deep in the asphalt driveway from where the equipment drove and he is wanting to speak to someone about the repair options before this proceeds.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion
26888	26-May-2022	Complete	Email rec'd May 26/22: Lawn not finished needs top soil and grass seed to complete the area is near the road in front of my home	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion.
26906	27-May-2022	Complete	Spoke with Customer, he was advised last fall that his driveway and field that were damaged during construction would be fixed this spring when the weather dried up. The driveway was damaged when sand/gravel where stockpiles and the driveway and a chunk taken out during the removal of the material, additionally there are 1 foot deep ruts in the field for approx. 50-60 feet from driving in the field off 2A to get to HWY 3. He has tried to speak to someone local but they are unaware of the problems to be fixed. Got PM's name off of the fence from the laydown yard in Paisley and would like to speak with him or someone local on site to resolve this issue and get the property fixed as soon as possible	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion.
26965	31-May-2022	Complete	Customer called in stating that his front lawn has yet to be repaired from when Contractor did their work in Dec 2021. He would like topsoil and sod/seeding to be done ASAP.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Top soil and seed applied
26966	31-May-2022	Complete	Homeowner called in asking about final restoration	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion.
26985	1-Jun-2022	Complete	Their front lawn was ripped up and gravel was put down when Contractor did the service for the Hospital across the road and it hasn't been fixed yet, she thinks they have been missed. There are larger rocks that need to be removed that they are cutting grass around. They just reseeded their lawn last year and would like it to be fixed as it was ASAP.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Area restored
26986	1-Jun-2022	Complete	There are 2 spots in his front lawn that need to be addressed, the one area of concern is a spot right next to the walking trail that goes beside this ppty. The hole was poorly filled an needs more topsoil and seed. The other spot is closer to his driveway that also need fixing.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion
27003	2-Jun-2022	Complete	Customer called asking if we could come and fix the driveway. We cut her driveway during construction and left a trench there. She is waiting to hire someone to resurface it but she needs this completed first.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed as per Contractor
27099	9-Jun-2022	Complete	Email Rec'd June 8/22: I would like the workers to put some top soil in the holes they made when putting in the gas lines.They have put sand and stone out front on my grass and that has made cutting my front piece of grass an absolute nightmare. You can't do it with a rider and I almost can't do it with my push mower. I've seen them fix other people's places but they have left mine a disaster since last fallPlease let me know what they plan to do so I can cut grass again easily.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed. Customer feedback: Email June 24/22: Thank you. They did a nice job filling the holes.
27157	10-Jun-2022	Complete	Customer called in about spray paint on driveway completed for locates	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion
27169	13-Jun-2022	Complete	Spoke with Customer due to the recent rain he now has a sink hole at the front of his property by the sideway left of the driveway when facing house from the road.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Complete as per Contractor
27185	13-Jun-2022	Complete	Customer called concerned that there are paint marks on his driveway higher than the utility right of way and he did not request service for natural gas. He would like this cleaned off. (photo provided)	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	contractor confirmed completion
27211	14-Jun-2022	Complete	Customer called, he is wondering when restoration will take place. He has ruts in the boulevard as well as along the driveway from last year. Additionally there were 2 safety cones left at his home last year that still need to be picked up	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
27223	15-Jun-2022	Complete	Customer called, he has 4 holes in his lawn/driveway for the last 3 months with snow fence around them and he is wondering if they can be closed up	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Services completed on Sunrise. Area restored.
27225	15-Jun-2022	Complete	Customer called they completed the landscaping on his street yesterday but the hole with snow fencing at the driveway was not completed as the field staff indicated the hole needed fill before the topsoil and seed. This hole makes it hard to get in and out of the driveway and is hoping it will be filled soon.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Complete as per Contractor
27244	16-Jun-2022	Complete	Customer called there is a black pipe that sticks out of the ground about 6 feet with snow fencing around it for about the last month and he is wondering if this is going to be looked after	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Contractor addressed the issue
27255	16-Jun-2022	Complete	Email rec'd June 15/22: at the time of installing the underground liner, the steel drill rod snapped underground. I incurred much higher expense after the workers dug up over 40 meters to recover the broken rod (dew to poor condition of the steel) and I had to repair this area after they left	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Complete as per Contractor
27259	16-Jun-2022	Complete	Customer called, his is wondering when the topsoil and seed will be taken care of as he has a section 20 feet long by 6 feet wide with just the sand mixture. Said when he drives around town it looks like no restoration has happened at all yet. Feels he has been patient and wants to know when this will be fixed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Top soil and seed applied
27306	17-Jun-2022	Complete	Customer called in wondering when they were going to return with the grass seed. They were there doing the topsoil and grading a couple weeks ago but didn't return yet to apply the grass seed. He is worried that he was missed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Seed applied.

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
27377	22-Jun-2022	Complete	Customer called in stating that the 5 holes in his front lawn that were filled a while ago have sunk in. 4 of the holes are approx. 6-7" deep, one of those you can see an exposed cable. The 5th hole is about 1.5 feet deep. He wants these filled in before someone hurts themselves.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - holes filled in. Top soil and sand applied
27466	27-Jun-2022	Complete	Customer called, he indicates he pressurized up his geothermal system and there seems to be a leak at the property line where the natural gas line was installed. the water pools and then shoots up when it gets to the surface. Would like someone to contact him about getting this fixed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Homeowner was not aware of the geothermal and nothing was communicated to the Contractor crew. Must of cross bored the system when installing the service. Went and daylighted the area believed to be the leak but water was just running back through the bore hole. Plumbing contractor does not have a drawing of the install. System leak identified and repaired by plumbing contractor. Homeowner is satisfied
27557	29-Jun-2022	Complete	Customer called in to say that Contractor was there and did most of the restoration that was required but they forgot about the pile of dirt by the meter. I needs to be removed and then seeded where the pile was.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
27585	4-Jul-2022	Complete	Email rec'd Jun 29/22: As per our discussion, please provide an update on when we can expect restoration. While we accepted the damage to the property and ditch as part of the late December install we were told that it would be remedied first thing in the Spring when the ground dried up. We are still waiting. I am told by a neighbour that the late installation of gas in the 600 block of lake range (that went in after ours) has already been remedied a few weeks ago. Please tell me why ours was not done at the same time, since our gas was in first?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Area cleaned-up. Top soil and seed applied.
27702	7-Jul-2022	Complete	Customer called in stating that there are still 2 holes by the road that need to be filled in. The one hole still has the orange fencing around it. He said everything else on his street is cleaned up expect these 2 holes. Contractor came by and filled in the hole by the riser but didn't return for the others by the road.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - All holes filled in and property restored
27732	8-Jul-2022	Complete	Email rec'd July 6/22: Customer concerned about the amount of property damage incurred during the construction of the project and specifically why their lawn seemingly received more damage than neighbours.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
27745	11-Jul-2022	Complete	Customer called - top soil was dropped of and not raked out on the hill of her property as it is quite steep with the rain the top soil is washing out into her driveway. Wants someone to come back to fix. She has spoke with Contractor out in the field but no one has come back yet.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
27755	11-Jul-2022	Complete	Customer called indicated line and meter were installed last year in the fall but lawn restoration has not yet been completed. Would like someone to come complete work.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Top soil and seed applied
27756	11-Jul-2022	Complete	Customer called indicated line and meter were installed last year in the fall but lawn restoration has not yet been completed. Would like someone to come complete work.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Top soil and seed applied
27757	11-Jul-2022	Complete	Customer called indicated line and meter were installed last year in the fall but lawn restoration has not yet been completed. Would like someone to come complete work.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Top soil and seed applied
27782	12-Jul-2022	Complete	Customer called concerned, his service was installed 3 weeks ago and he has 2 holes about 4-5 inches deep left on his property as he has not gotten topsoil and seed yet. Holes are located beside driveway and next to line installed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Restoration completed 21 July 22
27816	12-Jul-2022	Complete	Customer called, she indicated that the top soil and seed used on her property as restoration of her lawn is full of weeds. She has tried to pull them out a couple of times but weeds are killing the grass seed. This is all across the front of her property and she would like someone to come take a look to see what can be done.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
27819	12-Jul-2022	Complete	Customer called, the top solid laid last year after the line instillation was not leveled very well it is uneven and not enough seed was put down/provided at the property as the grass has grown back sparse.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
27866	14-Jul-2022	Complete	Customer called, his yard was impacted by the instillation of the natural gas distribution lines. The repair to his lawn used substandard top soil that is piled on the street full of mustard seed (weeds). His yard had new sod laid last year and this looks terrible. Would like someone to come take a look and replace the topsoil so seed will grow (would prefer sod - advised not available option)	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - New top soil and seed applied
27898	15-Jul-2022	Complete	There are still DANGER signs and an asphalt cut open square waiting removal and restoration respectively. Are you done in this area? I have not seen any work using those signs or street hole for over a year. Please clean up.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion
27982	19-Jul-2022	Complete	Customer called he is not getting gas but has put his own top soil and seed on his property 3 time to repair the construction damage. 5 Weeks ago they put top soil on top of his repair and was told by a field staff that they would be hydro seeding right after. There has been no hydro seeding done and the top soil put down is full of weeds. Would like to speak to someone about what actions are going to take place next as he needs to kill these weeds but if seed is coming needs to know.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
28065	21-Jul-2022	Complete	Customer called he indicated that the top soil and mulch have been put down (he says happy with work so far guys doing a good job), but they seem to have forgotten seed in the middle section of his road his house and neighbour as well.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
28068	21-Jul-2022	Complete	Email rec'd July 21/22: I received an email 5 weeks ago saying my service line was being installed. For 5 weeks now I have had a trench dug beside my house and a bunch of gas line just tossed beside it. Can you please contact Contractor to find out when this may be completed? I am trying to get a contractor to finish install but I don't know when this will be completed. Let alone I haven't been able to access this side of my property for 5weeks now.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Service completed 9 Aug 2022
28075	21-Jul-2022	Complete	Email rec'd June 21/22: so I was interested for there as they have completed there and there is some work still needed there.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Note from Customer - Please let them know its ok. They did more restoration work there approx. 2 weeks ago and all is good.

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28088	21-Jul-2022	Complete	Spoke with Customer, she indicated that her lawn has not been repaired since last years construction. There is a mound and two areas that are filled with weeds and no grass on the front left hand side of the property. Would like restored	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Area leveled out, top soil and seed applied.
28089	21-Jul-2022	Complete	Customer called top soil was completed but there was never any seed (spray) put down on top of the topsoil. Would like some grass seed	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Seed applied.
28111	22-Jul-2022	Complete	Received a call from Customer, he indicated that Contractor hit a PVC line that runs from his shop to the septic system on July 20th and made a repair without telling him. He is worried about potential environmental impact (soil impacts and land value/cost). He is worried that the repair was not reviewed by a qualified person which could be a liability issue in the future is the repair was not to hold or done correctly.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Correct PVC pipe was used for the repair. Everything looked good. Complete as per Contractor and PM.
28139	25-Jul-2022	Complete	Customer called, Contractor has not come back to complete the landscaping required from using a backhoe for the back part of his line instillation about 75 feet of yard where the line turned 90 degrees to the house. Would like to know when this will be completed	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Landscaping complete
28140	25-Jul-2022	Complete	Customer as called again, she is very frustrated (raised voice at times) that they cannot move into their new home because there is not gas and she has no alternative heat source for occupancy. She would like someone to call her back to let them know when they will get gas so they can move into their house (as they were supposed to get gas last year). Tried to explain about the size of project and delays, but she just wants gas to her home so she can move in.	Sharing project details to inform landowner	Service installed Aug 22/22
28144	26-Jul-2022	Complete	Email rec'd July 24/22: I have noticed your crew is done working on my street and I still have a hole covered with plywood and a pylon on my front lawn. I assume they just forgot about this one but I would appreciate if you could inquire/thanks in advance!	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed 28 July 2022
28150	26-Jul-2022	Complete	Customer called in wondering when Contractor was returning to fill in the hole in her front lawn. She said she spoke with an Contractor worker at the end of last week (July 21 or 22) and they said they would return Monday (July 25). That crew has cleaned up and left her area street. The hole has now gotten bigger and deeper (1.5 feet deep, approx. 2x2ft) with the recent rain fall and it is more of a hazard as it's right next to the road. She would like to be filled in and seeded ASAP	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed 28 July 2022
28170	26-Jul-2022	Complete	Rec'd a vm from Customer that there is a rather large sink hole in front of her property.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed 28 July 22
28201	27-Jul-2022	Complete	Email rec'd July 26/22: Good afternoon, I live in Chesley and the guys just got my gas line installed last week. The yard is quite a mess and the weed spray/fertilizer company will be coming around again, can you tell me when the crew is coming around with topsoil and grass seed?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Soil and seed complete.
28250	29-Jul-2022	Complete	Local municipality called on behalf of a homeowner regarding final restoration	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion
28259	2-Aug-2022	Complete	Email Rec'd July 28/22: I was wondering if you were going to go around and fix the holes in our lawn. I wouldn't be asking but one of the holes that got filled with sand collapsed and made a big hole that could cause injury.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Issue resolved. Customer Email Aug 2/22: Thank you, the guys showed up this morning and fixed the hole very promptly
28261	2-Aug-2022	Complete	Email with Photos rec'd July 29/22: Not sure who I should be reaching out to. The crew has finished around our house and cleaned up the one side of the driveway they just did, but not the huge pile of rocks and debris on the other side. They look like they have moved way down the street and don't want them to miss fixing it up. (Area under there cone) Attached are a few photos	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Clean-up complete.
28263	2-Aug-2022	Complete	Contractor was here to install a gas line last week. When they were shoveling they hit my drain line for my downspout. Can you please ensure. This section of drain pipe is replaced before it is buried?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion
28272	2-Aug-2022	Complete	Customer called he indicates that his line has been installed about 5 weeks ago, but no meter yet. And that there are a number of ruts with no topsoil or seed from the instillation of the distribution line (as he is on a corner lot affects two sides of his property) as well from where the service line was installed. Would like the ruts taken care of as well as the top soil and seed added. Additionally the rivets used to install the riser do not seem to be holding into the stone foundation.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Ruts removed, top soil and seed applied
28283	2-Aug-2022	Complete	Customer called, to let us know that Contractor had to directional drill from next to his house out to the road due to trees on the neighbour's property. He indicated that he just re-sodded the property and that the direction drill was damaging his new sod. He asked it this would be repaired and I indicated yes with topsoil and seed. He was not satisfied with this and said he wanted sod to fix his lawn. Advised I would forward his concern to our project coordinator to call him back to discuss.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Restoration complete as per Contractor
28293	3-Aug-2022	Complete	Email rec'd July 29th (attached) : Please pass this email on to the pertinent EPCOR manager. I wish to express my displeasure with the method in which my gas line has been installed. I have just come home to see my 10k\$ sidewalk cut in order to facilitate the gas line installation at my house.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Everything has been completed and resolved in April 2023
28396	4-Aug-2022	Complete	Customer called, he indicates that he has a fairly large sink hole at the front of the property next to the hydro transformer box, looking to get filled as he has young grandchildren	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed 4 Aug 22
28412	5-Aug-2022	Complete	Customer left a vm at 7:30pm Aug 4th, indicating that his natural gas line had been installed and backfilled but that this has undermined his brick driveway and his is concerned it will collapse. Would like someone to call him back Friday to discuss.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed 24 Aug 22

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
28527	9-Aug-2022	Complete	In between their house and her parent's house there is rather large hole in the yard that doesn't seem to be filled in very well. She said that an 8 year old had fallen, didn't hurt himself but it is how it was brought to their attention because it seems to be crumbling and sinking in deeper. She is concerned someone will get hurt and would appreciate if it could be addressed as soon as possible.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed week of Oct 3, 2022.
28563	10-Aug-2022	Complete	Homeowner called in about final restoration. Replacing sand in hole with topsoil and seed	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
28574	10-Aug-2022	Complete	Rec'd call from Customer, he was inquiring about the replacement of top soil at his property and when that might take place. He is willing to complete the work if he was provided the material.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
28640	11-Aug-2022	Complete	Customer called there is a second issue at the property from the instillation of the gas line to his property. The drainage tile that runs from the eaves to the road between him and the house to the north was not repaired correctly. He has had an issue with standing water / saturated water in the ground where the hole was dug for excavation.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Tile replaced as per Contractor
28676	12-Aug-2022	Complete	Homeowner called in about driveway repair	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed completed by Contractor
28712	15-Aug-2022	Complete	Customer called indicating that the 16" drainage tile between his home and the neighbour was hit during the instillation of the gas line. There is a small hole on the surface and a larger one underneath. This is flagged and marked, he is wondering when someone is coming to vacuum this out and repair.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed Oct 11, 2022.
28718	16-Aug-2022	Complete	Email rec'd Aug 11/22: I just wanted to follow up. We had the natural gas line installed from the road to our house and are awaiting the meter. After the line has been installed our garden and lawn is still torn apart all around the line. I was wondering if they are coming back to fix this? This occurred Monday this week.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Customer provided with materials to complete final restoration (at his own request).
28744	17-Aug-2022	Complete	Rec'd VM from Customer, she is very unhappy with the dirt used on her lawn as it has stones in it, additionally there are now tire tracks on her lawn which also have stones left behind. She would like someone to come pick up all the stones left behind.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
28771	17-Aug-2022	Complete	Customer called, when the service was installed the sideway was drilled into to put in the service. 3 feet by 1.5 feet of cement needs to be repaired.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed by Contractor as of April 10, 2024
28774	17-Aug-2022	Complete	Customer called indicating that the 16" drainage tile between his home (206) and the neighbour (204) was hit during the instillation of the gas line. There is a small hole on the surface and a larger one underneath. This is flagged and marked, he is wondering when someone is coming to vacuum this out and repair. He would like to finish his driveway and is awaiting this work	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor completed.
28784	17-Aug-2022	Complete	Customer called in wanting Contractor to return to redo the grass seed that was done in the fall of last year. It came up all as weeds, no grass.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion.
28807	18-Aug-2022	Complete	Customer called, indicates that his service line was installed and with the heavy rain there is sinkage along his driveway on the left hand side by the house from where the line was installed. Hoping someone can come fill up with dirt	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion.
28825	18-Aug-2022	Complete	Customer called in and wants Contractor to return to redo/finish the restoration of his front lawn. They didn't put enough topsoil down so its not up to grade especially by the road. Also there are tire ruts further in on the lawn from Contractor's equipment that didn't get filled	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
28901	19-Aug-2022	Complete	Customer called, he indicates that there is still a hole at the end of his property with fencing to be filled and made safe.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion
28959	23-Aug-2022	Complete	Customer called, he is wondering when the top soil and grass seed will be brought around to restore properties. His line was installed in June, meter in July and gas has been turned on but no restoration yet.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion
29028	25-Aug-2022	Complete	Customer called wondering why her property did not get topsoil and see like the rest of her neighbours last week and the beginning of this week. Property is just back filled and she worries that this is an area for her grandkids to play in as there is no longer a fence around it. Would like someone to call her about when this will be completed	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion
29129	29-Aug-2022	Complete	Customer called her internet with Rogers was cut on Thursday when they were out of town and the gas was installed at her neighbour's. She found out when they get home last night when she got home. She spoke with her neighbour who indicates that Contractor was aware they hit the line and buried it back up. When she called Rogers last night they had no previous notification of the hit line and could not get out until 9am this morning to do a temporary repair of her line. They indicated that it will be 6-8 weeks to replace the which will now wreck her landscaping as they will not install through her conduit and she has again been inconvenienced by construction that is not to her property.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR - Area cleaned-up. Top soil and seed applied. Unfortunately Rogers does not locate their utilities. We do not repair other utilities.
29153	30-Aug-2022	Complete	Customer called, the paving stones that were moved during the instillation of the natural gas have not been restored and there is a green safety cone over the area. Would like to know when this will be fixed as the crew said they would be back in a day or two as they needed the tamper to complete the fix.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
29292	2-Sep-2022	Complete	Customer called he is wondering when Contractor is coming back to install his line. There has been an open hand dug trench for 3 weeks from the road to where the meter will be installed but no one has come back. He had already removed his propane from the house last year this time and wants to make sure his service goes in so he can coordinate with HVAC to get connected.	Sharing project details to inform landowner	Service installed Nov 15/22

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
29345	6-Sep-2022	Complete	Spoke with Customer, excavation at the corner by the edge hedge 4x4 filled sandy soil but no top soil or seed. As they are a narrow street cars are starting to drive over the area causing ruts and a trip hazard	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion.
29374	7-Sep-2022	Complete	Customer called, quite upset that her gas line has still not been installed. There are piles of dirt and yellow gas line left on her property and orange fencing blocking her access to her back yard and garden where she wants to put in plants. She would like a call back as to when this work will be completed.	Sharing project details to inform landowner	Service installed Nov 30/22
29434	8-Sep-2022	Complete	Property restoration requested - proper top soil, grass seed required. Whatever was laid at the time of the original time of restoration was poor quality soil and nothing has grown.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion.
29532	13-Sep-2022	Complete	Customer called, his construction is complete and restoration was completed once but does not seem to have taken. He indicates that an Contractor employee was by and said that the top soil and seed was going to be redone as it did not take but that was over a week ago. Would like an update	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion
29537	13-Sep-2022	Complete	Customer is requesting proper property restoration (top soil and seed) be completed on his property. By the road and also by the gas meter.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion.
29635	16-Sep-2022	Complete	Customer called, the right front corner of his property next to the driveway where the natural gas exposure hole was has sunk causing the asphalt on his driveway to now sink as well. He is expecting heavy equipment in the next few weeks to deliver wood and is hoping this can be fixed prior to then so it is not damaged further during the delivery.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion.
29699	20-Sep-2022	Complete	Customer called, his service was installed last week and he was wondering if there was any contact made with the sump pump line as there is now a wet spot on the lawn. Wants to make sure everything is ok so his basement does not flood in the winterHe would like to know if there were notes on the construction file about any issues and a call back to advise.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	No issue observed by EPCOR. Customer was advised
29737	21-Sep-2022	Complete	Customer called concerned about the restoration of his property	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
29760	22-Sep-2022	Complete	Email Sept 9/22: I'm emailing today to inquire about the status of my property. This prep work in the photo was done weeks and weeks ago, but I've haven't seen a crew since.	Sharing project details to inform landowner	Service installed Nov 30/22
29761	22-Sep-2022	Complete	Customer called concerned about the restoration of his property	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed as per Contractor
29773	22-Sep-2022	Complete	Email rec'd Sept 17/22: Just wondering if repairs will be made where property was dug up and where grass ruined?	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Spoke with contractor and this was top soiled and seeded.
29792	23-Sep-2022	Complete	Customer called, the restoration on his property has settled and he needs additional topsoil and seed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
29800	23-Sep-2022	Complete	Customer called in wanting the orange fence to be taken down and the trench/hole to be filled in and repaired. It has been this way since July and he hasn't seen any work being done in the area for a long time.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor removed fence
29815	26-Sep-2022	Complete	There appears to be tire tracks going across her yard to the meter that are quite sunken in from when the line went in. Needs to be addressed as the craters left are quite substantial.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed as per Contractor
29892	27-Sep-2022	Complete	Email rec'd Sept 26/22: Hello I'm the owner of a home. My side walk was removed going into my garage entrance to make way for a direction boar machine , I was wondering if it will be replaced before winter , the gravel from the driveway slides onto my lawn and make a lot of work in the spring raking it back out, the sidewalk is my barrier and an even surface for my handicapped daughter to get in my house. I understand it had to be removed, I just have had no contact regarding it being replaced, thank you	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed during hard surface repairs in Chesley Nov 22.
29896	27-Sep-2022	Complete	Email rec'd Sept 27/22: Who do I talk to about damage that happened from the construction crew during the gas line install? It looks like despite the drawings, they hit both the internet line, and my water drainage line. The internet has been fixed by internet provider but I need the drainage line addressed. I don't want to dig it up myself since there is a gas line now there...plus I don't think it should be on me when I indicated where the drainage line was and they still hit it.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Repairs completed Oct 13, 2022.
29937	28-Sep-2022	Complete	Customer called, the locate holes at the front of his property have sunk due to rain. Additionally there was no topsoil and seed put on the track marks up the lawn where the equipment was driven on the property	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
29943	28-Sep-2022	Complete	Customer called he has no water at this property since Monday when there was construction for natural gas. Would like this investigate.☐ Email Sept 27/22 6:18pm: I've had someone check on the house for me today and they said that the gas line has been installed but now I don't have any water coming into the house. Can someone check if there is an issue or if the water has been turned off at the road and not turned back on? We'd like to get the resolved asap please.☐	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed repairs on the same day.
30012	29-Sep-2022	Complete	Email rec'd Sept 29/22: Just letting you know that my walkway was damaged when the gas pipe line was put in and has not been repaired. My understanding is that it should have been.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
30037	3-Oct-2022	Complete	Customer called work to install his line was completed about one month ago and they had to cut the concrete sidewalk for the install. There are still just cones around the area and he is wondering if the sidewalk will be replaced right away or if they will be filling the hole to make it safe for the winter. Peter would like a call back to advise	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed completed by Contractor

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
30063	3-Oct-2022	Complete	Customer called, he is inquiring about the hole in his yard left with orange fencing left around it and a pile of dirt next to it created when the service was installed for natural gas over a month ago. Looking to find out when this will be filled back in and restored with dirt and grass seed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed this is complete.
30112	4-Oct-2022	Complete	Customer called, a section of her driveway and the sidewalk in front of her driveway have yet to be restored.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	COMPLETED AS PER Contractor RESTORATION CREW - AUGUST 8, 2023
30138	5-Oct-2022	Complete	Customer called and l/m that there was a hole left at his property about 1 month ago that has not been filled yet, he tried but only partly filled, needs more dirt for the hole and then top soil and seed for restoration	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Hole was filled. Concrete repair spring 2023 - completed as per Contractor
30154	5-Oct-2022	Complete	Customer called about the restoration of his property. His sprinklers were broke and repaired incorrectly, there is still a hole on the right side of the driveway that has not been filled (he is worried someone is going to get hurt), topsoil put down on his lawn was full of weeds.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion.
30281	11-Oct-2022	Complete	Customer called in, Contractor didn't bury her telephone line by the house when they installed the service line. She was cutting lawn on the weekend and almost cut it. She would like them to return and bury it. There is also a "gully" beside the driveway that needs topsoil and seed yet.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion.
30393	12-Oct-2022	Complete	Received a voicemail from Customer, stating that Contractor hit their septic line.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per contractor 19 Oct 2022
30424	13-Oct-2022	Complete	Customer called in, Contractor was at this ppty digging this morning (they just left, 9:55am Oct 13/22) and he has no internet, it was working before they came. He was going to call the internet provider next to come out.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	PM - Contractor has already called in internet provide for the repair. It was completed that day
30438	13-Oct-2022	Complete	At the front of her driveway on the right hand side, the ground has severely sunk in quite a bit. She is worried this will cause damage to her car as she has already got stuck there once.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed 21 Oct 22
30569	18-Oct-2022	Complete	Email rec'd Oct 14/22: There are two open holes at the road side in front of my house. They need to be filled or covered as soon as possible. The largest hole is about 1 foot square and 18 inches deep. The holes are related to the natural gas installation at our neighbour's house. The holes are very close to where people walk along the side of the road. They pose a danger.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed 19 Oct 22
30674	19-Oct-2022	Complete	Customer called, there has been a couple holes with orange fencing around them along his laneway since June and he is wondering when they will be filled in so he will have full access to his laneway again	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
30738	21-Oct-2022	Complete	Email rec'd Oct 20/22: We are just waiting on you to fill in the holes.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion.
30739	21-Oct-2022	Complete	Homeowner called in about final driveway restoration	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed as per Contractor
30811	24-Oct-2022	Complete	Homeowner called in asking about final restoration	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion.
30816	24-Oct-2022	Complete	Customer called his neighbour's received service and he has 4 sink holes from construction on his front lawn about 1 foot deep that he would like filled back up and an uneven area in the ditch portion of the lawn that needs more dirt as well	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Completed 25 Oct 22
30951	27-Oct-2022	Complete	Email rec'd Oct 26/22: Customer concerned about property restoration/damage on driveway	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	No follow up. work related to township on Victoria Rd. Followed up with homeowner to let them know.
31087	1-Nov-2022	Complete	Homeowner called in asking about final restoration	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
31092	1-Nov-2022	Complete	Customer called in stating he has a sink hole in the area that Contractor just repaired, near utility vault about 1x1 ft. He also lost internet after they did the restoration but already called the internet provider and got that fixed.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion.
31093	1-Nov-2022	Complete	Customer called, she indicates that since the installation of the gas line some roots have pushed up above her grass about 1-1.5 inches that are now a trip hazard. She noticed them when she tried to cut her lawn and they hit the lawnmower blade. She indicates it is the area to the side of where the meter was installed just beyond the sidewalk in the grass. She indicates that she has a tree branch over the area to identify it. Sue would like a call with an action plan as to how this is going to be repaired.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor crew resolved the issues and completed the restoration.
31201	3-Nov-2022	Complete	Email rec'd Nov 2/22: Customer inquiring about lawn repair after construction	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion.
31485	14-Nov-2022	Complete	Customer called, there was material left at this property after his driveway was repaired (pylons and tar (cold patch), wondering if someone can come pick them up.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor did a clean-up blitz week of Dec 19 and removed material
31540	16-Nov-2022	Complete	Customer called, inquiring about when her natural gas service will be installed. Advise that we received a project updated Nov 15th and that her service has been now delayed until 2023. Customer feels this is unacceptable, they applied in the spring and have made arrangements with an HVAC company, have purchased a new furnace that the HVAC company wants to install only to be told today that there service install is delayed.	Sharing project details to inform landowner	Contractor confirmed completion.

Task Number	Date Entered or Received	Status	Description	Rationale	Resolution
31557	16-Nov-2022	Complete	Customer called in wondering when Contractor was going to return to finish his drive way repair. He said they were there 7-8 weeks ago did about half the required work and they told him the would return soon to finish it but they haven't come back. His driveway is crushed asphalt.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Confirmed completed by Contractor
31747	22-Nov-2022	Complete	Customer called. She indicates that water is coming into her garage (last year and this year) from the area where meter was installed as part of a walkway was removed and only dirt left in its place. She would like someone to come out and fix the issue / water proof to prevent water from coming in an longer.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion.
31958	28-Nov-2022	Complete	Customer called, lawn has not been restored since the cross-bore repair. Sand packing material was put down but never any top-soil and seed. Advised seed would not be put down until spring, but able to send to construction coordinator to have top-soil put down to level out lawn.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
32280	5-Dec-2022	Complete	Homeowner called in to ask about final restoration	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
32318	6-Dec-2022	Complete	Homeowner called in to ask about final restoration	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Contractor confirmed completion.
32383	8-Dec-2022	Complete	Customer called, she was at the property two weeks ago and saw a yellow line arc out of the ground for about 3 meters and arc back underground and is concerned that this may be the gas line. She would like some to check as this could easily be cause by a person walking or someone shoveling.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Cancelled - this was a different infrastructure owners property
32533	14-Dec-2022	Complete	Received a call from Customer. She is extremely upset about the bright yellow bollards that were placed at her drive way. She says that her meter is indeed on the side of the house at the driveway, but she says that these bollards make it extremely difficult to get in and out of her driveway.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR Inspector spoke with homeowner and the installation was as per code. No follow-up required.
32569	15-Dec-2022	Complete	Customer called, during the install of the natural gas line, his tenants clothes line was taken down and they would like it put back up now that the line is done.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
32668	20-Dec-2022	Complete	Your guys came by and dug a hole beside my foundation for the installation of my gas meter. They said they would be back in a couple of days to install it via digging under the street. Now I have a large hole beside my foundation with some pieces of wood over it and a pile of dirt beside it. The problem is I need to blow snow through there so the propane people can get back to the tank at the back of the house, which I cannot do because of the pile of dirt I would like it if this could be rectified asap.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Complete as per Contractor Restoration Crew
22056	7-Sep-2021	In Progress	Customer called, he says he specifically asked the construction crew NOT to drill until his driveway, however they did now and it is caving in, and a concrete panel is now broken on his driveway- he would like a phone call to discuss how it will be fixed	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Added to the hard surface restoration program for 2023.
23491	24-Nov-2021	In Progress	Received call from Customer in regards to the cement repair due to line and meter installation	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Filled with gravel. EPCOR to follow up in Spring.
25729	24-Mar-2022	In Progress	Customer called in regards damage caused to the nw corner of his asphalt driveway last year during the instillation of the distribution line, the hole sunk causing damage to the driveway, photos to be provided	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	Added to the hard surface restoration program of 2023.
26700	12-May-2022	In Progress	Spoke with Customer, his stamped concrete along side of the home has yet to be repaired. Flag stone at the street is still piled up and has not yet been replaced and now grass is starting to grow. Customer would like to be contacted about this work, ok to leave a message if not available.	Proper clean-up of landowner's property is a priority for EPCOR. This is within the scope of work of Contractor.	EPCOR has added this property to the hard surface restoration program for 2023