

Staff Report May 13, 2021

CAO and Municipal Clerk– Alain Muise & Eilidh Canning

Municipal Administration Building *Council Priority (multiyear)

The building is advancing mostly on schedule and within budget parameters. We are expecting substantial completion for the end of the month. With COVID and other factors, we are expecting a move in the third week in June, perhaps even the last week. The outbuilding is moving along nicely, with a combined effort of Louis Boudreau and his team and Garian Construction, Work on obtaining the loan and grant from FCM will be led by me. More details can be found in PW report.

Affordable and Alternative Housing *Council Priority (multiyear)

Staff shall be providing a recommendation to Council on the sole submission at a future meeting. We await comments from our advisors, and we intend to work directly with the applicant to ensure the project meets our collective expectations.

Strategic priorities sessions

In the next two weeks, we will be setting up meetings with staff to work through specific objectives a blow out the work we have done during our sessions. We expect to have a completed document for Council review in June.

COVID

COVID protocols are in place again, with limited staff in the office. All staff are able to work from home if needed, with maintenance staff continuing their outdoor work as per usual, with some exceptions. Residents are not permitted in the administrative building at this time.

The Recreation Department has made plans for the summer, which include the possibility of another year of modified day camps. They are well prepared and able to pivot quickly. We will be hiring maintenance staff, office support for summer activities for certain.

Fishing dispute

Nothing significant to update, outside of press reports shared with Council previously on moderate livelihood. Iris Communications continues to be engaged by a group of municipalities in the Tri-County area. We will have our next CAO meeting on this topic this coming Friday, May 14th.

Rural Internet – WREN *Council Priority (multiyear)

The agreement is executed as per Council's approval, nothing else to report.

Mariners Center expansion, strategic planning and bridge to services*Council Priority 2019-20

We are set to meet next week as a group to discuss the next steps on this project. Municipal Councils will also be meeting Wednesday to talk about Mariners on Main; the Mariners Center plan to re-open the former YMCA until such time as the Mariners Center Expansion can be realized.

In short, it appears that a one-time re-opening cost of \$440,000, and an annual cost of \$325,000 may be the reality. Funding deficit is significantly higher than under a YMCA model, due mostly to very conservative membership revenue estimate and a low estimate of fund raising.

A recent announcement of funding for Green buildings has attracted attention as the expansion could be a suitable project. The Mariners Center expansion project is in need of a project manager adept at projects of this magnitude. It is my intention to reapproach the possibility of having Marc Brophy as that lead person, as he is by far the most qualified to assess this project, work with our consultants and provide an effective and timely recommendation both for fund raising and for the project execution.

The ongoing work includes: Establish individual budgets for the project, percentage allocations and potential ceiling on project size. This shall define the programming possibilities of the project.

A letter was sent to the Municipality of Yarmouth regarding the issues surrounding a regional online survey.

Yarmouth International Airport Corporation *Council Priority 2019-20

Celtic Air has been working with local airport staff and will be meeting with the two other CAO's to discuss their priorities. We are planning a zoom meeting with Celtic and the board. They are actively working on the marketing of our airport and adjusting prices of services provided.

David Morgan and his team are planning to meet with us onsite as soon as COVID allows it to happen. There is an outstanding task to list one of the buildings for sale, with some details to iron out before listing for sale.

Other projects

Co-led the development of operational and capital budgets for the year, along with presentations to Council.

Eel Brook Volunteer Fire Department – We assessed the possibility of funding for the Eel Brook Station under Green buildings. Unfortunately, the eligibility criteria exclude fire stations, and alternate forms of the project will not work under the criteria either. EBVFD is resetting the project to ensure it will fit the budget they set. It will not be as large, and will serve primarily as a station, with future additions being a possibility.

Bio heating project – Mariners Center – The Western REN engaged a specialist to examine the potential for a bio heating project for the Mariners Center. They have submitted a funding application to a provincial fund and will be seeking FCM funding as well. Currently, they hope to obtain a 100% funding of the project. The Wardens and Mayor from Yarmouth attended a meeting, and supported the application as it was short notice, and there was no funding requirement, and the benefits would be significant to the owners.

Heat Pellets – The presentation was received by Council. Staff will further examine the merits of this pilot project and bring this information to Council at a future meeting. This work is outstanding, and we are awaiting further information from the presenter.

SOT registration and changes to bylaws have been received and will be brought to Council for approval once reviewed by staff.

Water/Drought planning is ongoing, with a report to Council as soon as all the information is captured. The best solution for drought issues is one that focuses on the resident, and we will build options for Council to consider to do our part.

Attended an NSFAM meeting on April 15th.

Assisted Hans with the tender regarding Middle East well restoration project.

I will be assisting the Musee and Village in their work to consider amalgamation. I'll be giving them some financial assistance in that area.

Policy Work

Policy work is ongoing with the Traffic Calming Policy and Evaluation Policy nearing completion. Ongoing policy work includes the traffic calming policy (sign has been ordered with EDD end of May), flag policy, sidewalk policy, as well as a number of personnel policies.

Finance Department- Marsha d'Eon

The Finance Department is busy working on the 2021-2022 Budget. All Sewer Committees have met and East Pubnico Water Utility Committee to approve their individual budgets and operating rates.

The department is also working on year end/auditing preparations. Auditors will be completing year audit by mid-June.

We are working on preparation for our tax bills, and we hope to have them in the mail by the end of May.

The deadline to apply for the low-income exemption was Friday, April 30th, 2021. Rebates will be applied to those properties before the tax bills are sent out.

All services, including monthly reconciliations, accounts payable, and monthly financial reporting to staff and Council continues and is on schedule.

Public Works, Facilities and Development (Hans, Louis, Alix, John, Tara)
West Pubnico Sewer Treatment Plant (WPSTP)

Plant Operations

The plant is operating at a high level of efficiency and we remain in compliance with NSDoE guidelines. We've lost our emergency battery backup systems for the plant so have to stay very diligent for power failures to make sure what we have in place maintains operation. An order has been placed for a new system but is only expected in 4 to 8 weeks. We are waiting for pricing on stands to raise our new Trident Press and modification to the conveyor. Due to Covid we are being plagued with material shortages and also contractor availability. We should be getting three separate quotes by Friday May 07th as to the cost of these so we can go ahead with contracting it out. The LEL detectors are at the plant but have yet to be installed due to Covid restrictions and installers coming from out of province for calibration. All 12 lift stations are operating without major breakdowns and the temporary alarm installed by KRC Controls is working for keeping lift station 11 up and running.

This month we came across two new applications to connect to our sewer system. Both requests have some technical and legal challenges and we are working on finding solutions. Both application would need councils approval and we informed the residents to send letters to their councilor for consideration. More information will follow soon.

Tusket Sewer Treatment Plant

Plant Operations

The plant is operating at a high level of efficiency and we remain in compliance with NSDoE guidelines. We are looking at implementing a newer **SCADA** system through **KRC Controls Ltd**, from the Mission Communication we have in place now. The Mission communication, which is alarm only would then be used in West Pubnico at one of our lift stations requiring closer monitoring to facilitate that operation. The **SCADA** system we require would be used to make accurate changes remotely to flows at any given time, entering our recirculating field bed at our Treatment Facility, according to rain or drought events, as we're already seeing a change in our system as the TSS (total suspended solids) is on the increase from the last three drought seasons with the affect of warmer temperatures coming.

We did not receive any new connection request.

East Pubnico Water Utility

System Operations

Staff continues to do meter checks and maintenance to the existing utilities as required. No major issues with any of the two wells in Willet Road and our new pump and riser is functioning to full capacity. Popes Road high pressure issues has been resolved with the installation of a new pressure switch.

Capital Project

We should be ready to award the contract for the two well upgrades along with all the electronic components within the next few days to better monitor Willet Road water usage to comply with NSDoE requirements. We had issues with coming under budget but have made some changes to the buildings housing the pumps and electronics to resolve this and are ready start the work once contract is signed.

Wedgeport Sewer Improvement Program

System Operations

All 42 systems are fully operational and will be going through their regular maintenance of minor adjustments, tank assessment and filter cleanings later on in the season. No issues to report. We will be issuing the okay to repair the property at 2589 Hwy 334 in Wedgeport where we had the washout within the last phase. Once completed this will complete that install and will become home owner's responsibility to maintain or repair.

Phase 3 Installation Capital Project

We are very close to reaching our 50 individual sign ups for the new systems. We're now at 45-46 depending on the last contracts final application signing. The test pits have been put on hold due to Covid restrictions since this would mean bringing someone from HRM into our community and feel this would be a high risk venture at this moment with Covid restrictions. We should still be able to complete this project in time and with ease since this is our 3rd application and all of the minor issues have been resolved in the last two phases.

Municipal Administration Building

We are actively engaged in the project and are supporting all involved parties with material selection, site clarifications, financial project claims and other upcoming questions. Garian Construction is the lead contractor, and they are managing the project well to stay on schedule to move into the new building by June 2021.

Currently the contractor is working on the millwork for the kitchen, finishing up the mechanical and electrical work to install the ceiling tiles. The bathrooms and shower tiling work is being completed as well and focus is shifting to the final elements and fine touch ups.

The solar panels were installed and are fully operational. We have submitted the net metering application to NS Power and hope to get approval soon in order to start seeing the advantage of this system.

Final touch ups on the landscaping and parking areas will be performed in end of May into June. All is on schedule for us to move into the building by end of May or early June. Staff is currently working on a moving plan and is in close coordination with the Architects and Contractor to set the date. Current Covid restrictions may have an impact on this work and we are reviewing options to perform this work safely.

Tusket New Road Development

The new road in Tusket is substantially completed and the final touch will be done in the spring 2021. It is now known as Rue JE Hatfield Court. NS Power is working on the installation of the power lines and things are starting to come together.

The stormwater pond was successfully installed and proved to be working well. Further planting improvements will be performed by our own staff next year.

Policy and By-Law Working Group

We are further developing our SOT schedule with the support of a legal team and hope to have provincial concerns addressed and our By-Laws registered for the use of Summary Offence Tickets. This process will most likely require a series of By-Law changes and we will present the affected By-Laws in the coming months. This could help us with the enforcement of several by-laws and increase our options on how to respond to certain situations in a more effective way.

Planning Department / GIS Work

Alix is actively working on the following projects and initiatives:

- Ongoing civic address maintenance and other regular tasks
- Correspondence with Canada Post regarding civic addresses
- Updated Land Use By-Law maps for Dennis Pt Rd rezoning (MI to LI)
- Produced a list of municipally owned properties
- Created a plan for a dock at Glenwood Provincial Park for Ginette/Scott
- Updated Tusket Business Park map
- Research on the correct spelling and history of Beline Lane/Ch. de Beline Rd
- With the help of Louis, got Metal Pro in Arcadia to fabricate a mount for a sonar for aquaculture work
- Aquaculture Development Area meetings on Apr 6, 16, 21, 23, and 30.

The new Land Use By-Law was adopted by council in July of 2020 and went into effect (effective date) November 2020. MODA has engage WSP to handle all our planning issues on a contract basis for the immediate future. The adoption of the new LUB is the

trigger for mapping updates and renaming of existing development zones, which is being handled by Alix.

Animal Control

SPCA is handling all of our domestic animal complaints and they had a few calls without major issues. The SPCA can be directly reached under 902-307-0475 in case of any dog issues.

No other animal complaints were filed.

Garbage Handling

We successfully renewed our Solid Waste Collection contract and operation continues without major changes. We are working with Wastecheck on a few garbage complaints and optimized the Fall and Spring clean up routes with the Pick up contractor.

After recent discussion with the current contractor, we started to receive all rejection notifications and are keeping track of residents that are not properly disposing their waste. WasteCheck and the Collection contractor have increased their activities in checking green bins for plastics due to severe issues at the composting facility. This will avoid cost increases due to fines.

All other collection activities are running as per schedule and weather permitted delays are being handled on time and we have a great communication style with the contractor to handle individual requests in a timely manner. The current lockdown requirements are not affecting our waste collection operations and the Special Spring clean up program is proceeding.

Due to the restrictions we had to pause our Litter Clean up program, which is led by Kim Rowley and we will resume the program as soon as it is safe to do so.

Sub-Division Activity

To date in 2021, we only have 8 subdivision files on the go. This includes Instruments of Subdivision, Plan of Subdivision and 1 (one) Repeal of Subdivision, a rarity in the subdivision world.

Building Inspection Report

To date in the 2021 building season, staff have issued 46 Building Permits with 5 permits pending as well, staff has also issued 58 development permits for a total of 104 permits issued. Note: a Demolition Permit is tallied under the Building Permit numbers and the adoption of the new LUB require all development within the municipality to start with a Development Permit. We have provided background information for several possible rezoning inquires. 3 letters for Zoning Confirmations have also been issued.

Fire Inspections

To date 9 Fire Safety Inspections have been conducted. Of these, 2 occupancies have outstanding deficiencies, due to COVID re-inspections have been put on hold.

Unsightly or Dangerous

The legal actions regarding the Noise Complaint are still ongoing and referred by the judge again until mid-May now. The accused resident approached us with a settlement offer and we made minor adjustments to the charges with the goal to settle this dispute in the best interest of the neighborhood.

We are also working on a series of new garbage related complaints as well as more severe unsightly complaints and are still trying to resolve ongoing issues. We approached all property owners and most of them are very cooperative and actively cleaning up their properties. We keep getting new complaints and are assessing the situation as soon as we can. With recent COVID restrictions, we are focusing on the severe situations first and then handling the remaining situations on a case-by-case basis.

We are also trying to identify areas of training and PPE that would be needed to improve our operations and procedures to make it safer for staff and residents.

Maintenance

Staff is in full spring maintenance with mowing and grooming of the fields, even though events might not be moving forward people will still be using fields for recreational events and exercise. We're in preparation for summer staff to start as soon as May 17th with projects coming into play like community planters in East Pubnico, Backstop repair at the Tuskett ballfield, basketball hoops in West Pubnico to name a few on top of the regular maintenance that will be taking place this year.

Industrial Park

We still have 2 lots available for sale.

Staff

Due to the 3rd wave spreading through NS we are following public health recommendations and implemented schedules for staff to work from home to reduce the number of staff within the office but still maintain our high level of service to the residents.

Joint Occupational Health and Safety Committee

The Municipality Joint Occupational Health and Safety Committee had paused shortly with the outbreak of the pandemic but resumed very quickly after and released a series of work safe procedures and guidelines to ensure the safety of all staff. We are meeting on a

monthly basis and renewed our program as required on an annual basis. We are looking into specific training for all JOHSC members to better prepare them for this role.

Staff completed the creation of all identified work safe procedures and we started to establish a review process to make sure we are following these procedures. We are also making immediate changes and improvements to tasks that create a high risk or have resulted in injuries.

Miscellaneous

1. Staff is working on the improvement of the Comeau's Hill Rd Wharf. The window of opportunity has closed on this project until spring 2021. The pavement plant is shut down and weight restrictions will come into effect until late May. I was in contact with Aberdeen Paving Ltd and they have assured us the quoted price will stand for next spring.
2. We are also looking into the opportunity to introduce alternative heating systems to the community with the goal to offer more affordable heating options in a more economic viable and environmentally friendly way. We are working with Torchlight Bioresources to explore the option of pellet heating and how it could create a positive change to the region and open potential doors for the local forestry sector. We are in the Chicken and Egg situation and are trying to review ways to foster biomass heating solutions.
3. Staff is also working on refining our Asset Management Plan and is getting help from a consultant in order to apply for FCM funding, which would help with this project.
4. In the past few weeks we have seen more and more interdisciplinary work flows and departments are collaborating on several projects (Glenwood Park, Trails, EP Bike Park, etc.) with the goal to provide better services and opportunities for our residents.

Community Development Officer Report-Charlene LeBlanc

- Attended a "Lobster & Aquaculture" event hosted by U Ste. Anne
- Meetings with Merinov and industry re: interactive visit for the exploration and harvesting of sugar kelp spores.
- Attended numerous meetings (data and steering committee) related to the ADA (Aquaculture Development Area)
- Completed a 5-week course on Introduction to Algae from UC San Diego. Final mark 88
- Alix and I made contacts with kelp experts for locations of local sugar kelp beds.
- Met with both the Société Bon Temps and Starlight committee this past month.

- Attended the YASTA meeting
- Attended the “Impacts of Covid” meeting hosted by Chamber of Commerce.
- Purchased a sonar to be able to complete ADA site selections.
- Had a Economic Recovery Meeting April 29th with the WREN
- Scholarship applications are in, decision made next week.
- Sharing with industry any Covid relief or assistance
- Placed a sign order for directional signage.
- Attended a Congrès Mondiale meeting re: family reunions.
- Spoke with J. Comeau, a correspondence with Radio Canada re: what was happening in Argyle. Shared with her what was open in the latest pandemic restrictions and also the new building progress and net zero info.
- Met with CDENE manager to brainstorm, look towards future and share updates and ideas.
- Had a couple website redesign meetings to provide input and navigate through it.
- Worked with a couple organizations for grant to orgs.
- Received a formal thank you letter from the NS Minister of Fisheries. It is attached to the agenda under ‘For Information’.

Court House & Archives – HDO & Archivist Report – Judy Frotten

Hiring Summer Staff – We advertised for 3 positions: Heritage Interpreter (14-wk, Provincial-SKILL), Archival Digitization Assistant (Federal-YCW), and Museum Assistant (12-wk, Federal-YCW) with application deadline of May 5. We received 5 applications and will be conducting interviews in the near future. We normally receive 16wks for the archival position, but that program is experiencing great delays as a result of Covid-19 so by the time they can announce decisions, we expect to receive @ 12 to 14wks.

PADP Project – The specially funded PADP project “**Municipality of Argyle 2000-2010 records processing project**” is complete. Thank you to contract archivist, Peter Crowell, for a job well done. Kaitlin has submitted final reporting to the Provincial Archives, and has uploaded the project description to the provincial database, MemoryNS: <https://memoryns.ca/argyle-township-court-house-archives>

Professional Development – Judy is taking Heritage Interpreter Certification course, offered by YASTA & TIANS, with facilitator Hal Theriault, in a series of 8 sessions, in-person & virtual, from April 22 to June 8. Actual certification is quite involved and will take longer, but exam on June 8 is a part of the process. Phil is taking ANSM’s Interpretation I: Public Programming online workshop (2-hr sessions on May 5, 12, 19, 26, Jun. 2).

JOHSC – Judy attended JOHSC meeting on April 14 and will attend meeting and training on May 12.

MODA Core Group – Judy attended meeting on April 13 (the opportunity to participate is greatly appreciated!)

Wellness Committee – Kaitlin attended meeting on April 6. Phil Cassidy will join this committee as of May.

Association of Nova Scotia Museums (ANSM) – Judy participated in ANSM’s virtual “Deep Dive” on “Tutorial on the ftp website” on April 8, as well as “Village Well” on April 19, where the museum community across NS meets to discuss various issues. Focus for April meeting was virtual programming.

AMHGS – Judy attended Historical Society’s monthly meeting on April 19 and will attend the next one on May 17. AMHGS is in the process of getting the MOU with MODA renewed.

MEP (Museum Evaluation) – The document upload portion of the provincial museum evaluation was delayed until May 14 due to the provincial Covid-19 lock down. Judy is concentrating on this work whenever possible. She is working on this with AMHGS Board. The site evaluation will take place July 20.

The Argus – The spring 2021 issue was distributed to members in April, with a reminder notice for those who had not yet renewed. Collating and preparing the mailout normally involves a large team of volunteers but the current state of the pandemic required this to be handled by staff. We were grateful that some of our volunteers who take care of hand deliveries were still able to do that. The rest were all mailed out (by AMHGS).

Tech Upgrades – Judy met with Scott several times to: coordinate changing phone system to VOIP, which also necessitated changes to security monitoring; having internet installed at the archives/CH; making changes to our archival databases, as well as our Netshare, OneDrive, etc. Thanks to Scott for assisting us with all of this!

Please join me in sending best wishes to Kaitlin Wood! Her last day of work is May 14th. We wish her well and thank her for her dedication and expertise over the past number of years in her position as Municipal Archivist. Kaitlin has been spending a lot of time training Phil Cassidy in the research aspect of his new position, and has also been focusing on writing and updating archival policies and procedures. Moving forward, archival duties will be handled by a Contract Archivist who will come in for a number of weeks (once or twice) per year.

Director of Programming and Active Living -Ginette d’Entremont

Grant applications

I applied through the Community Access-Ability Program for funding for the accessible floating dock at Glenwood Park as well as the Parc des Jeunes Playground to make it accessible for all. I should know within a month or two if we were successful in obtaining funds for both projects.

I have also applied to the Active Communities Fund for 6 initiatives: East Pubnico Bike Course for younger kids, EP Community Garden, Trail Counter, Signage Project, Activity kits for families in need, and Art on the Trail. We should know in a month if the funding was approved for these initiatives.

Funding opportunities

We have received funding for summer employment from Young Canada Works in the amount of \$16,313.79 for Recreation and \$3004.67 for Maintenance. We received \$2719.00 from Canada Summer Jobs.

Maintenance

I assisted Wayne and Louis with interviews for the summer Maintenance Assistant positions.

Summer employment

We held interviews on April 28th and decided to hire 6 summer students to date, 3 to work in the office and 3 for our summer day camps. These 6 were hired now because we have funding for all 6 positions. If summer day camps cannot happen, then all 6 will be responsible planning summer opportunities for all ages during the summer months. If summer camps can happen, then more students will be hired to work with the 3 already hired.

Volunteer Celebrations

We received much positive feedback on Facebook from our Volunteer posts. The councilors now have the gift bags for the volunteers.

Professional Development

I took part in Physical Activity Practitioner Exchange Session on April 15th. This session was about evaluating projects.

I took part in 2 Active Community initiative sessions on April 29 and May 4th. These were meant to inspire and provide ideas of initiatives that MPALs could do in their communities.

Argyle Minor Soccer Club

Due to the 3rd wave of the pandemic, the soccer club is waiting to hear from Soccer NS to see if we can proceed with soccer this summer.

Meetings (Through Zoom)

April 13 – Baseball AGM & Regular meeting
April 14 – SAC Drumlin
April 15 – ARC Presentation of Citizen survey
April 19 – Trail Association meeting
April 20 – CEC École Belleville meeting
April 21 – Accessibility meeting

April 26 – 55+ Games meeting
May 5 – Accessibility meeting

Director of Recreation Services – Scott Surette

Glenwood Park Improvement Project.

We (Ginette and I) met with Dept. of Naturel Resource representative from Halifax and Tusket on site, to explain all aspects of our 4 projects. They had many questions and concerns with our projects and are asking for additional information around the volleyball court and the boat launch. While on site, we also identified safety concerns with the current swimming area. Dept of Natural Resource will address the safety concern. We are planning to provide them the information they need in the next month so that we can start with the volleyball court and get the approval for the boat launch.

Pickleball

As a result of the Provincial restrictions announcement on April 27,2021, we had to postpone pickleball in Plymouth and Pubnico. However, we are continuing to work with the Mariner Center to get a few courts set up in the Anthony Pavilion behind the Mariner Center for the month of June pending provincial COVID protocols.

Parent & Toddler

As a result of the Provincial restrictions announcement on April 27, 2021, we had to postpone the event in Belleville. We had 7 toddlers participate in all. We will look to re-organize for late fall /early winter.

Argyle Minor Baseball

We open registration for minor baseball on April 22/21 with a deadline of May 6/21. We are also trying to recruit umpires and coaches for the 2021 baseball season.

Other Meetings Attended

- April 13 – Argyle Minor Baseball
- April 14 – Core Meeting/ Mariner Center Board
- April 15 – ARC Meeting
- April 16 – Dorgam & Frank Grant (RE: Pickleball)
- April 19 - Ron Day (Rails to Trails Association)
- April 20 – Nicole Kenney, South Shore Connect (Grant Application)
- April 20 - Argyle Minor Soccer
- April 21- Dept of Natural Resources – Glenwood Project
- April 28 – Interviews for Summer Staff

Senior Safety Coordinator-Peggy Boudreau

March, April and May Report

- March cases were dealing with clients and agencies concerning mental health issues.
- Had numerous referrals from RCMP , hospital social workers and mental health workers. Adult protection was the agency that was used the most. A big case was dealt with lots of help from many outside agencies.
- April cases of mental health and housing issues continue to go up. Existing clients and new clients are in need of critical services mostly healthcare issues. Assisting people with booking appointments and transportation to get vaccines.
- Helping hospital social workers to place clients in new housing or to set up services for them in their own homes have been on the rise also.
- Numerous Zoom meetings with provincial senior safety coordinators to discuss our recent covid lockdown situation. Assisting other coordinators with cases.
- May had no in home visits unless last resort. Zoom meetings with coordinators and different agencies such as public health, hospital social workers and others service providers are happening daily.
- Numerous phone calls and emails received and answered on a daily basis.
- Census forms are one of the most recent issues with the senior population . Barriers due to no online access and phone calls not being answered. Working with the MP office to get this resolved.