

Welcome to the Shellmouth Dam Compensation Program PUBLIC ENGAGEMENT:

Proposed Process Improvements

Hosted by Manitoba Emergency Measures Organization (EMO)
April 26, 2022

Time	Item	Description
13:00	Event Open	<ul style="list-style-type: none"> • At door welcome, coffee, and get settled • Reference and survey distribution
13:10	Introduction	<ul style="list-style-type: none"> • Overview of engagement purpose and process
13:15	EMO Presentation	<ul style="list-style-type: none"> • Overview of the Shellmouth Dam operations, when artificial flooding is needed & legislative constraints • Review the five Office of the Auditor General (OAG) recommendations
13:30	Table Stations	<ul style="list-style-type: none"> • Proposed process, program and communication changes for discussion, input and feedback <ol style="list-style-type: none"> 1. Proposed process during artificial flood event 2. Proposed inspection process 3. Compensation program launch 4. Ongoing communication strategy • Select/Assign station to start at • Rotate through stations ~10-15min intervals (guided)
14:30	Break	<ul style="list-style-type: none"> • Refreshments • Manitoba EMO staff – compile high level overview of what we heard
14:45	Wrap-up	<ul style="list-style-type: none"> • What we heard and next steps • Thank you

What we've heard

Past Programs:

- Lack of communication when artificial flooding was occurring
- Significant lag at multiple points in process
- Insufficient knowledge and experience from inspectors
- Insufficient communication at all stages
- Need for internal program administration process
- Lack of coordination with other programs
(Disaster Financial Assistance and crop insurance)

Proposed improvements: Artificial Flood Event Occurs

- Additional aerial photography to be captured at multiple points prior to, during and after an artificial flood event (drone, satellite, and/or other imagery)
- Online portal to be launched when artificial flooding occurs for landowner's to submit a “notice of flood damages and request for inspection”
- Aerial imagery will verify extent of artificial flooding after the event occurs
- Inspections to be carried out on properties located within the artificial flood extent to document total damages and to improve data capture
- **At this stage, there is not an announcement of a program or acceptance to potential programs**
 - Determination of artificial flooding damages and the need for a compensation program will occur at a later stage

Artificial Flood Event

Start of Artificial
Flooding

**Online portal launched:
announcement of
notice of flooding and request for inspection**

Owner/Tenant:
Submit "Notice of flooding and request for inspection"

Manitoba EMO assigns notice
number

End of Artificial Flooding

Preliminary Screening by Manitoba EMO:

1. Business/Owner, tax rolls, primary damage, acres impacted
2. Locations within flood extent

Response letter to owner/tenant:

Scenario 1: Within flood extent - Confirmation that location is within the artificially flooded extent and is being assigned to MASC for inspection of total flood damages; OR

Scenario 2: Outside of flood extent – Referral to other potential programs.

This is not an announcement of a program or acceptance to potential programs.

Artificial Flood Event and Notice of flood damages and request for inspection

Information that will be required for notice of flood damages initial screening will include: legal description; business name; primary contact information and an overview of the damages.

In later stages, more detailed information will be required such as: MASC contract; insurance declaration and a permission form to share information with inspectors and gain access.

1. Are there any barriers to providing the information for notice of flood damages and request for inspection?
 - Legal description/tax roll
 - Business name
 - Primary contact information
 - Estimated acres flooded and potential damages
2. Is there any additional information that should be required or is easily provided at this point?
3. How would you like to submit the notice of flood damages and request for inspections?
 - Online submission
 - PDF fillable form and email
 - Download and print (PDF) and mail
 - Other (please specify)
4. How important is an early inspection to you?
 - Very important
 - Somewhat important
 - Not important

Proposed improvements for inspection and documentation of all flood damages

The intent is to collect damages as soon as possible after a flood event to avoid seasonal delays.

- Working towards contracting MASC to carry out inspections due to their knowledge and experience with agriculture production.
 - MASC would collect/document:
 - crop, pasture and forage information, and
 - property damages such as fencing, areas requiring land reclamation, erosion, etc.
- Carrying out inspections shortly after flood waters return within bank to collect accurate total flood damages.
- Using licensed private adjusters to assess and provide valuation of total losses for property damage and non-agricultural damages/losses.
- **At this stage, there is not an announcement of a program or acceptance to potential programs**

Inspection and Documentation of All Flood Damages

Inspection Assignment to MASC

MASC Program Manager

Assignment to Inspector

Inspector schedules inspection with claimant

MASC Inspection: document **ALL** flood damages and loss. Field conditions, property damages, contract information, labour and equipment.

MASC retains copy for potential agricultural losses.

Inspection Report sent to Manitoba EMO

Manitoba EMO Reviews Report & sends notice to landowner that inspection report damage valuation is being assigned to private adjustor.

(excludes crop, pasture or forage loss)

At this stage, there is not an announcement of a program or acceptance to potential programs

Inspection of Flood Damages:

Section: Township: Range:

NW	NE
SW	SE

Discussion Purpose Only

Damage	Type	Quantity	Examples	
			Documentation	Comments and notes
Flooded Crop	Canola	33 acres	Sketch Photo 1 - 5	Previously flooded area is immature compared to adjacent plants MASC Contract #
Downed Fence	Barbed 3 stand	1.2km	Sketch Photo 6-9	10% of posts are salvageable
Debris Cleanup	Trees, downed fence	~25hrs	Equipment and labour logs	Not all clean-up is complete. Landowner is logging equipment and labour hours. Will be submitted when required.
Land reclamation		12 acres	Hatched area Photos 15-17	Work pending post harvest

Inspection and Documentation

5. What skills and experience are most important for inspectors?
6. What should be inspected?
7. When should inspections be performed?
8. Based on your previous experience what information and documentation should be requested prior or during inspection?
 - Owner's Authorization (required for rented land)
 - Property Tax Bill (current)
 - Insurance Verification
 - Articles of Incorporation
 - Complete Income Tax Return (most recent)
 - Partnership Agreement
 - Statement of Loss
 - Locations, sketches and site specifics
 - Type of loss
 - Labour logs
 - Photos
 - Receipts
5. What other suggestions do you have to improve inspections and the documentation of damages?

Valuation of Total Damages

- MASC will provide damage assessment for crop, forage or pasture losses.
- The private adjustor will provide Manitoba EMO with damage assessment for all non-agriculture damages and losses.

MASC

Licensed Private Adjustor

Adjuster schedules review of inspection with claimant

MASC holds copy of damage assessment until harvest production is complete

Verification of damage information with the landowner – secondary inspection scheduled, if required

MASC to quantify **total agricultural** losses post harvest

All damages/losses are quantified and monetary values assigned

Valuation Reports sent to Manitoba EMO

Pending claim will be logged by Manitoba EMO

At this stage, there is not an announcement of a program or acceptance to potential programs

Valuation Questions:

10. To what extent do you support the proposed valuation methods?

- fully support
- partially support
- do not support

If partially support or do not support, what alternative ideas can you suggest for the valuation methods?

11. To what extent do you support MASC's role in assessing agricultural losses?

- fully support
- partially support
- do not support

If partially support or do not support, what alternative ideas can you suggest to assess agricultural losses?

12. To what extent do you support the private adjustor role in assessing property damages?

- fully support
- partially support
- do not support

If partially support or do not support, what alternative ideas can you suggest to assess property damages?

Shellmouth Dam Artificial Flooding Compensation Program Established - Overview

- Minister declares damages due to artificial flooding
 - Must occur post-harvest to assess economic impact
- An artificial flood report must be published for a compensation program to be established
- Launch Manitoba EMO portal for applications
 - Pending claims will be made active and processed
 - New applications can be submitted within 90 days
- New applications will go through the same process as the pending claims
- Evaluations occur for claims with completed inspections and valuations
- Compensation statement packages are sent to claimants with evaluation and rationale

Shellmouth Dam Artificial Flooding Compensation Program Established - Overview

- Claims will be consolidated by program manager
- Technical committee will evaluate damages and losses attributed to artificial flooding
- Technical committee will include rationale and explanation of the evaluation
- Program manager will create the compensation statement for submission to the steering committee
- Steering committee will review, amend, or approve the compensation statement
- Program manager will finalize the compensation statement package, including acceptance, release and appeal process and forms

Shellmouth Dam Artificial Flooding Compensation Program

There were different compensation programs delivered by MASC (2006, 2007, 2008 and 2010) and Manitoba EMO (2011, 2012 and 2014).

13. Which programs did you access and what was your experience with each program?

14. What suggestions do you have for compensation programming in the future?

Shellmouth Dam Artificial Flooding Compensation Program Established

Announcement of Compensation Program:

Those who have submitted a notice of flooding and were inspected will be transitioned into program directly and asked to confirm or edit statement of loss.

Assessments Submitted to Compensation Manager for review

Program Acceptance & Flood Report Release:
Letter to applicant of acceptance and next steps

Artificial flood
report

Claims compiled for evaluation and review by technical committee

Technical Committee Evaluates Claims
Include - Adjuster, Agriculture Rep, Manitoba EMO & Hydrologic
Forecasting and Water Management

Compensation Manager applies technical committee
recommendation to claims for submission to steering committee

Steering Committee to Approve Compensation Statements

Compensation Manager finalizes and sends compensation statement
to claimant

Claimant receives compensation statement

Claimant options:

Option A) Accept and release – Payment issued

Option B) One time 30 day extension

Option C) Appeal to Manitoba Disaster Assistance Appeal Board

Communication Plan

- Ongoing information sharing about compensation programs on Manitoba EMO website
 - Explanation of artificial flooding
 - Program eligibility
 - Program announcements
 - Required documents for a claims
- Improved communication when artificial flooding occurs (online portal for damage documentation/inspections)
 - Manitoba News Releases
 - Shellmouth Reservoir Regulation Liaison Committee
 - Rural Municipality announcements
 - Assiniboine Valley Producers
 - Local papers
- Improved notification about program announcements, key dates, and documentation required
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Communication Plan

15. What is your preferred method of communication to receive information regarding artificial flooding (check all that apply)?

- Media Release
- Local authority
- Local papers
- Producer associations
- Other (please specify)

16. Is there anything that should be added to the communication plan?

17. How would you prefer to communicate with Manitoba EMO and the program?

- Electronically
- By mail