

September 23, 2016

Dear Resident,

Further to our letter of May 13, and ongoing neighbourhood discussions, on behalf of Council I wanted to provide an update in regards to continuing concerns about the Cheakamus Crossing home District Energy System (DES) equipment.

Whistler 2020 Development Corporation (WDC), the developer of the neighbourhood, has been monitoring and reviewing this matter with assistance from the Resort Municipality of Whistler (RMOW) for some time in order to establish a thorough foundation to help inform how to move forward. WDC's intention is to work with the neighbourhood to find solutions that work for the neighbourhood and the community.

The RMOW compiled and delivered a Homeowner Quick Reference Guide and a Technical Service Guide earlier in 2016 to help homeowners properly maintain their DES units.

In spring 2016, working with the neighbourhood through the Cheakamus Crossing District Energy System Volunteer Committee, WDC retained an independent expert, Integral Group, to review the operations of 20 home owners' DES units and better understand their experiences, which have been published in a Forensic Audit Report available on our [website](#). While the report found no systematic failure with the system, it did identify some deficiencies in individual units and a platform for further review.

WDC, RMOW, Integral Group and Tony Routley as the Cheakamus Crossing community representative, are now further focussing their attention on the challenges being encountered in individual homes with the goal to identify specific deficiencies and look for ways to facilitate improved operations of the district energy system units by homeowners.

This month, nine units are being closely inspected using a list of 10 specific items that were identified in the earlier forensic report. This data will be used to estimate the cost to make repairs for these 10 items, where required, in all WDC constructed homes. WDC will be discussing this information with the community representative and Whistler Council so that informed decisions can be made about next steps.

I would like to thank Tony and the Volunteer Committee for your contributions. Your time, efforts and local knowledge has been critical in the ongoing discussions and review of DES units and identifying issues.

More information about future plans will be made available as soon as possible. Council is expecting to receive the results of the review of the nine units in the next few weeks and expect that WDC will announce next steps shortly thereafter. We appreciate the urgency of this matter given the approaching winter season and work on this matter is a priority for WDC and Council.

Sincerely,

Jen Ford
Acting Mayor