

Honorable Minister Ashton:

We recently received your letter of response to our email sent June 13, 2011. With all due respect, we are disappointed with your response of bureaucratic 'back patting' and a message that repeats itself like a broken record. What a waste of internal resources during this crisis when resources are slim! That your letter was sent to us over 2 months after we sent our letter to you is no surprise as it mirrors the efficiency of your wonderful programs. We feel compelled to share with you our story so that you will stop pacifying us with your generic, in- the-office rhetoric and begin to take immediate on-the-ground action.

Since the storm of May 31 we have completed 5 different application forms. As we have 4 properties at Twin Lakes Beach, Lake Manitoba, **we needed to complete 19 different forms in total.**

The document entitled: 'Part C – Lake Manitoba Business, Principal and Non-Principal Residence Component - Terms and Conditions' is now in its 7<sup>th</sup> iteration with variations from the versions 3.0, 5.0, and 6.0 that we had previously downloaded. The '2011 Individual Flood Protection Initiative Guidelines' also continues to morph with variations between the version posted online on July 27, 2011 and July 12, 2011. 'Part D - Lake Manitoba Principal and Non-Principal Residence Component Terms and Conditions' were introduced August 11, 2011. It is impossible to submit a claim for reimbursement when **the rules of the game keep on changing.** Even to the most literate and diligent, **the application process has become complicated and burdensome** not seamless and stress free as originally promised.

Item 5.3.1 of the 'Part C Lake Manitoba Business, Principal and Non Principal Residence Terms and Conditions' indicates that applicants will be reimbursed 'as approved by the **Program Administrator**'. Part D (item 9.1) of the same program indicates that 'eligible expenses will be determined in the sole discretion of the **Program Administrator**'. We submitted our first set of claim forms on June 4, 2011. We have a client number and claim numbers. Despite numerous requests for information, clarification and approval specific to our unique circumstances we have yet to be contacted by a '**Program Administrator**'. Rather we get office staff sitting by the phone reciting information that is readily available online and not directly relevant to our individual and urgent situations. **Can your staff get out of their offices and see what**

**is really happening?** We had only one Program Inspector (Water Stewardship) make a site visit only to discover that he wasn't allowed to get his feet wet?!

We are hard working Manitoba citizens who have suffered emotional, physical and financial harm. Your generic letter further destroyed whatever hope we had that the government will take fair and equitable action. Is the government committed to getting Lake Manitoba water levels down to 810 feet? What progress has been made on comparable compensation packages for all flood victims? What decisions has your government made regarding buyouts?

Your programs are not only dysfunctional but inequitable and involve compensation amounts that are totally inadequate relative to the damages incurred.

We share with you photos of the gradual destruction of one of our four 'cabins' and our ongoing efforts to save and salvage with no approved commitment for compensation on the part of the Manitoba government. Due to a lack of on-the-ground support, we are losing hope and the motivation to continue.

Respectfully submitted,  
Darrell and Ruby Grymonpre

Before Lake Manitoba levels exceeded 812.5 feet:



Ongoing efforts to save property prior to May 23<sup>rd</sup> storm





Destruction and further mitigation efforts after May 23<sup>rd</sup> storm:



Violence of May 31<sup>st</sup> storm:



Destruction after May 31<sup>st</sup> storm:







Ongoing destruction and further mitigation efforts since May 31<sup>st</sup>:







Storm August 23<sup>rd</sup> – 24<sup>th</sup>

