
APPENDIX A

CBSC Decision 12/13-0558 CICI-TV (CTV Northern Ontario) re CTV News reports (Furnace Fiasco)

CICI-TV (CTV Northern Ontario) broadcast the report about the furnace during its *CTV News at Six* and *CTV News at 11:30* newscasts. The following are transcriptions and descriptions of those reports.

CTV News at Six

The anchors of his newscast are Michelle Tonner and Tony Ryma. A teaser for upcoming stories aired at the very beginning of the program:

[caption "Furnace Frustration"]

Tonner: Seeking answers. [scene of reporter Ben Mercer walking past chain link fence towards door of a building]

interview with Ms. Tosato: There was black smoke coming out of the chimney.

Tonner: This Sudbury senior is living through a furnace nightmare. [Mercer sitting in a living room, looking at a document with Tosato & her daughter sitting beside her]

The report itself was then broadcast at 6:04 pm:

Tonner: A Sudbury grandmother is demanding answers tonight after living through a furnace fiasco. The 87-year old said she's been getting the run-around from a company that serviced her furnace just weeks before it went haywire, emitting thick smoke and dangerous levels of carbon monoxide. CTV's Ben Mercer reports.

[Mercer sitting in living room looking at documents with Tosato as she explains the situation]

Mercer: In mid-August, Gina Tosato hired Sudbury-based [name of furnace maintenance company] to clean her oil furnace and make sure it was in good working order [outside view of building that presumably houses the company's offices; close-up of furnace]. A [company] technician gave it a clean bill of health [close-up of yellow tag on furnace]. Tosato paid a 220 dollar service fee, confident her equipment was in perfect working order [close-up of bill showing total of 220.55; another close-up of a different yellow tag on a furnace part; camera pans back to show whole furnace]. That is, until about a month later when the temperature dropped and the furnace kicked on.

interview with Tosato, homeowner: When I came home, I noticed that there was black smoke coming out of the chimney and I thought my house is on fire.

Mercer: Tosato rushed inside to see what was going on [exterior view of house]. There was no fire, but her carbon monoxide detector was shrieking and her furnace was spewing soot [view of furnace]. She immediately called the fire department.

Tosato: They wanted to call me a, a, an ambulance, but I said no, I was fine. Because I'd just came into the house two minutes.

Mercer: Greater Sudbury Fire Services determined that the furnace was leaking dangerous levels of carbon monoxide into the house [view of furnace].

Tosato: So then my daughter called [the company] to have somebody come back and take a look at the furnace, but they said that the person that did the first time, when he did come, uh, he was gone. He doesn't work there anymore. And so, suggest they call this other person here. And, uh, he did come and, uh, I got charged.

Mercer: The second service call was provided by a different company, one that sometimes picks up work from [name of the first company] [Mercer holding documents as he speaks to Gina & her daughter]. That visit cost about 340 dollars [close-up of bill showing total of \$339.00 & company name]. The Tosatos assumed they would get a refund from [the first company] for one of the service calls. But Gina's daughter Sue says all they got was the run-around. She says the family tried for five weeks to track down the boss [Gina & daughter sitting on couch talking to Mercer, pointing at documents].

interview with Sue Tosato, Gina's daughter: Oh, I was frustrated. So then I went there twice. My husband went there once. And, of course, he wasn't there again.

Mercer: We decided to drop by [close-up of sign on exterior of building with company name visible]. We found the owner, but he declined to do an interview [camera pans to show more of building & Mercer walking towards door]. Off-camera, he told us oil furnaces can be temperamental and his cleanings come with no guarantees. He denied the Tosatos' claims that his staff recommended calling another company [scene of Mercer talking to a man inside; Mercer showing man documents; shot taken from low down]. He takes no responsibility for that work or the additional charges [close-up of yellow tag on furnace]. Ben Mercer, CTV News, Sudbury.

CTV News at 11:30

The anchor for this newscast was Brendan Connor. Like the earlier broadcast, it began with a teaser for upcoming stories:

[caption "Furnace Fiasco"]

Connor: A senior in Sudbury is frustrated over a furnace cleaning job that didn't end up being so clean. [Mercer talking to Tosato & daughter in living room; close-up of furnace]

interview with Tosato: And I thought my house was on fire.

The report itself was broadcast at 11:35 pm. Connor introduced it in the following terms:

Connor: A Sudbury grandmother is demanding answers tonight after living through what she calls a “furnace fiasco”. The 87-year old says she’s been getting the run-around from a company that serviced her furnace which then began belching smoke and dangerous fumes. CTV’s Ben Mercer with the story.

The report itself was identical to that from the 6:00 pm newscast.