

Water and Wastewater (Levels of Service to Public) July 2020 - June 2021 Results													
Operations													
Pillars	Description	Department	Division	Service Name	Sub Service	Service Definition	Direct Customer	Service Component	Current Service Level	Target Achieved 2020-2021	Target Achieved 2019-2020	Target Achieved 2018-2019	Results/ Comments
Environmental	To provide clean and safe potable water to citizens.	Operations	Water & Wastewater	Potable Water	Water	A public service provided to water account holders and water consumers offering access to safe, clean potable water, meeting or exceeding the Canadian drinking water guidelines.	Homeowners and Businesses	Watermain and water services operation and maintenance	<ul style="list-style-type: none"> Repair of water main breaks (begin digging) to start within 24 hours Target: 80% of the time 	85%	Yes	Yes	2021 Comments: <ul style="list-style-type: none"> Met target 85% of the time. There were 27 Water main breaks during the period. Average response time 7 hours, 6 minutes. One water main break required extensive coordination with outside agency and specialized equipment, excluded from results.
							Homeowners and Businesses		<ul style="list-style-type: none"> Repair of major service leaks (begin digging) to start within 24 hours Target: 80% of the time 	100%	Yes	Yes	2021 Comments: There were 3 major service leak repairs during the review period. All were completed within 24 hours.
							Homeowners and Businesses		<ul style="list-style-type: none"> Repair of minor service leaks (begin digging) to start within 168 hours (1 week) Target: 80% of the time 	69.4%	No	No	2021 Comments: <ul style="list-style-type: none"> There were 36 minor service leak repairs during the period. 69.4% were completed within 7 days. Average time to complete repairs was 7.4 days. Some impacts to timely resolution can be attributed to information delays related to underground infrastructure provided by third parties (locates) as well as to scheduled accommodations, as requested by the ratepayer.
							Homeowners and Businesses		<ul style="list-style-type: none"> Thawing of frozen services (begin digging) to start within 24 hours 80% of the time 	-	-	-	No frozen services events occurred during this reporting period.
							Homeowners and Businesses	Metering - high water consumption	<ul style="list-style-type: none"> Monthly notification to users consuming more than 300% of their historical volumes Target: 100% of the time 	100%	Yes	Yes	
							Fire Department	Fire hydrants	<ul style="list-style-type: none"> Snow removal at fire hydrants in the downtown area within 48 hours after the end of a storm Target: 90% of the time 	100%	Yes	Yes	2021 Comments: Met target 100% of the time. Crews were dispatched 7 times within 48 hours of event.
									<ul style="list-style-type: none"> Snow removal at fire hydrants outside of the downtown area within 24 hours of request Target: 90% of the time 	100%	Yes	Yes	2021 Comments: <ul style="list-style-type: none"> Met target 100% of the time - Contractors were activated 4 times during season: January (1), February (3).
							Water Consumers	Potable water compliance monitoring and reporting		100%	Yes	Yes	<i>Maximum Acceptable Concentration / health-related parameters:</i> Met target 100% of the time.
							Water Consumers		<ul style="list-style-type: none"> Meet Health Canada's Guidelines for Canadian Drinking Water Quality Target: 100% of the time 	No	No	No	<i>Aesthetic Objectives:</i> <ul style="list-style-type: none"> Turtle Creek water does not meet the temperature Guideline of <15°C during the summer and early fall months. Peak water temperature for the reporting period was 21.1°C on August 24, 2020. The Mapleton Well System does not meet the manganese Guideline of <0.020 mg/L. Current concentration is 0.117 mg/L.
							Water Consumers			100%	Yes	Yes	<i>Operational Guidelines:</i> Met target 100% of the time.
Water Consumers	<ul style="list-style-type: none"> Annual Report submitted to regulator and posted on City website by March 30th Target: 100% of the time 	100%	Yes	Yes	Report submitted on February 17, 2021.								

Environmental	To provide safe removal of wastewater to residents	Operations	Water & Wastewater	Wastewater	Wastewater	A public service provided to wastewater account holders and wastewater producers offering safe removal of wastewater from their premises	Homeowners and Businesses	Sewer main and lateral operation and maintenance	<ul style="list-style-type: none"> Response to flooded basements within 1 hour of a call Target: 90% of the time 	No	No	No	2021 Comments: <ul style="list-style-type: none"> Results (excluding Storm Response flooding): Met target 90% of the time. Average time to respond was 1 hour and 20 minutes.
						Homeowners and Businesses	Wastewater compliance monitoring and reporting (effluents, cross-connections)	<ul style="list-style-type: none"> Annual Report submitted to regulator by January 30th Target: 100% of the time 	100%	Yes	Yes	Report submitted on January 21, 2021.	
	General activities related to water and wastewater	Water and Wastewater				Homeowners and Businesses	Water and sewer locates for Utilities infrastructure	<ul style="list-style-type: none"> Utility locates completed within 2 working days Target: 90% of the time 	99.9%	Yes	Yes	2021 Comments: <ul style="list-style-type: none"> 99.9% were completed with 2 working days. Average time was 1 day. 	
						Homeowners and Businesses	New service initiation - water and sewer account creation and maintenance	<ul style="list-style-type: none"> Utility account creation set up within 90 days from date of application Target: 90% of the time 	99.5%	Yes	No	2021 Comments: <ul style="list-style-type: none"> 99.5% were completed within 90 days for the entire reporting period (July 1, 2020 - June 30, 2021). 192 Applications submitted, 12.14 average days to complete. 	