

Water and Wastewater (Levels of Service to Public) July 2022-June 2023 Results													
Operations													
Pillars	Description	Department	Division	Service Name	Sub Service	Service Definition	Direct Customer	Service Component	Current Service Level	Target Achieved 2022-2023	Target Achieved 2021-2022	Target Achieved 2020-2021	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	• Repair of water main breaks (begin digging) to start within 24 hours • Target: 80% of the time	Yes	86.6%	Yes	Met target 91.6% of the time. There were 36 Water Main breaks during the period. Average response time 9 hours, 20 minutes.
							Homeowners and Businesses		• Repair of major service leaks (begin digging) to start within 24 hours • Target: 80% of the time	100%	100%	Yes	There were 5 major service leaks during the review period. All were completed within 24 hours, 13h52m average.
							Homeowners and Businesses		• Repair of minor service leaks (begin digging) to start within 168 hours (1 week) • Target: 80% of the time	No	No	No	There were 42 minor service leaks during the period. 40.4% were completed within 7 days. Average time to complete was 11.3 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		• 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	• Monthly notification to users consuming more than 300% of their historical volumes •Target: 100% of the time	Yes	Yes	Yes	
							Fire Department	Fire hydrants	• Snow removal at fire hydrants in the downtown area within 48 hours after the end of a storm • Target: 90% of the time	Yes	100%	Yes	Crews dispatched 19 times during the season. December(3), January(6), February(4), and March(6).
									• Contractor activation for snow removal at fire hydrants outside of the downtown area within 24 hours of request • Target: 90% of the time	Yes	20%	Yes	Met target 100% of the time - Contractors were activated once during season: January (1).
							Water Consumers	Potable water compliance monitoring and reporting	• Meet Health Canada's Guidelines for Canadian Drinking Water Quality • Target: 100% of the time	100%	No	Yes	<i>Maximum Acceptable Concentration / health-related parameters:</i> • Met target 100% of the time.
										No	No	No	<i>Aesthetic Objectives:</i> • 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 18.2°C on September 17, 2022. • Aesthetic objectives for all other parameters were met.
										100%	100%	Yes	<i>Operational Guidelines:</i> • Met target 100% of the time.
									• Annual Report submitted to regulator by March 30th • Target: 100% of the time	Yes	Yes	Yes	

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	<div>• Response to flooded basements within 1 hour of a call</div> <div>• Target: 90% of the time</div>	No	69%	Yes	<div>• Results (excluding Storm Response flooding): Met target 86.4% of the time.</div> <div>• Average time to respond was 51 minutes.</div> <div>Results (excluding Storm Response Flooding)</div>
							Homeowners and Businesses	Wastewater compliance monitoring and reporting (effluents, cross-connections)	<div>• Annual Report submitted to regulator by February 15th</div> <div>• Target: 100% of the time</div>	Yes	Yes	Yes	
Environmental	General activities related to water and wastewater	Operations	Water & Wastewater	Water & Wastewater	Water & Wastewater	Water and Wastewater	Homeowners and Businesses	Water and sewer locates for Utilities infrastructure	<div>• Utility locates completed within 2 working days</div> <div>• Target: 90% of the time</div>	Yes	94.4%	Yes	97.3% were completed within 2 working days. Average time was 1.6 days.
							Homeowners and Businesses	New service initiation - water and sewer account creation and maintenance	<div>• Utility account creation set up within 90 days from date of application</div> <div>• Target: 90% of the time</div>	99.4%	96.2%	Yes	<div>• 99.4% were completed within 90 days for the entire reporting period (July 1, 2021 - June 30, 2023).</div> <div>• 168 Applications submitted, 23.12 average days to complete.</div>