

Operations - Water and Wastewater														
Pillars	Description	Department	Division	Service Name	Sub Service	Service Definition	Direct Customer	Service Component	Current Service Level	Target	Target Achieved 2023-2024	Target Achieved 2022-2023	Target Achieved 2021-2022	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	80%	85%	92%	87%	<ul style="list-style-type: none"> Met target 84.6% of the time There were 26 water main breaks during the period Average response time 12 hours, 11 minutes
							Homeowners and Businesses		• Repair of major service leaks (begin digging) to start within 24 hours	80%	100%	100%	100%	<ul style="list-style-type: none"> There were 6 major service leaks during the review period All were completed within 24 hours
							Homeowners and Businesses		• Repair of minor service leaks (begin digging) to start within 168 hours (1 week)	80%	23%	40%	48%	<ul style="list-style-type: none"> There were 26 minor service leaks during the period 23% were completed within 7 days Average time to complete was 11.2 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%	N/A	N/A	N/A	<ul style="list-style-type: none"> No frozen services reported during the period
							Homeowners and Businesses	Metering - high water consumption	• Monthly notification to users consuming more than 300% of their historical volumes	100%	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	90%	100%	100%	100%	<ul style="list-style-type: none"> Crews dispatched 5 times during the season Two in January and three in February
									• Contractor activation for snow removal at fire hydrants outside of the downtown area within 24 hours of request	90%	100%	100%	20%	<ul style="list-style-type: none"> Met target 100% of the time Contractors were activated once during season in February
										100%	100%	100%	No	<ul style="list-style-type: none"> Maximum acceptable concentration / health-related parameters Met target 100% of the time
										100%	No	No	No	<ul style="list-style-type: none"> Aesthetic Objectives 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 17.8°C on September 18, 2023 Aesthetic objectives for all other parameters were met
										100%	100%	100%	100%	<ul style="list-style-type: none"> Operational Guidelines Met target 100% of the time
						• Annual Report submitted to regulator by March 30th	100%	100%	100%	100%				
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	• Response to flooded basements within 1 hour of a call	90%	59%	86%	69%	<ul style="list-style-type: none"> Results (excluding Storm Response flooding) met target 59.3% of the time Average time to respond was 2 hours 27 minutes
							Homeowners and Businesses	Wastewater compliance monitoring and reporting (effluents, cross-connections)	• Annual Report submitted to regulator by February 15th	100%	100%	100%	100%	
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	• Utility locates completed within 2 working days	90%	88%	97%	94%	<ul style="list-style-type: none"> 87.9% were completed within 2 working days Average time was 1.63 days Issues with external party performing locates resulted a drop below the expected target level of service Overall average time to resolve requests remain below the 2 working day target
							Homeowners and Businesses	New service initiation - water and sewer account creation and maintenance	• Utility account creation set up within 90 days from date of application	90%	89%	99%	96%	<ul style="list-style-type: none"> 88.9% were completed within 90 days for the entire reporting period, July 1, 2023 - June 30, 2024 207 Applications submitted, 31.6 average days to complete