

## CORPORATE POLICY AND PROCEDURES MANUAL

Policy No:

066

EPW

003

Policy Name:

**Water and Wastewater Complaint Handling**

DEVELOPED BY: **Wayne Hancock, P. Eng.**  
DEPARTMENT: **Public Works**

DATE: **Feb 28, 2003**

ADOPTED BY: **Council**

DATE: **Apr 15, 2003**

RESOLUTION NUMBER: **CR2003-330**  
**DPW2003-97**

EFFECTIVE: **Apr 15, 2003**

CROSS-REFERENCE:

REVISIONS:

### POLICY STATEMENT AND RATIONALE:

The City of Kawartha Lakes is committed to customer satisfaction. A water and wastewater complaints handling policy will enable staff to direct customer complaints to the appropriate staff and ensure that the complaints can be dealt with in an appropriate manner. It is also a requirement of the Certificate of Approvals for Water and Wastewater Works within the City that a written policy, a complaints form and an appropriate filing system are maintained to handle customer complaints. The file must be available to the Ministry of the Environment to review at any given time.

### SCOPE:

This policy applies to all complaints relayed to the City on water and/or wastewater systems.

### POLICY, PROCEDURE AND IMPLEMENTATION:

#### **1.0 Staff Receiving Complaints**

1.01 In the event of a customer complaint, use the Water and Wastewater Complaint Form.

1.02 Once you have completed the form fax it to the Environmental Services Office.

#### **2.0 Environmental Services Staff**

2.01 Once a complaint form is received it will be determined who is to take charge of the complaint.

2.02 WATER:

- Water quality issues are the responsibility of the Environmental Services Office with the exception of the facilities operated for the City by the Ontario Clean Water Agency (OCWA) (see Section 3.0).
- Water transmission problems (i.e.: main break), in any distribution system other than Omemee, will be the responsibility of the Area Manager's Office.
- Distribution problems in Omemee are the responsibility of OCWA.

**2.03 WASTEWATER:**

- Wastewater issues are the responsibility of OCWA with the exception of the Lindsay Water Pollution Control Plant.
- The Environmental Services Staff will deal with any complaints regarding the Lindsay Water Pollution Control Plant.
- Wastewater collection system problems (i.e.: plugged sewer) are the responsibility of the Area Manager's Office.

2.04 Once it has been determined who will respond to the complaint a copy of the form will be faxed to that office. The complaint must be followed up and all remedial actions must be recorded on the form.

2.05 Once the problem has been resolved, the completed complaints form must be returned to the Environmental Services Office for filing.

**3.0 Responsibilities of OCWA**

3.01 OCWA is contracted to operate and maintain a number of the City's facilities and to provide repair services for the Omemee distribution system. In the event that the complaint relates to one of the listed water treatment plants, wastewater treatment plants and/or the Omemee distribution system, OCWA must be notified immediately by phoning (705) 738-9734 and faxing the completed form to (705) 738-9737. The after- hours contact number for OCWA is 1-888-695-1663.

**OCWA - Run Facilities**

Canadiana Shores WTP  
 Omemee WTP  
 Bobcaygeon WTP  
 Woodville WTP  
 Janetville WTP  
 Fenelon Falls WTP  
 Kings Bay WTP  
 Woodfield WTP  
 Pinewood WTP  
 Pleasant Point WTP  
 Manorview WTP  
 Sunny Acres WTP  
 Mariposa Estates WTP  
 Woods of Manilla WTP  
 Oakwood Estates WTP  
 Victoria Place WTP  
 Fenelon Falls WPCP  
 Omemee Lagoons  
 Bobcaygeon WPCP  
 Coboconk Lagoons  
 Kings Bay WPCP

**OCWA – Run Distribution System**

Omemee

3.02 OCWA has their own complaints management system, so once the complaint has been forwarded it may be filed in the City files and follow-up will not be required.