

# **The Corporation of the City of Kawartha Lakes**

## **Council Report**

**Report Number WWW2017-008**

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**Date:** October 24, 2017  
**Time:** 2:00 p.m.  
**Place:** Council Chambers

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**Ward Community Identifier:** ALL

**Subject:** Water and Wastewater Division Level of Service Policy

**Author Name and Title:** Julie Henry, Quality Management and Policy Coordinator

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### **Recommendation(s):**

**RESOLVED THAT** Report WWW2017-008, Water and Wastewater Level of Service Policy, be received;

**THAT** the Water and Wastewater Level of Service Policy appended to report WWW2017-008 be approved, adopted and numbered for inclusion in the City's Policy Manual;

**THAT** the Water and Wastewater Frozen Services Management Directive be received; and

**THAT** Policy Number 066 EPW 003 Water and Wastewater Complaint Handling be rescinded.

**Department Head:**\_\_\_\_\_

**Financial/Legal/HR/Other:**\_\_\_\_\_

**Chief Administrative Officer:**\_\_\_\_\_

## **Background:**

It is the objective of the City of Kawartha Lakes to apply its operational and administrative duties in an efficient and effective way so as to provide reasonable and optimal customer service at all times. Service excellence is a City of Kawartha Lakes core value and long-standing source of pride across the corporation. The Water and Wastewater Level of Service Policy addresses this priority by illustrating the levels of service provided by the Water and Wastewater Division of the City of Kawartha Lakes.

This policy only applies to properties that are serviced by municipal water and/or wastewater and are located within the City of Kawartha Lakes' municipal boundaries. The standard applies to any customer including:

- Property owners with connections or access to municipal water and/or wastewater infrastructure;
- Persons who use our services (residents, tenants, the general community and visitors).

## **Rationale:**

To provide optimal and reasonable customer service at all times, it is necessary that staff understand the levels of service they are expected to provide, and that owners/residents/customers are aware of the scope of work done by the Water and Wastewater Division and the level of service that can be reasonably expected.

Inherent within this policy is the expectation that all Staff and contracted services will act responsibly and with due diligence at all times during their role in the production of safe, reliable drinking water and the efficient treatment of wastewater. Also inherent within this policy is the expectation that customers/owners will take care of their services.

Policy No: 066 EPW 003 Water and Wastewater Complaint Handling is to be rescinded as it is no longer relevant and the majority of its content is addressed within this new Level of Service Policy.

This policy covers the following measurable areas of service provided by the Water and Wastewater Division:

- Customer Complaints/Call-outs/General Inquiries – Non emergency and emergency
- Frozen Services (also addressed in the corresponding Management Directive)
- Alarm Response – Non emergency and emergency
- Service Interruptions – Planned and unplanned
- Preventative maintenance and inspections

- Staff competency
- Water Quality

Included in this report is the Water and Wastewater Frozen Services Management Directive which includes details regarding the City's commitment to addressing and resolving frozen services issues as quickly and efficiently as possible. Frozen Services require additional attention as these events can be particularly damaging, both to the supply of drinking water to residents and businesses but also to the associated infrastructure. It is imperative that all staff is aware of the methods to take when receiving and responding to frozen services issues.

This directive is written as support to the "Level of Service Policy, Water and Wastewater."

It is the focus of the City of Kawartha Lakes to, when possible, meet all designated service levels and, when feasible, exceed the expectations of all customers. Further, the Level of Service Policy for Water and Wastewater ensures that the City of Kawartha Lakes continues to provide services that are consistent, professional and coordinated so that customers are satisfied at the first point of contact.

### **Other Alternatives Considered:**

There are no alternatives. The Water and Wastewater Division of the City of Kawartha Lakes requires a Level of Service Policy.

### **Financial/Operation Impacts:**

There are no financial impacts as the services within this policy are accounted for in the operational user rate budget.

### **Relationship of Recommendation(s) To The 2016-2019 Strategic Plan:**

This policy is consistent with the Council Adopted Strategic Plan in that it assists the City of Kawartha Lakes with its identified Goal 2 – An Exceptional Quality of Life and identified Goal 3 – A Healthy Environment in that it ensures that all customers are privy to the highest level of customer services possible, and the environment is given priority consideration in the production and delivery of safe drinking water and the effective treatment of wastewater.

This report relates to the objectives of "*Enabler 4: Efficient Infrastructure and Asset Management*" of the Council Adopted Strategic Plan.

The Frozen Services Management Directive includes instruction related to the Water and Wastewater's new initiative, "The Freeze Prevention Plan." In the fall of every year, the website and social media will be provided with an update

addressed to residents reminding them of the steps they can take to avoid the freezing of the pipes in their home. This initiative is meant to communicate to residents the ways in which they can protect their water services and avoid the costs and labour associated with frozen services. This initiative will ultimately increase the environmental efficiency of municipal infrastructure as well as to help protect City-owned assets and infrastructure.

This report is in line with the City of Kawartha Lakes values, specifically continuous improvement and excellence as this proposed program will improve the municipal drinking water distribution system quality as well as provide excellent, efficient, and safe services for residents and businesses of Kawartha Lakes.

### **Consultations:**

Director, Public Works  
Manager, Environmental Services  
Supervisor, Water and Wastewater Operations  
Supervisor, ORO Distribution and Collection  
Supervisor, ORO Water Treatment  
All staff, Water and Wastewater Division

### **Attachments:**

Appendix A – Water and Wastewater Level of Service Policy



WWW Level of  
Service Policy.pdf

Appendix B – Policy No: 066 EPW 003 Water and Wastewater Complaint Handling



Policy No. 066 EPW  
003 Water and Waste

Appendix C – Water and Wastewater Frozen Services Management Directive



Frozen Services  
Management Directive

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**Department Head: Bryan Robinson**