



Committee of the Whole Report

Report Number: **WWW2025-004**
Meeting Date: November 4, 2025
Title: **Level of Service Policy – Water and Wastewater Update**
Description: Revisions to the Level of Service policy for Water and Wastewater
Author and Title: Amber Hayter, Manager, Water & Wastewater

Recommendation(s):

That Report WWW2025-004, **Level of Service Policy – Water and Wastewater Update**, be received;

That the policy entitled the Level of Service Policy Water and Wastewater, attached as Appendix B to Report WWW2025-004, be adopted and numbered for inclusion in the City’s Policy Manual, replacing all predecessor versions; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

Department Head: _____

Financial/Legal/HR/Other: _____

Chief Administrative Officer: _____

Background:

This report seeks Council approval to amend the existing policy, CP2021-006 Level of Service Policy – Water and Wastewater with inclusion of information in alignment with supporting management directives as well as other minor changes. A tracked changes version of Policy CP2021-006 has been included as Appendix A to this report to outline the recommended updates for the policy. An updated version of Policy CP2021-006 (with no tracked changes) has been included as Appendix B to this report.

Rationale:

The Level of Service Policy – Water and Wastewater is intended to ensure 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.

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

- Customer Complaints/Callouts/General Inquiries – Non-emergency and emergency
- Frozen Services
- Sewer Backups
- Alarm Response – Non-emergency and emergency
- Service Interruptions – Planned and unplanned
- Preventative maintenance and inspections
- Staff competency
- Water Quality

The most current edits to the Level of Service Policy – Water and Wastewater, recommended for approval, align the policy with existing Management Directives, more specifically MD2018-021 Water and Wastewater Sewer Backup, and minor administrative amendments.

The proposed changes to the policy include a) adding section 3.0 Sewer Backups, which aligns with the language and responsibilities included in the management directive; b) change reference to “on-call operators” to “stand-by operators” to be consistent with definitions within the Collective Agreement and c) clarify methods and expectations as it relates to communication with the public during various activities. A tracked changes

version of the policy is attached to this report as Appendix A to see all the recommended changes.

Alignment to Strategic Priorities

The policy and this report support the strategic priorities of both an exceptional quality of life and healthy environment, as they ensure that all customers are provided the highest level of customer service, with the environment given priority consideration in the production and delivery of safe drinking water and the effective treatment of wastewater.

Consultations:

Quality Management and Policy Coordinator
Director of Public Works

Attachments:

Appendix A – CP2021-006 Level of Service Policy Water Wastewater with Tracked Changes



Appendix A
CP2021-006 Level of

Appendix B – CP2021-006 Level of Service Policy Water Wastewater – Updated Version



Appendix B
CP2021-006 Level of

Department Head email: ovigelius@kawarthalakes.ca

Department Head: Oliver Vigelius