

Lou Di Gironimo



Tracey Cook Deputy City Manager Infrastructure & Development Services Toronto Water City Hall, 24th Fl. East 100 Queen Street West Toronto, ON M5H 2N2] General Manager Tel: 416-392-8200

Tel: 416-392-8200 Fax: 416-392-4540 Lou.DiGironimo@toronto.ca www.toronto.ca

2022 OPERATING BUDGET BRIEFING NOTE Toronto Water – Service Levels

Issue/Background:

At the November 3, 2021 2022 Rate Supported Budget Launch the following motion (BU34.1: <u>http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2021.BU34.1</u>) was approved by Budget Committee:

• That the General Manager, Toronto Water provide a briefing note to the November 19, 2021 Budget Committee meeting on Toronto Water service levels for the last 5 years.

Key Points:

- Table 1 in the attached Appendix includes the Recommended 2022 Service Levels for Toronto Water in comparison to the approved service levels planned and achieved from 2016-2021.
- Table 2 in the attached Appendix includes additional measures monitored and included in the 2022 Budget Presentation.
- During the COVID-19 pandemic, Toronto Water continues to provide safe drinking water; safe collection and treatment of wastewater; and, stormwater management during the global pandemic.
- There are no impacts to service levels as a result of COVID-19.

Appendix

Toronto Water Service Levels

٦

Table 1: This summary table illustrates the Recommended 2022 Service Levels for Toronto Water in comparison to the approved service levels planned and achieved from 2016-2021

Water Treatment and Supply											
Activity	Sub-Activity	Service Level Description	Status	2016	2017	2018	2019	2020	2021	2022	
	Service Connections	Percent Time Operating Within 276 kPA to 793 kPA	Approved/Target	99.5%	99.5%	99.5%	99.5%	99.5%	99.5%	99.5%	
Water		Requirements	Actual	99.5%	99.5%	97.2%	97.0%	99.1%	99.5%	n.a.	
Distribution	Water Distribution Watermain Breaks per 100 km of System Water Distribution Pipe	Approved/Target	20.8	23.1	23.1	22	22	22	22		
		Water Distribution Pipe	Actual	18.9	15.4	16.8	16.5	10.7	22	n.a.	
	Water Pumping Stations	Pumpod	Approved/Target	340	340	340	330	330	330	330	
			Actual	336	334	342	344	309	330	n.a.	
		Water Treatment Non-Compliance	Approved/Target	-	-	-	-	-	-	-	
Water		Events	Actual	-	-	-	-	1	-	-	
Treatment	Water Transmission Transmission Valve Chambers Mains Inspected	Approved/Target	1,500	1,500	1,500	1,500	1,500	1,500	1,500		
		Inspected	Actual	1,280	1,550	518	1,071	1,088	1,500	n.a.	
	Water Storage Megalitres of Reservoir Sto Reservoirs Capacity Maintained	Megalitres of Reservoir Storage	Approved/Target	1,895	1,895	1,895	1,895	1,895	1,895	1,895	
		Capacity Maintained	Actual	1,895	1,895	1,895	1,895	1,895	1,895	n.a.	

Wastewater Collection and Treatment											
Activity	Sub-Activity	Service Level Description	Status	2016	2017	2018	2019	2020	2021	2022	
Wastewater Collection	Lateral Connection	Percent Sewer Service Line Blocked Requests Resulting in	Approved/Target	30%	30%	30%	30%	30%	30%	30%	
		Repair or Rehab	Actual	35%	33%	31%	30%	36%	30%	n.a.	
	Wastewater Collection Mainline System Pipe	Mainline Backups per 100 KM of	Approved/Target	5.27	5.27	5.27	4	4	4	4	
		Pipe	Actual	4.9	3.8	3.3	3.6	3.4	4	n.a.	
	Solids Management Percent Samples Not Meeting NMA Requirements	Percent Samples Not Meeting	Approved/Target	0%	0%	0%	0%	0%	0%	0%	
		Actual	0%	0%	0%	0%	0%	0%	n.a.		
Wastewater Treatment	Wastewater Treatment Wastewater Treatment Non- Plants Compliance Events	Approved/Target	-	-	-	-	-	-	-		
		Actual	3	4	-	1	-	-	-		
	Wastewater Pumping	Percent Wastewater Pumping Stations Meeting Legislative	Approved/Target	100%	100%	100%	100%	100%	100%	100%	
	Stations* Requirements	Actual	100%	100%	100%	100%	100%	100%	n.a.		

Stormwater Management										
Activity	Sub-Activity	Service Level Description	Status	2016	2017	2018	2019	2020	2021	2022
Stormwater Collection	Stormwater Connection System Percent Catch Bas	Percent Catch Basins Cleaned	Approved/Target	100%	100%	100%	100%	100%	100%	100%
			Actual	91%	86%	21%	27%	100%	100%	n.a.
	Stormwater Storage Facilities	Stormwater Storage Conseity	Approved/Target	1,246	1,248	1,248	1,248	1,248	1,248	1,248
			Actual	1,246	1,248	1,248	1,248	1,248	1,248	n.a.
	Facilities Quality Control	Drainage / rica (ricetares) where	Approved/Target	7,065	7,065	7,065	7,065	7,065	7,065	7,065
Stormwater Treatment		Quality Control Provided	Actual	6,990	6,990	7,065	7,065	7,065	7,065	n.a.
	Stormwater Conveyance & Control System Stormwater Control & Conveyance Systems Meeting Certificates of Approval	Approved/Target	100%	100%	100%	100%	100%	100%	100%	
		Actual	100%	100%	100%	100%	100%	100%	n.a.	

Table 2: This summary table illustrates additional measures monitored and included in the 2022 Budget Presentation

Wastewater Collection and Treatment										
Activity	Sub-Activity	Service Level Description	Status	2016	2017	2018	2019	2020	2021	2022
Wastewater Treatment	Wastewater Pumping Stations	% pumping station outages	Target Actual	0% 0%	0% 0%	0% 0%	0% 0%	0% 0%	0% 0%	0% n.a.
Wastewater Treatment	Solids Management	% ABTP biosolids to beneficial use	Target Actual	100%	100%	100% 100%	100% 100%	100% 100%	100%	100% n.a.

Stormwater Management										
Activity	Sub-Activity	Service Level Description	Status	2016	2017	2018	2019	2020	2021	2022
Stormwater Treatment	Stormwater Control & Conveyance System	Number stormwater ponds inspected/maintained	Target	990	990	990	990	990	990	990
			Actual	955	993	970	1,069	1,080	1,116	n.a.
Stormwater Treatment	Stormwater Control & Conveyance System	Water Course Inlet/Outlet Inspections	Target	1,800	1,800	3,000	3,000	3,000	3,000	3,000
	. ,		Actual	2,736	3,337	3,526	4,025	6,175	3,000	n.a.

Prepared by: Diane Chester, Program Manager, Toronto Water, 416-206-0229, Diane.Chester@toronto.ca

Further information: Lou Di Gironimo, General Manager, Toronto Water, 416-392-8200, Lou.DiGironimo@toronto.ca

Date: November 10, 2021