

### Recommended 2021 Service Levels – Toronto Water

**Date:** November 6, 2020  
**To:** Budget Committee  
**From:** General Manager, Toronto Water  
**Wards:** All

#### SUMMARY

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This report provides the recommended 2021 Service Levels for Toronto Water in comparison to service levels planned and achieved from 2018 to 2020.

Service levels have historically been presented in the Budget Notes for each Program/Agency for review by Budget Committee and approval by City Council. Beginning in 2020, as part of the budget modernization project, service levels were provided in a separate document in an effort to deliver a more efficient and simplified budget process that will create greater opportunities for public participation through inclusive and outcome focused budget materials.

#### RECOMMENDATIONS

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The General Manager of Toronto Water recommends that:

1. City Council approve the 2021 service levels for Toronto Water as outlined in Appendix 1 attached to this report.
2. This report be considered concurrently with the report entitled "2021 Rate Supported Budget and Recommended 2021 Rates and Fees" for Toronto Water".

#### FINANCIAL IMPACT

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The service levels recommended in this report are fully funded by the 2021 Recommended Operating and Capital Budgets for Toronto Water.

## **DECISION HISTORY**

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Since 2012 budget process, City Council has been approving service levels for each Program and Agency as part of the annual operating budget.

For 2020 Budget, Council approved on December 17, 2019, the report entitled "2020 Rate Supported Budgets - 2020 Water and Wastewater Consumption Rates and Service Fees" from the City Manager and the Chief Financial Officer and Treasurer that included recommended 2020 service levels for Toronto Water.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2019.EX11.2>

## **COMMENTS**

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Service levels reflect discrete outputs that highlight the contractual levels of services being provided between staff, Council and the public. Service levels ideally express two key pieces of information: what is to be achieved; and how often it is to be achieved. Service level measures were identified in the 2011 Core Service Review.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2011.EX10.1>

Service levels are approved annually with the budget and speak to the manner in which services are delivered, and may include parameters such as frequency, turnaround time, accuracy, customer satisfaction, etc. Approved service levels are targets for the upcoming budget year, and actual service levels are the reported results.

Recommended 2021 service levels for Toronto Water can be found in Appendix 1 of this report.

Overall, the 2021 recommended service levels are consistent with the service levels approved in 2020. Where applicable, the Appendix attached to this report identifies where service levels have changed, added or deleted.

## **CONTACT**

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Stephen Conforti  
Executive Director, Financial Planning  
Tel: 416-397-4229  
Fax: 416-397-4465  
Email: [Stephen.Conforti@toronto.ca](mailto:Stephen.Conforti@toronto.ca)

## **SIGNATURE**

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Lou Di Gironimo  
General Manager, Toronto Water

## **ATTACHMENTS**

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Appendix 1: Recommended 2021 Service Levels – Toronto Water

**Appendix 1**  
**Toronto Water**  
**Recommended 2021 Service Levels**

2021 Service Levels							
Water Treatment and Supply							
Activity	Sub-Activity	Service Level Description	Status	2018	2019	2020	2021
Water Distribution	Service Connections	Percent Time Operating Within 276 kPA to 793 kPA	Approved/Target	99.5%	99.5%	99.5%	99.5%
			Actual	97.2%	97.0%	95.0%	n.a.
Water Distribution	Water Distribution System	Watermain Breaks per 100 km of Water Distribution Pipe	Approved/Target	23.1	22	22	22
			Actual	16.8	22	22	n.a.
Water Treatment	Water Pumping Stations	Electrical kWh per ML of Water Pumped	Approved/Target	340	330	330	330
			Actual	342	344	340	n.a.
	Water Treatment Plants	Water Treatment Non-Compliance Events	Approved/Target	-	-	-	-
			Actual	-	-	-	n.a.
Water Transmission Mains	Transmission Valve Chambers Inspected	Approved/Target	1,500	1,500	1,500	1,500	
		Actual	518	1,071	800	n.a.	
Water Storage Reservoirs	Megalitres of Reservoir Storage Capacity Maintained	Approved/Target	1,895	1,895	1,895	1,895	
		Actual	1,895	1,895	1,895	n.a.	

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

2021 Service Levels							
Stormwater Management							
Activity	Sub-Activity	Service Level Description	Status	2018	2019	2020	2021
Stormwater Collection	Stormwater Connection System	Percent Catch Basins Cleaned	Approved/Target	100%	100%	100%	100%
			Actual	21%	27%	40%	n.a.
Stormwater Collection	Stormwater Storage Facilities	ML of Dedicated (designed) Stormwater Storage Capacity	Approved/Target	1,248	1,248	1,248	1,248
			Actual	1,248	1,248	1,248	n.a.
Stormwater Treatment	Stormwater Treatment Facilities	Drainage Area (hectares) Where Quality Control Provided	Approved/Target	7,065	7,065	7,065	7,065
			Actual	7,065	7,065	7,065	n.a.
Stormwater Treatment	Stormwater Conveyance & Control System	Stormwater Control & Conveyance Systems Meeting Certificates of Approval	Approved/Target	100%	100%	100%	100%
			Actual	100%	100%	100%	n.a.