

Recommended 2022 Service Levels – Toronto Water

Date: November 3, 2021
To: Budget Committee
From: General Manager, Toronto Water
Wards: All

SUMMARY

This report provides the recommended 2022 Service Levels for Toronto Water in comparison to service levels planned and achieved from 2019 to 2021.

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

The General Manager of Toronto Water recommends that:

1. City Council approve the 2022 service levels for Toronto Water as outlined in Appendix 1 attached to this report.
2. This report be considered concurrently with the report entitled "2022 Rate Supported Budget and Recommended 2022 Rates and Fees" for Toronto Water.

FINANCIAL IMPACT

The service levels recommended in this report are fully funded by the 2022 Recommended Operating and Capital Budgets for Toronto Water.

DECISION HISTORY

For 2021 Budget, Council approved on December 18, 2020, the report entitled "2021 Rate Supported Budget - 2021 Water and Wastewater Consumption Rates and Service Fees" from the City Manager and the Chief Financial Officer and Treasurer that included recommended 2021 service levels for Toronto Water.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2020.EX19.9>

COMMENTS

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 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 2022 service levels for Toronto Water can be found in Appendix 1 of this report. Where applicable, the Appendix identifies where service levels have changed, added or deleted.

Overall, the 2022 recommended service levels are consistent with the service levels approved in 2021, adjusted where necessary to reflect COVID-19 restrictions and adhering to Public Health guidelines.

Staff will continue to monitor impacts of COVID-19 on City services throughout the year and adjustments to current assumptions in the form of either increases or decreases will be made in accordance with any changes to Public Health guidelines.

CONTACT

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SIGNATURE

Lou Di Gironimo
General Manager, Toronto Water

ATTACHMENTS

Appendix 1: Recommended 2022 Service Levels – Toronto Water

Appendix 1
Toronto Water
Recommended 2022 Service Levels

Water Treatment and Supply

Activity	Sub-Activity	Service Level Description	Status	2019	2020	2021	2022
Water Distribution	Service Connections	Percent Time Operating Within 276 kPA to 793 kPA Requirements	Approved/Target	99.5%	99.5%	99.5%	99.5%
			Actual	97.0%	99.1%	99.5%	n.a.
	Water Distribution System	Watermain Breaks per 100 km of Water Distribution Pipe	Approved/Target	22	22	22	22
			Actual	16.5	10.7	22	n.a.
Water Treatment	Water Pumping Stations	Electrical kWh per ML of Water Pumped	Approved/Target	330	330	330	330
			Actual	344	309	330	n.a.
	Water Treatment Plants	Water Treatment Non-Compliance Events	Approved/Target	-	-	-	-
			Actual	-	1	-	-
	Water Transmission Mains	Transmission Valve Chambers Inspected	Approved/Target	1,500	1,500	1,500	1,500
			Actual	1,071	1,088	1,500	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.

Wastewater Collection and Treatment

Activity	Sub-Activity	Service Level Description	Status	2019	2020	2021	2022
Wastewater Collection	Lateral Connection	Percent Sewer Service Line Blocked Requests Resulting in Repair or Rehab	Approved/Target	30%	30%	30%	30%
			Actual	30%	36%	30%	n.a.
	Wastewater Collection System	Mainline Backups per 100 KM of Pipe	Approved/Target	4	4	4	4
			Actual	3.6	3.4	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	-	-	-
	Wastewater Pumping Stations	Percent Wastewater Pumping Stations Meeting Legislative Requirements	Approved/Target	100%	100%	100%	100%
			Actual	100%	100%	100%	n.a.

Stormwater Management

Activity	Sub-Activity	Service Level Description	Status	2019	2020	2021	2022
Stormwater Collection	Stormwater Connection System	Percent Catch Basins Cleaned	Approved/Target	100%	100%	100%	100%
			Actual	27%	100.0%	100%	n.a.
	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 Conveyance & Control System	Stormwater Control & Conveyance Systems Meeting Certificates of Approval	Approved/Target	100%	100%	100%	100%
			Actual	100%	100%	100%	n.a.