



Service Excellence Committee

Meeting No. 4	Contact Kate Carrillo, Administrator
Meeting Date Friday, July 19, 2024	Phone 416-392-7032
Start Time 9:30 AM	E-mail svexc@toronto.ca
Location Committee Room 2, City Hall/Video Conference	Chair Councillor Stephen Holyday

SE4.2	ACTION	Amended		Ward: All
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Sewer Line Block Service Standards and Improving Response

Committee Decision

The Service Excellence Committee recommends that:

1. The Executive Committee request the General Manager, Toronto Water to consider developing additional information and communications products regarding sewer back-ups, including a checklist to assist citizens, before, during, and after, and to make these materials available through various channels.

Decision Advice and Other Information

Lou Di Gironimo, General Manager, Toronto Water gave a presentation on Update on Sewer Line Block Service Standards and Improving Responses.

Origin

(July 5, 2024) Report from the General Manager, Toronto Water

Summary

At its meeting on July 19, 2024, the Service Excellence Committee considered Item [SE4.2](#) and made recommendations to the Executive Committee.

Summary from the report (July 5, 2024) from the General Manager, Toronto Water:

At its meeting on April 9, 2024, the Executive Committee requested that Infrastructure Services divisions provide updates regarding service standards and opportunities for improving responses and response times to service requests.

In response to this request, Toronto Water has prepared a brief presentation that highlights the Division's strategic customer service objectives, Key Performance Indicators used to monitor progress towards these goals and provides a discussion of Toronto Water's most frequently requested service, "Sewer Line Block Service," as well as work conducted to improve the response service standard.

Background Information

(July 5, 2024) Report from the General Manager, Toronto Water on Sewer Line Block Service Standards and Improving Response

<https://www.toronto.ca/legdocs/mmis/2024/se/bgrd/backgroundfile-247524.pdf>

Presentation on Update on Sewer Line Block Service Standards and Improving Responses

<https://www.toronto.ca/legdocs/mmis/2024/se/bgrd/backgroundfile-247637.pdf>