

Service Excellence Committee

Meeting No.: 13

Meeting Date: Monday, July 6, 2026

Start Time: 9:30 a.m.

Location: Committee Room 2, City Hall/
Video Conference

Contact: Niko Markakis, Committee

Phone: (416) 397-4592

E-mail: svexc@toronto.ca

Chair: Councillor Stephen Holyday

SE13.1 - Leveraging Toronto Water's Data to Improve Customer Service

Decision Type: ACTION

Status: Amended

Wards: All

Committee Decision

The Service Excellence Committee recommends that:

1. The Executive Committee receive this item for information.

Origin

(June 19, 2026) Report from the General Manager, Toronto Water

Summary

At its meeting on July 6, 2026 the Service Excellence Committee considered Item [SE13.1](#) and made recommendations to the Executive Committee.

Summary from the report (June 19, 2026) from the General Manager, Toronto Water

Toronto Water is one of the largest water utilities in North America, providing water, wastewater and stormwater services to millions of residents and businesses, 24 hours a day, 7 days a week. Service delivery, customer feedback, and operational performance data is used by Toronto Water to monitor and improve customer service, with the focus of this report being service quality and timeliness of service requests managed in partnership with 311.

Toronto Water works closely with 311 which supports the intake, customer communication, and tracking components of the service request process. While 311 serves as the first point of contact for customers Toronto Water's Customer Care Centre triages service requests, validates customer and service information, confirms account and address details, assigns staff to resolve requests, and escalates issues to subject matter experts. Toronto Water uses multiple data sources to improve service delivery, including 311 service request data, internal work management and field force automation systems, customer satisfaction surveys, and operational and regulatory

compliance data to monitor service response times, identify trends, inform resource allocation, and support continuous improvement.

Customer experience in Toronto Water is assessed across five key areas: reliability, water quality, service quality, timeliness of service, and rate (cost) for value, with this report focussing specifically on service quality and timeliness as they relate to the division's work with 311 on service requests. The report highlights examples of data-driven improvements (including core services delivered) and future planned work to strengthen how data is used to enhance service quality, timeliness, and overall customer experience.

Background Information

(June 19, 2026) Report from the General Manager, Toronto Water on Leveraging Toronto Water's Data to Improve Customer Service
(<https://www.toronto.ca/legdocs/mmis/2026/se/bgrd/backgroundfile-288389.pdf>)