

Policy statement

Leduc County provides the appropriate level of service for utility customers.

Definitions

Council means the duly elected council of Leduc County.

County means the municipal district of Leduc County in the Province of Alberta.

Emergency means a situation demanding immediate attention where one or more of the following are at risk: public health, public safety, employee safety, the environment, private property, or county infrastructure.

Level of service means the characteristics or attributes of utility service delivered to a customer or user that describes its required level of performance.

Uptime means the time in which a system or equipment is in operation.

Utility means a water or wastewater utility within Leduc County jurisdiction as set out in County bylaws.

Policy authority

Legislative implications:

- *Municipal Government Act R.S.A 2000, Section 28*

Bylaw implications:

- Water Services Bylaws.
- Wastewater Services Bylaws.

Policy standards

1. The following levels of service for utilities are:

Level of Service Name	Minimum Level of Service Target
Customer Notification for Planned Outage	Customers will be notified two working days in advance unless an emergency situation may exist.
Customer Notification for Unplanned Outage	Customers will be notified 90 minutes prior to shutdown unless an emergency situation may exist
Customer Inquiry/Complaint Response	Initially respond to within 24 hours during regular scheduled workdays
Locate Request Response Time	Five working days of the locate request
Customer Water Service Supply Uptime	99% of the calendar year
Bulk Water Station Uptime	Each service bay shall be operable 99% of the calendar year
Wastewater Receiving Station Uptime	Each service bay shall be operable 99% of the calendar year
Emergency Call Out	Initially respond to customer within 30 minutes.

2. Level of service shall consider and be based on the following:
 - County bylaws.
 - County engineering standards.
 - Water and wastewater utility industry standards and best practices.
 - Utility customer demands.
 - Utility governance policy.
3. When required, other levels of service shall be brought forward to Council for consideration.

Policy responsibilities*Council responsibilities:*

Council will,

- Review and approve this policy

Administration responsibilities:

Administration will,

- Maintain appropriate resources to meet levels of service.
- Make recommendations for cost-effective levels of service.
- Establish necessary processes to provide utility services in the most cost-efficient manner possible while maintaining defined levels of service.

Monitoring and updating

- This policy will be posted on Leduc County's website.
- This policy will be reviewed at least once every four years.