

Department: Public Works & Engineering	Section: Utilities
---	-------------------------------------

UT-07 Utilities Level of Service Policy

Policy Statement

The County recognizes the value of providing appropriate *Service Levels* for *Utility* customers.

Service Level Standards

Service Level 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

Service Levels

The following *Service Levels* for *Utilities* are:

Service Level Name	Minimum Service Level Target
Customer Notification for Planned Outage	Two working days in advance.
Customer Notification for Unplanned Outage	Customers will be notified 90 minutes prior to shut down unless an <i>Emergency</i> situation may exist.
Customer Inquiry/Complaint Response	Initially respond to within 24 hours during regular scheduled work days.
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 95% of the calendar year.
Septage Receiving Station Uptime	Each service bay shall be operable 95% of the calendar year.
Emergency Call Out	Initially respond to customer within 15 minutes.

When required, other *Service Levels* shall be brought forward to County Council for consideration.

Monitoring & Updating

The *Policy* and *Service Levels* will be reviewed every three (3) years.

Definitions

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

Approved Date:	Motion No:	Page No.
February 26, 2019	29-19	1 of 2

Director means the Director of Public Works and Engineering for the *County*.

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

Policy means the *County* Utilities Level of Service Policy.

Service Level means the characteristics or attributes of a *Utility* service delivered to a customer or user that describe its required level of performance.

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

Utility means the water or wastewater utilities within Leduc County jurisdiction as set out in *County* bylaws.

Policy Authority & Responsibilities

The *Director* is responsible for updating the *Policy* and ensuring that the appropriate resources are available to meet service levels.

County Council is responsible for approving the *Policy* and *Service Levels*.

The Manager of Utilities is responsible for implementing the *Policy* and ensuring that the appropriate staff adheres to the *Policy*. The Manager is also responsible for making recommendations to the *Director* for cost effective *Service Levels* and determining the most efficient way to provide the *Service Levels*.

County staff is responsible to be aware of and follow the *Policy*.

Approved Date:	Motion No:	Page No.
February 26, 2019	29-19	2 of 2