



Updated Sewer Backup Process: (for backups in sewer service lines)

Presentation By:

Nick Benkovich, Director of Water & Wastewater Services;

Cheryl Beam, Supervisor III - Water Distribution and
Wastewater Collection



February 3, 2015



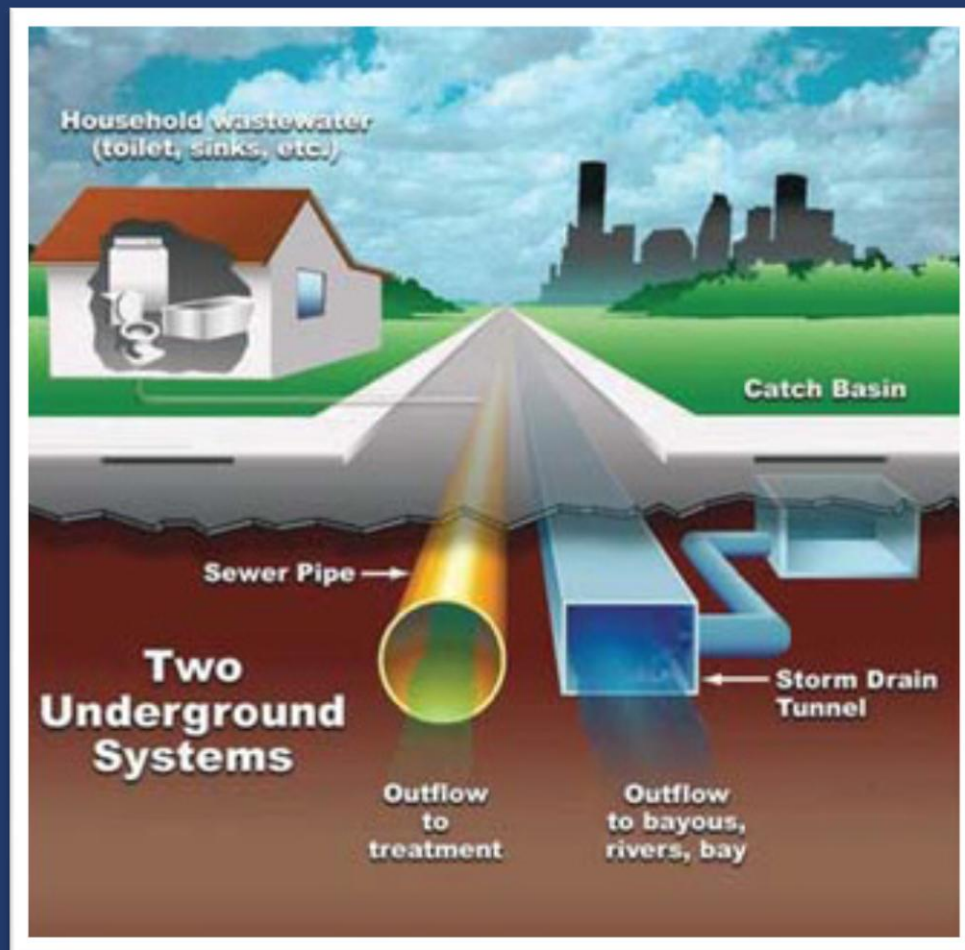
Tonight's Topics

1. Introduction / Overview
2. Current Process
3. Updated New Process
4. Timelines



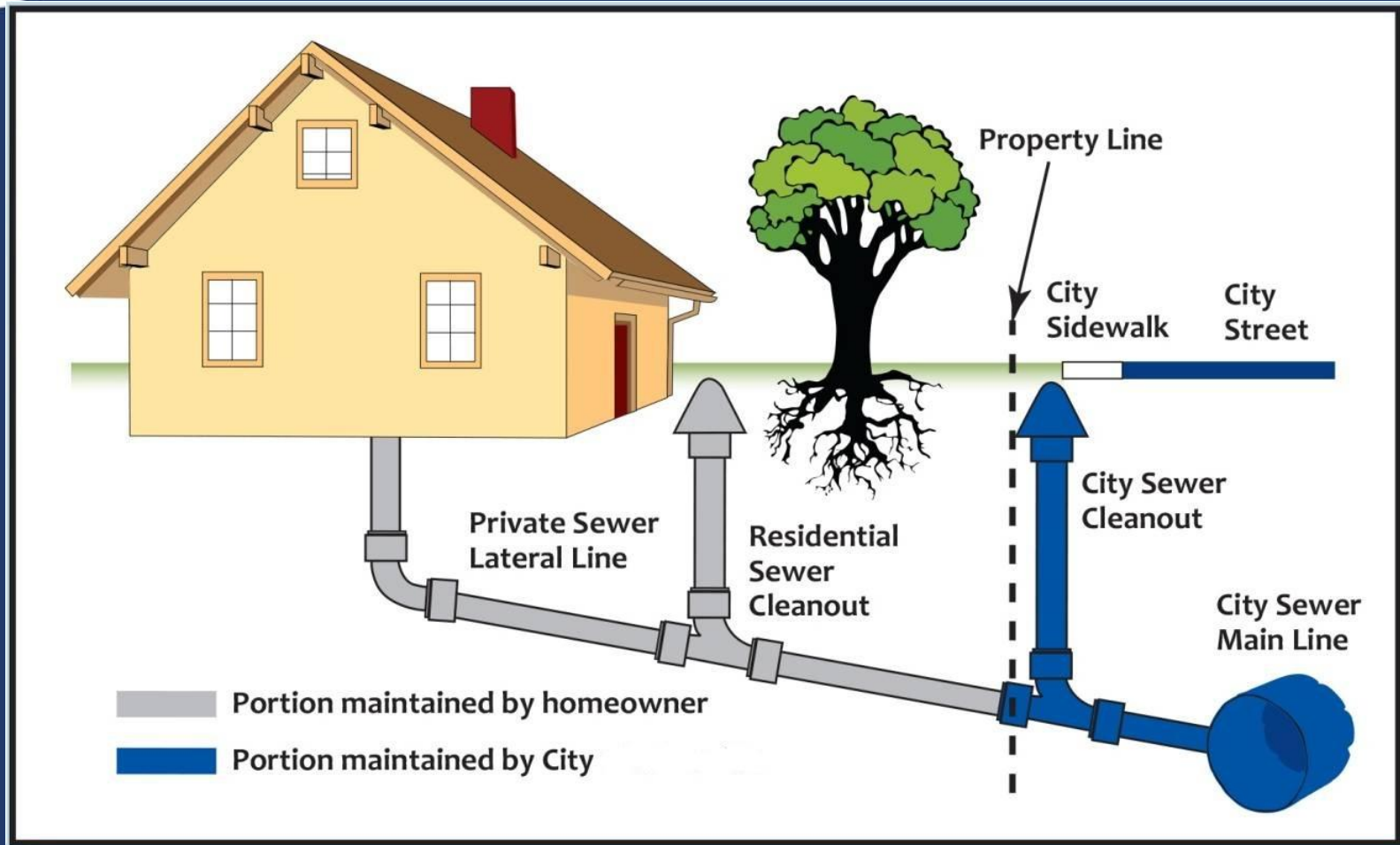
Introduction: Two Sewer Systems

- Sanitary Collection Systems: **(773 km)**;
- Average Pipe Age (Public): **(about 48 years)**;
- Customer connections: **(approx. 46,000)**;
- Typical annual reported call volume: **(approx 200)**



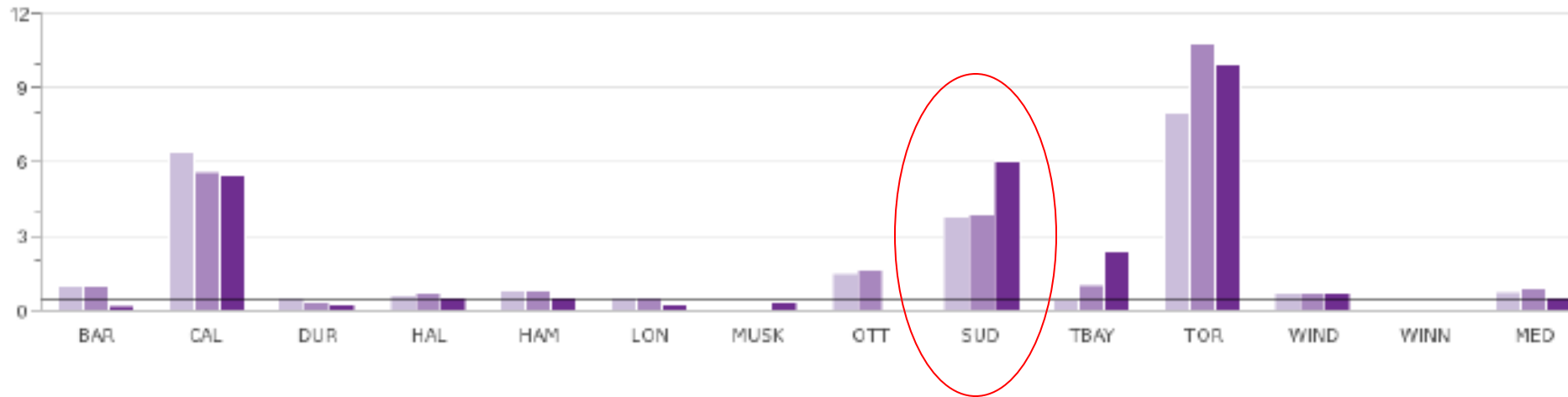


Shared Responsibilities: Property Owner & City





Benchmarking Comparison: Sewer main backups per 100 km

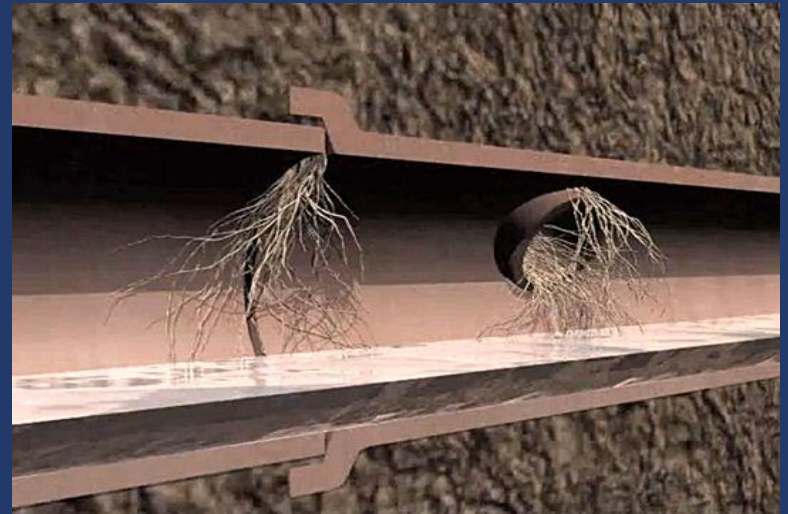


2010	0.93	6.42	0.54	0.56	0.81	0.51	0.00	1.46	3.77	0.39	8.01	0.69	N/A	0.75
2011	0.94	5.57	0.34	0.67	0.80	0.43	0.00	1.62	3.90	0.98	10.79	0.69	N/A	0.87
2012	0.19	5.42	0.24	0.49	0.45	0.23	0.32	0.01	5.97	2.35	9.96	0.69	N/A	0.47



What might cause a sewer backup in the service?

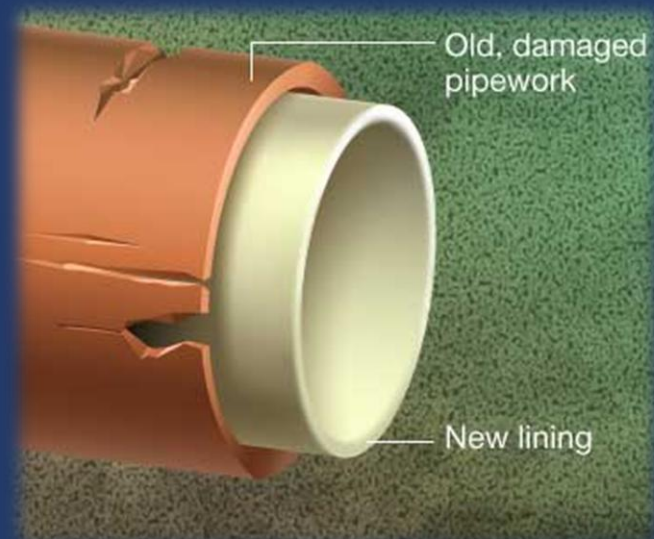
- FOG
- Roots / Debris
- Structural





Types of repairs

1. Clear blockage (FOG, debris);
2. New service line required ;
3. Install service liner (structural, roots)





Current Process

Customer
Experiences
Backup

Plumber
relieves
blockage

CGS called as
witness to
determine
responsibility;

Private:
Plumber
invoices
customer

Public: City
pays;
(maximum of
2 hours)



Technology = Improved Information

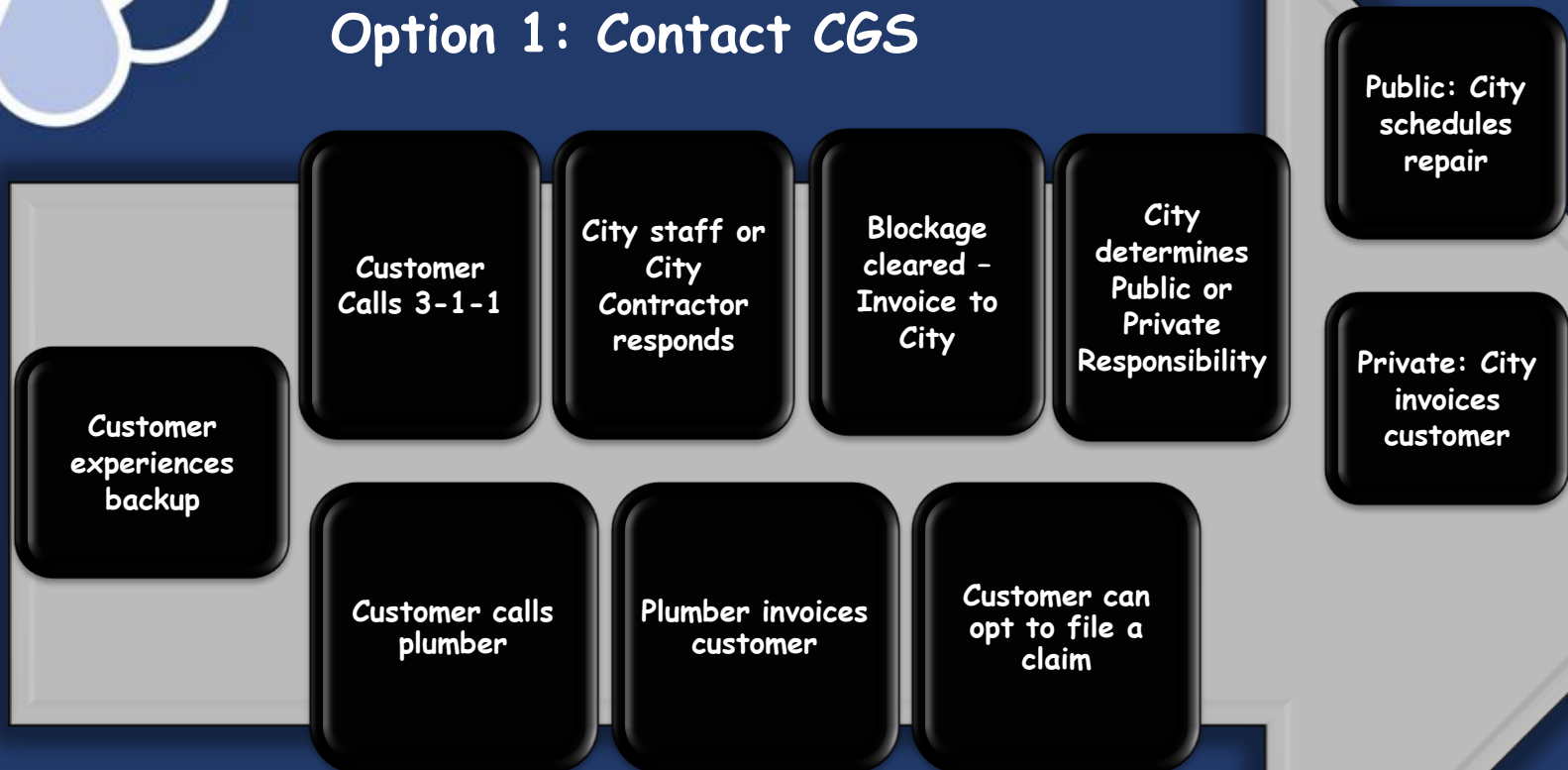
- CCTV
- Transmitter indicates precise location





Updated Service Options

Option 1: Contact CGS



Option 2: Contact Plumber



Timelines:

- Feb 2015 - Operations Committee;
- Feb 2015 - Plumbers stakeholder meeting;
- Mar 2015 - Release Tender documents;
- Public Communications;
- April 2015 - Award Tender & Go live

Questions?