



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

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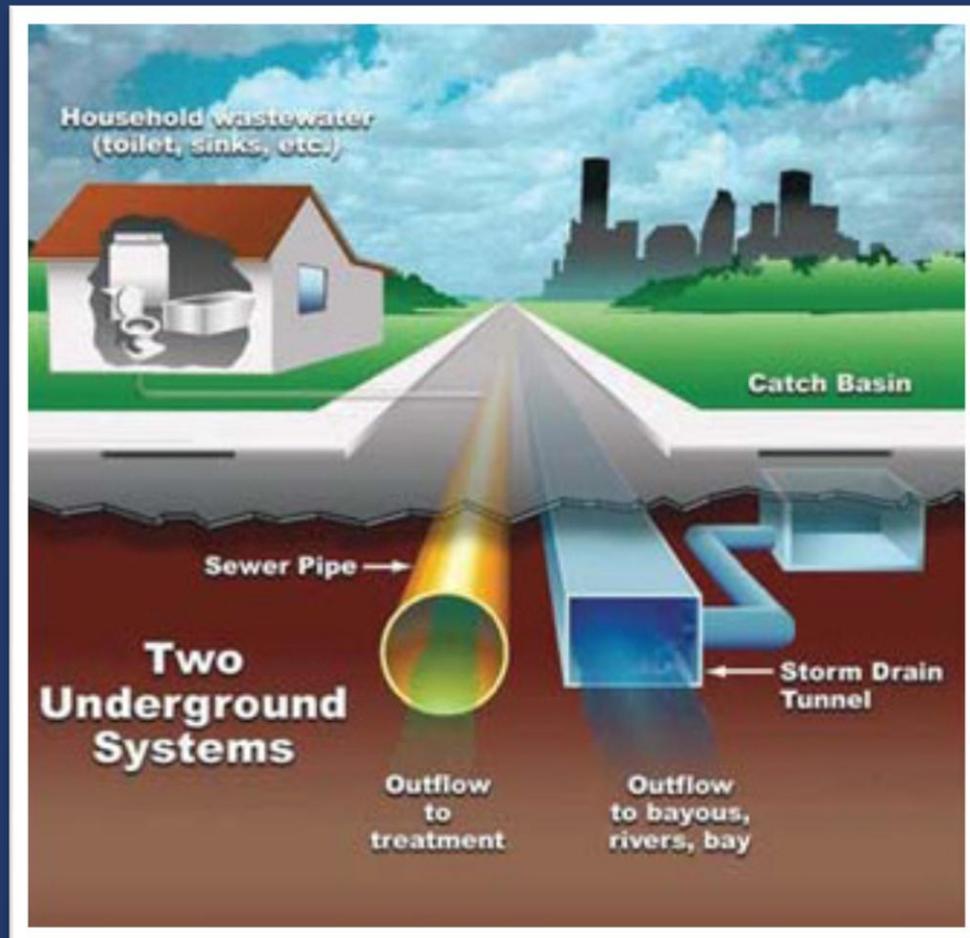
Tonight's Topics

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



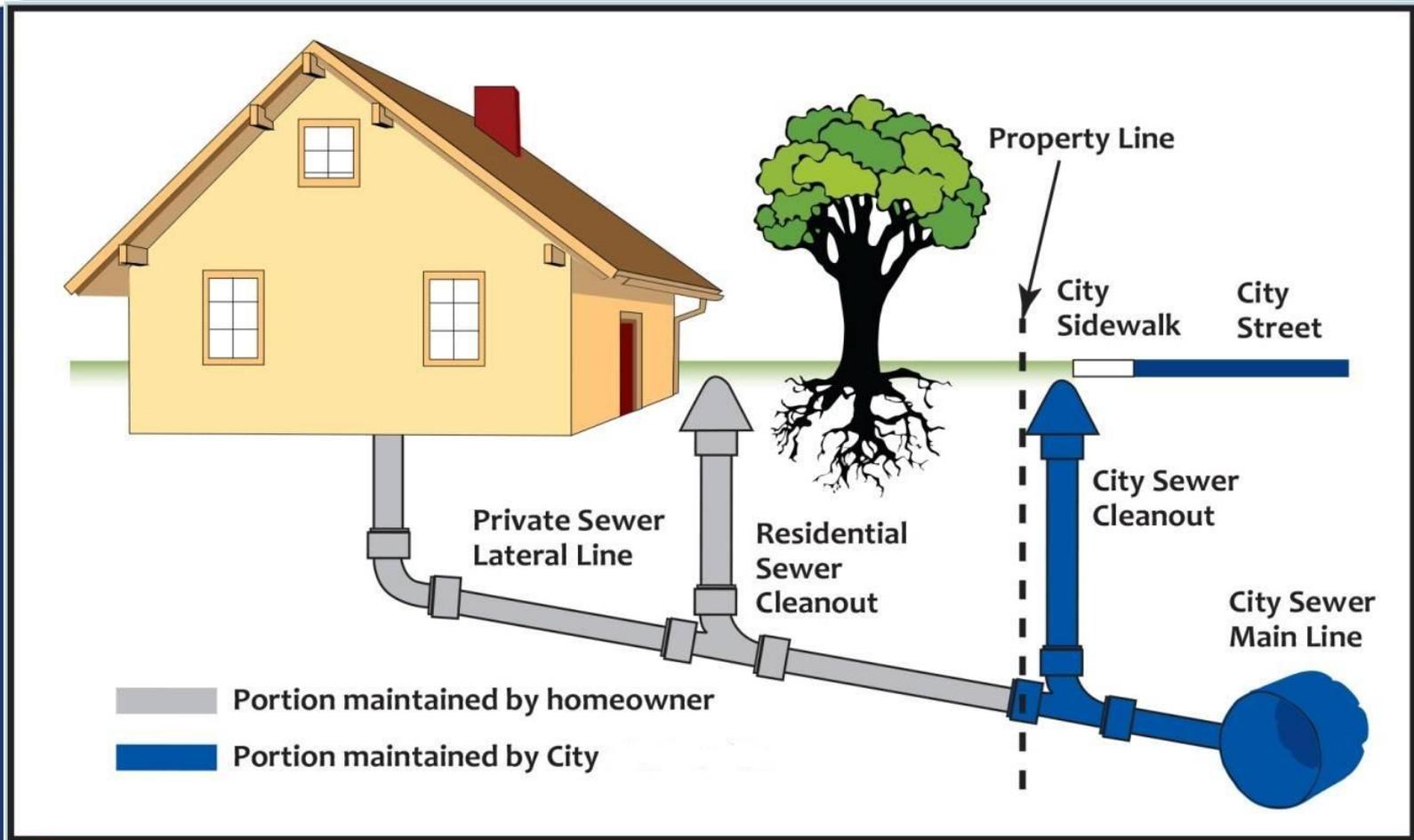
Introduction: Two Sewer Systems

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



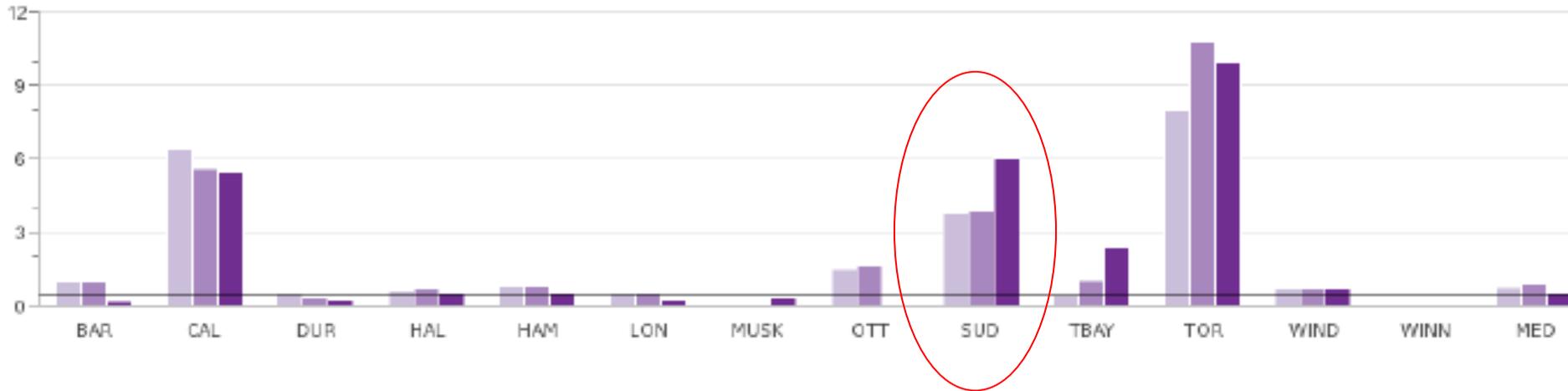


Shared Responsibilities: Property Owner & City





Benchmarking Comparison: Sewer main backups per 100 km

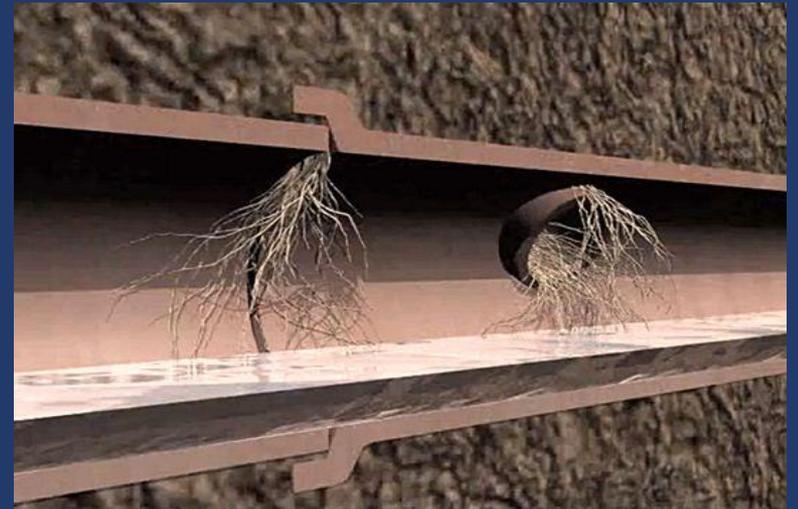


	BAR	CAL	DUR	HAL	HAM	LON	MUSK	OTT	SUD	TBAY	TOR	WIND	WINN	MED
2010	0.93	6.42	0.54	0.56	0.81	0.51	0.00	1.46	3.77	0.39	8.01	0.69	N/A	0.75
2011	0.94	5.57	0.34	0.67	0.80	0.43	0.00	1.62	3.90	0.98	10.79	0.69	N/A	0.87
2012	0.19	5.42	0.24	0.49	0.45	0.23	0.32	0.01	5.97	2.35	9.96	0.69	N/A	0.47



What might cause a sewer backup in the service?

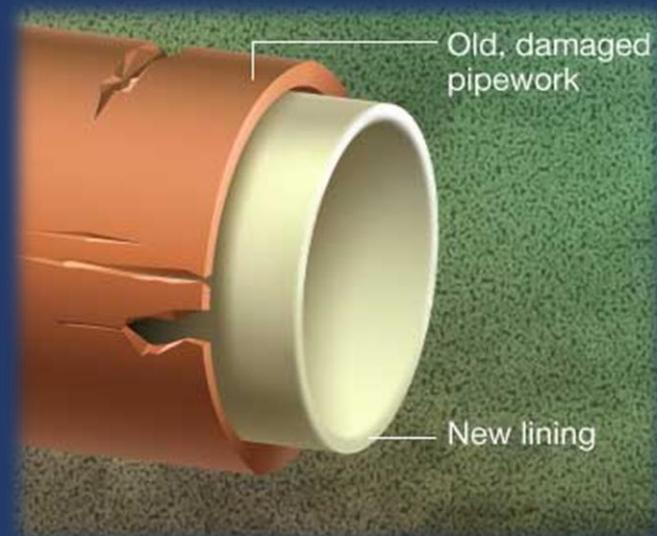
- FOG
- Roots / Debris
- Structural





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;

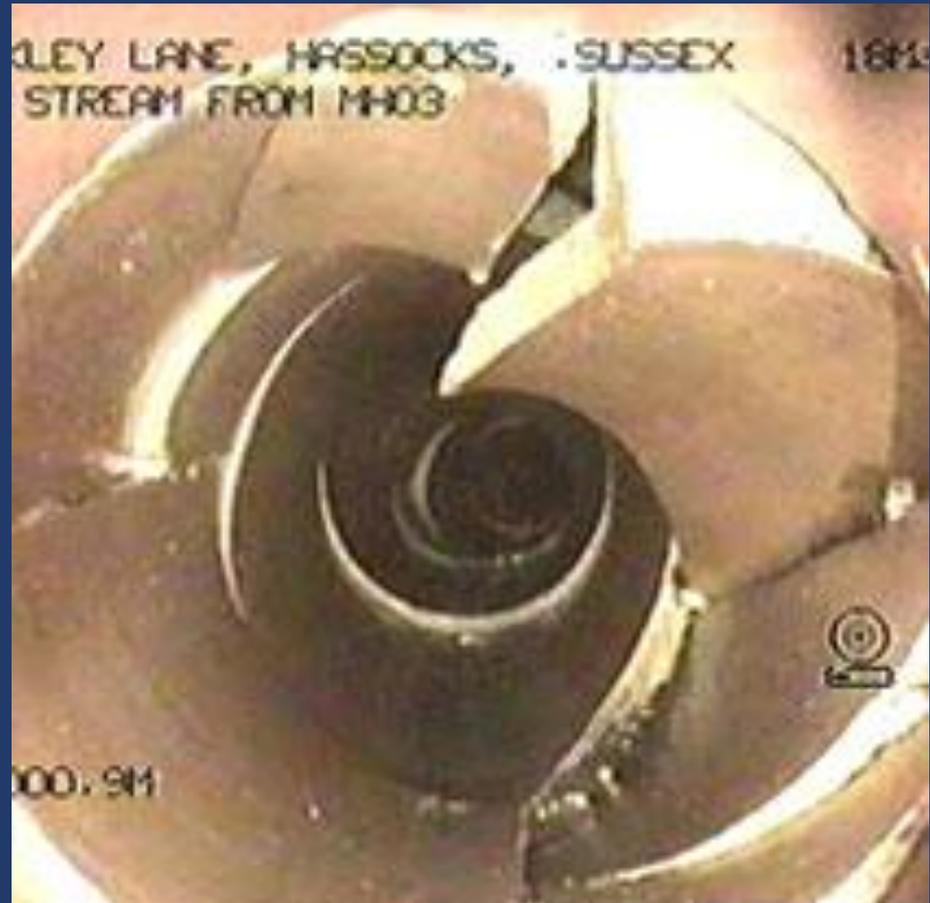
Private:
Plumber
invoices
customer

Public: City
pays;
(maximum of
2 hours)



Technology = Improved Information

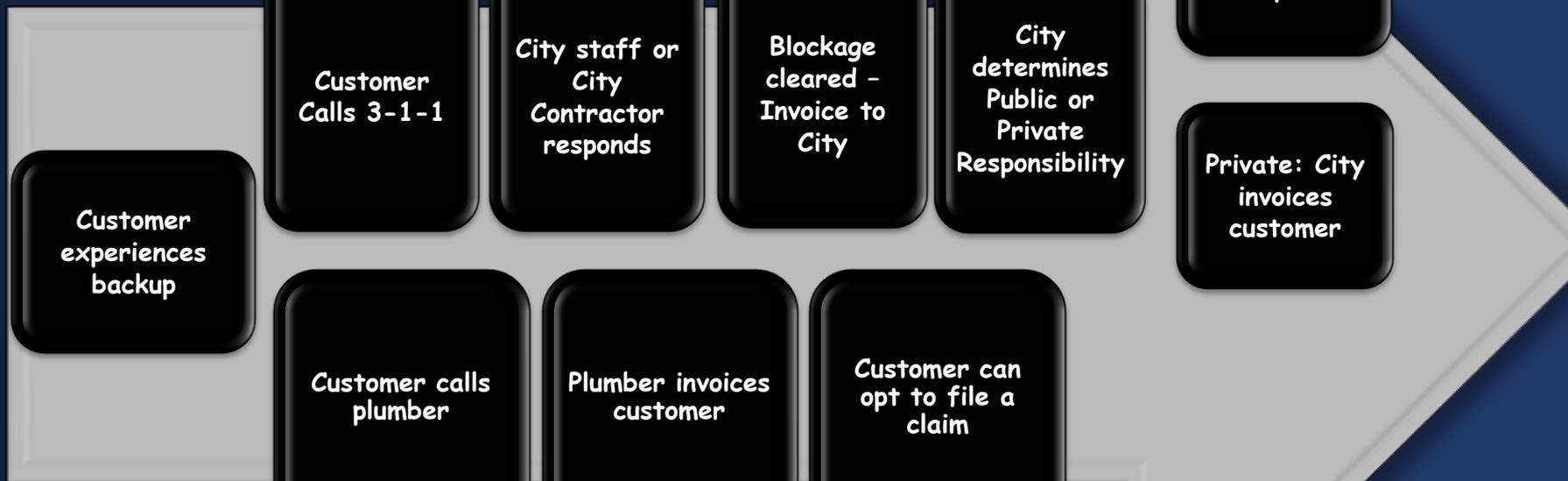
- CCTV
- Transmitter indicates precise location





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?