

Actions underway in the Water Utility to address Indemnified Contractors concerns

The following focus areas have been identified to increase customer satisfaction and deliver fair, flexible and functional customer service experience for Indemnified Contractors (ICs).

Timeframe for completion:

- Immediately – action is underway
- Short term – up to 12 months (by the end of Q2 2020)
- Long term – 1 to 2 years

Focus Area 1: Scheduling IC Appointment Process	Timeframe for completion
1.1 Increase available appointments during contractor work day	Complete
1.2 Create appointment service level agreement	Short term
1.3 Allow some work to be scheduled without an appointment	Short term
1.4 Review current appointment window	Short term
1.5 Implement an online appointment booking system that increase visibility and autonomy	Long term

Focus Area 2: City Resources	Timeframe for completion
2.1 Increase appointment flexibility	Immediately
2.2 Provide Contractors access to an electronic map of the water utility system	Short term
2.3 Use additional methods/crews for controlling mains	Short term
2.4 Involve Inspectors in limited valve operations	Short term
2.5 Investigate a fee structure	Long term
2.6 Have Inspectors certified as operators	Long term

Focus Area 3: Review Roles and Responsibilities	Timeframe for completion
3.1 Provide information on operation of private side valves	Immediately
3.2 Provide clarity on boundary valve operation	Immediately
3.3 Request Contractors to conduct job related repairs to valves	Short term
3.4 Increase work that Contractors are able to do on the system	Long term

Focus Area 4: Review City Operational Practices	Timeframe for completion
4.1 Increase engagement (including a survey to ICs and meetings)	Immediately
4.2 Clarify processes related to issues that occur after hours, including details what number to call	Immediately
4.3 Streamline Return to Service procedure	Short term
4.4 Review when controlled mains are required	Short term
4.5 Improved internal processes	Short term
4.6 Reduce time to control mains	Long term
4.7 Reduce Return to Service times	Long term
4.8 Continue to privatize low risk, not complex maintenance where system operation is not required	Long term