Implementation Plan for Levels of Service (LOS)

September September 2016 2017 Leverage customer intelligence to Identify options to adjust LOS for Wastewater and associated costs Baseline assess LOS options Report to SPC on current Levels UCS with an of Service implementation **Define Services** Capital Investment plan including LOS **Customer Surveys** -Cost findings and cost •Review capital investment drivers (i.e. regulatory -Performance impacts requirements) measures •Investigate infrastructure design and performance Corporate survey specifications changes Utility customer care surveys •Identify options to adjust risk profile - accept different level of risk on behalf of customers •Identify options to defer / advance capital projects **Ongoing Customer Interactions Operating Activities** Customer facing activities •311 Evaluate service offerings •Enmax customer care •Identify options to adjust maintenance activities **Customer Programs Target Specific Customer Groups** Identify opportunities to target customer behaviour and operational changes •Industrial / commercial customers • Evaluate opportunities for different forms of treatment Employees as utility customers