



Canadian Water Network
Réseau canadien de l'eau

Municipal Consortium Strategic Sharing Groups: Advancing Levels of Service in the Context of Uncertainty – Meeting 2

Meeting 2: Internal and External Drivers for Establishing Levels of Service

The second meeting of the Levels of Service Strategic Sharing Group is scheduled for Friday, December 4, 2020 from 1:00 – 2:30pm (EST) via Microsoft Teams, facilitated by CWN. Please join the meeting by clicking on the link provided in your calendar invite.

Developing Levels of Service should not be a one-size-fits all approach. Good LoS programs are locally specific and respond to customer, corporate and asset concerns at the local level. In an effort to move away from setting arbitrary levels of service, water, wastewater and stormwater utilities will need to first explore **why** they are moving forward with setting levels of service, **what** is driving this decision, and **how** levels of service is defined for the customer, the company, and the asset.

The purpose of this call will be to:

- 1) Gain an understanding of why participating utilities/municipalities find levels of service an important part of the discussion and what unique drivers are influencing the setting of LoS at the local level.
- 2) Explore examples of LoS definitions, drivers for setting LoS and lessons learned from City of Ottawa

Discussion Format

- Please consider the discussion points outlined in the agenda below to bring forward the **why** of your levels of service development and **what** drivers are influencing the desire to advance this. Participants wishing to contribute can do so by using the 'raise hand' feature in Microsoft Teams.
- Q&A: If you'd like to ask a question or contribute to the discussion, please use the "raise hand" feature on the Microsoft Teams platform.



Agenda: Strategic Sharing Group Meeting 2

Friday, December 4, 2020

1:00 – 1:05 pm	Welcome and review group structure <ul style="list-style-type: none">• Welcome new members• Strategic Sharing Group Members Area• Microsoft Teams SSG Channel
1:05 – 1:20 pm	Updates from new members <ul style="list-style-type: none">• Ontario Clean Water Agency• City of Vancouver (drainage)• Metro Vancouver
1:20 – 2:00 pm	Guest Presenter: Michael Lewis, Program Manager, Capital Planning and Strategic Asset Management, City of Ottawa
2:00 – 2:25 pm	Group Discussion: Utility Inspiration and Drivers for Setting Levels of Service <ol style="list-style-type: none">1. Why is explicitly setting levels of service important to your utility (think about your utility's core mission/mandate, corporate culture, customer base, etc.)?2. What is driving your organization to advance levels of service (think beyond regulatory requirements and more about internal/external drivers e.g. local contexts/challenges, financial sustainability, equity and affordability etc.)?
2:25 – 2:30 pm	Wrap-up: Subsequent meeting discussion topic suggestions <ul style="list-style-type: none">• Developing an Appropriate Framework and defining appropriate LoS• Customer Engagement