



Municipal Consortium Strategic Sharing Groups: Advancing Levels of Service in the Context of Uncertainty – Meeting 3

Meeting 3: Part 2 – Deep Dive into Internal and External Drivers for Establishing Levels of Service

The third meeting of the Levels of Service Strategic Sharing Group is scheduled for Monday, February 1st, 2021 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 municipally specific and respond to customer, corporate and asset concerns at the local level. This is what makes understanding them that much more important. 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 goal of this meeting is to take a deep dive into what local needs are driving levels of service development to gain a better understanding of effective measures in addressing challenges, gaps, and strategies.

The purpose of this call will be to:

- 1) Gain an understanding of what unique drivers are currently influencing levels of service development within different municipalities.
- 2) Explore examples of integrating levels of service into corporate culture, including a presentation from Halifax Water on their path to achieving this through cross-departmental collaboration, employee engagement, and monitoring and tracking.
- 3) Introduction to customer levels of service and how this perspective impacts overarching levels of service development at the municipality/utility.

Discussion Format

- Please consider the discussion points outlined in the agenda below to bring forward your unique experiences with creating a culture of levels of service within your organization and goals for advancing customer levels of service.
- 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 3

Monday, February 1, 2021

1:00 – 1:05 pm	Welcome <ul style="list-style-type: none">• Strategic Sharing Group Members Area• Microsoft Teams SSG Channel and Engagement
1:05 – 1:55 pm	Guest Presenter: Cathie O'Toole, General Manager, Halifax Water & Jamie Hannam, Director, Engineering & Information Services, Halifax Water <ul style="list-style-type: none">• The value of cross-department collaboration and employee engagement in informing Halifax Water's Corporate Balanced Scorecard
1:55 – 2:25 pm	Group Discussion: Utility Drivers for Setting Levels of Service <ol style="list-style-type: none">1. What is driving your organization to advance levels of service? Think beyond regulatory requirements and more specifically about local and community drivers e.g. financial sustainability, flooding, population growth/ urban densification, equity and affordability, resilience etc.)2. What strategies has your organization used to engage employees and create a culture of levels of service?
2:25 – 2:30 pm	Wrap-up: Subsequent meeting discussion topic suggestions <ul style="list-style-type: none">• Customer/Community Engagement