

# Appendix C – OMS Stakeholders

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This section provides background on the various stakeholders of the proposed OMS.

## Water Services Division

The Water Service Division is composed of five branches: Water Distribution Branch, Water Stores Branch, Support Systems Branch, Process Improvement Branch and Water Treatment Branch. Phase one of the proposed OMS primarily focuses on the first two branches and specifically excludes the Water Treatment Branch.

The objective of Water Services is to provide citizens with the supply, storage, treatment, pumping, distribution and metering of potable water in order to ensure a safe and adequate supply of water for residential and commercial use.

Water Services is responsible for the both preventive and corrective maintenance work on the water distribution infrastructure. The infrastructure includes aqueducts, pumping stations, treatment plants and other facilities. Underground assets such as water mains, water service pipes, meters, valves and hydrants are the primary assets that Water Services maintains. Common water problems reported by customers such as no water, poor water quality, leaking service pipes, and poor water pressure are investigated and addressed by Water Services crews. Water main cleaning, hydrant inspections, and valve inspections are part of the regular preventive work Water Services performs annually.

## Wastewater Services Division

The objective of Wastewater Services is to provide property owners with the collection, transmission, disposal, treatment and monitoring of wastewater in order to ensure the environmentally appropriate handling of high volume sewage discharge.

Wastewater Services is responsible for the both preventive and corrective maintenance work on the wastewater collection infrastructure. The infrastructure includes pollution control centres, storm water retention ponds, underpass flood pumps and land drainage flood pumps. Underground assets such as sewer mains, catch basins, manholes and culverts water are the primary assets that Wastewater Services maintains. Common wastewater problems reported by customers such as sewer backup, odour and damaged catch basins or manholes are investigated and addressed by Water Services crews. Sewer main inspections, trouble spot inspections, degreasing and root cutting are part of the regular preventive work Wastewater Services performs annually. Wastewater Services also provides property owners with storm and flood water control in order to prevent flood damage to property

## Engineering

Engineering Services provides many services for the Water and Waste Department, including but not limited to: water planning and conservation, wastewater and land drainage planning, capital improvement programming and budgeting, asset management, land development drainage plans and development agreements, sewer main surveys and inspections, drafting and graphic services, GIS services and flood control. Engineering Services is the steward of the Water and Waste Department's GIS data.

## **Information Systems and Technology**

The Information Systems and Technology Division is responsible for planning, developing and supporting the computerized information systems and information technology for the Water and Waste Department. Information Systems and Technology provides and maintains all of the Water and Waste Department's hardware and the software used by department employees.

## **Solid Waste Services Division**

The Solid Waste Services Division is responsible for the collection, recycling, reuse and disposal of solid waste generated by residents and businesses of the City of Winnipeg. The services provided by the division include solid waste planning, landfill management, the monitoring of closed landfills, solid waste collection, recycling and waste minimization. Other miscellaneous services include bulky waste collection, dead animal collection from City right-of ways and collecting appliances with Freon gas to ensure the Freon is extracted prior to recycling the appliance.