



Winnipeg
WATER SERVICES DIVISION
APPENDIX H VOLUME METRICS

This document is intended to provide an overview of the volume metrics of Water Services Division within the Water and Waste Department (WWD).

Water Services Organization and Services

Water Services Division (WSD) is one of several Divisions comprising the Water and Waste Department. The primary purpose of Water Service Division is to distribute high quality drinking water to all customers, and to regularly clean, maintain and replace components of the water distribution system (branch aqueducts, feeder mains, water mains, customer connections, etc.).

Water Services is responsible for both preventive and corrective maintenance work on the water distribution infrastructure. 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.

The Water Services Division also provides the following services to the public:

1. Potable Water Sales
Water is sold to private water haulers who resell the water to non-serviced customers.
2. Private Water Pipe Thawing
Frozen private services are thawed on a fee for service basis.
3. Water Hydrant Use Permission
Permits are issued to allow for installation of a meter and backflow protection on a hydrant for the purpose of purchasing bulk water.
4. Water System Hydraulic Consultation
Hydraulic performance data for specific locations in the distribution system is provided to sprinkler system designers, insurance companies, and consulting engineers.
5. Water Turn-off/Turn-on
Customers request water turn-off and turn-on services in the case of an emergency, maintenance, renovation, etc.

Business Operational Characteristics

Some of the key operational characteristics related to the Water Services Division are summarized in the following table.

<p>Water Services Operations</p>	<ul style="list-style-type: none"> • Approximately 180 Water Services personnel work out of 552 Plinguet Street, Winnipeg • Water Services crews work 7 days a week, 24 hours a day, 364 days a year • There are 4 crews working 7 days a week in 11 hour shifts performing preventative and corrective maintenance • There are 2 crews working in Emergency Services 7 days a week, 24 hours a day • For back office personnel (manager, branch heads, clerks, technical staff, etc.), the normal hours of operation are between 8:00 AM and 4:00 PM, Monday to Friday
<p>Water Services Infrastructure</p>	<ul style="list-style-type: none"> • The Winnipeg distribution network is comprised of approximately 2,585 kilometres of water mains • Approximately 22,000 fire hydrants are owned by the City • Approximately 45,000 valves are in the network • See http://winnipeg.ca/waterandwaste/water/ for more information
<p>Water Services Customers</p>	<ul style="list-style-type: none"> • Water Services provides water to approximately 200,000 metered residential and business locations in Winnipeg • Customer classifications include residential, business, industrial, institutional, agricultural, etc.
<p>Volume of Work</p>	<ul style="list-style-type: none"> • Approximately 6,000 work orders were handled by Water Services in 2014 • Approximately 44,000 service requests were handled by Water Services in 2014 • There are approximately 1,000 unscheduled service interruptions annually (representative of 2014 volumes) • The estimated rate of growth annually for work orders is 14% • The estimated rate of growth annually for service requests is 7%