



**CRESTON
VALLEY**

TOWN of CRESTON

Corporate Policy

Policy #:	SER-001-010
Division:	Infrastructure Services
Effective Date:	May 26, 2026
Review Period:	Annual

Policy Title:

Sanitary Sewer Utility - Reliability - Level of Service Policy

Purpose & Scope

This policy defines the Town of Creston's expected level of service for the sanitary sewer system, establishes performance standards, guides operational decision-making, and ensure the protection of public health, property, and the environment. It ensures consistent, transparent, and measurable service standards aligned with Council direction and the corporate LOS framework that emphasizes reliability, responsiveness, and clarity for residents.

This policy applies to:

- All components of the municipal sanitary sewer collection system, including the Wastewater Treatment Plant (WWTP) and related monitoring and control systems;
- Routine maintenance, planned outages, and emergency interruptions;
- Infrastructure Services, Corporate Communications, and Emergency Management staff.

Definitions

Blockage: Any obstruction in a line restricting normal wastewater flow into the sewer system.

Inflow and Infiltration (I&I): Stormwater or groundwater entering the sanitary system through defects or improper connections.

Notice: Any public information update issued via Town website, alerting system, or other communication channels.

Sewer Effluent Parameter: A measurable indicator (Total Suspended Solids, Biological Oxygen Demand) used to determine quality of effluent being released to the environment.

Sanitary Sewer Overflow: Any unintentional discharge of untreated or partially treated wastewater to the environment.

Sanitary Sewer System: Infrastructure designed to collect and convey wastewater from residential, commercial, institutional, and industrial properties to a treatment facility.

Service Statement (what residents receive, in plain language)

Residents can expect the Town to:

- Protect public health by preventing exposure to untreated wastewater;

- Ensure reliable and continuous wastewater collection and conveyance with minimal service interruptions;
- Meet or exceed all applicable federal, provincial, and local regulatory requirements for wastewater effluent to environment;
- Maintain system capacity to support current and future development;
- Manage assets cost-effectively through proactive maintenance and renewal;
- Provide timely, transparent communication with customers and stakeholders.

Performance Targets (3-7 KPIs; with exact definitions)

KPIs follow the Creston Service Excellence Initiative (CSEI) standard: clear, measurable, and understandable.

KPI 1 — Effluent Quality Compliance

Target: ≥ 99% wastewater quality parameters within regulatory compliance.

Definition: Percentage of wastewater quality samples that are within regulatory compliance.

KPI 2 — Effluent Quality Assurance

Target: ≥ 95% regulatory sampling completed on schedule.

Definition: Compliance with testing frequency and reporting requirements.

KPI 3 — Sewer Main Blockages

Target: ≤ 5 Main sewer line blockages per month

KPI 4 — Sewer Lateral Blockages

Target: ≤ 5 Lateral sewer pipe blockages per month between main sewer line and private property.

KPI 5 — Inflow and Infiltration (I+I)

Target: Rain event water inflow ≤ 2x normal weather water inflow to the Wastewater Treatment Plant (annual + 3-year trend)

Definition: The comparison of these two flow rates (cubic metres per day) determines the amount of ground water entering the sewer collection system.

KPI 6 — Emergency Customer Service Response Time

Target: Respond to emergency sewer events ≤ 90 minutes.

Definition: Time from notification of issue to Infrastructure Services attending site.

Measurement & Data Sources (systems, owners, frequency)

KPI	System / Source	Owner	Frequency
Effluent Quality	Internal & third-party lab data	Utilities Superintendent	Monthly
Effluent Quality Assurance	Internal lab data collection record	Utilities Superintendent	Weekly
Sewer Main Blockages	Infrastructure Reporting Log	Utilities Superintendent/PW Office Clerk	Per event

KPI	System / Source	Owner	Frequency
Sewer Lateral Blockages	Infrastructure Reporting Log	Utilities Superintendent/PW Office Clerk	Per event
Inflow and Infiltration	WWTP inlet flow meters	Utilities Superintendent	Daily/per event
Emergency Customer Service Response Time	Infrastructure Reporting Log	Utilities Superintendent/Supervisor	Per Event

Variance & Risk Tolerance (how/when LOS flexes; escalation & comms)

Following corporate variance rules where LOS may flex due to circumstances.

LOS may temporarily vary due to:

- Major sewer backup or infrastructure failures;
- Staffing shortages or supply chain delays;
- Extreme weather events affecting infrastructure and/or flow volumes.

Flex Protocol:

- An on-duty supervisor assesses operational constraints;
- Director of Infrastructure Services authorizes LOS variance;
- Emergency Management Coordinator is notified when infrastructure fails or severe weather events threaten wastewater quality at the WWTP due to potential service loss.
- CAO notified for significant multi-day impacts;
- Communications Coordinator issues a public update when standard LOS cannot be met.

Roles & Responsibilities (Council/CAO/Director/Managers)

Based on structure and clarity used across municipal LOS policies.

Council

- Approves LOS policy and major service-level changes;
- Receives quarterly performance reports.

CAO

- Ensures compliance and adequate resourcing;
- Supports emergency or high-risk decisions.

Director of Infrastructure Services

- Oversees sewer utility operations and service-level adherence;
- Approves variance and escalations.

Public Works Manager / Utilities Team

- Conducts maintenance, testing, and outage response;

- Ensures accurate record-keeping for KPIs.

Communications Coordinator

- Issues public notices (planned, unplanned);
- Maintains website and alerting system updates.

Emergency Management Coordinator

- Assists during major disruptions of service;
- Assists major contamination/untreated discharge events;
- Coordinates multi-agency communication.

Reporting (monthly internal; quarterly Council; annual public)**Monthly (Internal Ops Dashboard)**

- KPI dashboard (effluent quality, blockages, notices, customer response times).

Quarterly (Council)

- Reliability trends, effluent compliance status.

Annual (Public)

- Summary of system reliability, major events, improvements.

Continuous Improvement (how targets evolve; lessons learned)

- Review KPIs annually to ensure relevance and accuracy;
- Conduct post incident reviews after blockage or untreated or partially treated effluent discharge;
- Update procedures based on lessons learned and regulatory changes;
- Incorporate asset management data into upgrades and capital planning.

[illegible]

Appendix B: Regulatory References

BC MUNICIPAL WASTERWATER REGULATION (MWR) REPORTING

Monitoring Requirements

Criteria	Limit	Frequency
Flow	9504 m ³ /day	daily
Total Suspended Solids (TSS)	≤ 45 mg/L	weekly
Biological Oxygen Demand (BOD ₅)	≤ 45 mg/L	weekly
Ammonium (NH ₄ -N)	45 mg/L	monthly
Orthophosphate (PO ₄ -P)	≤ 9.0	monthly
Total Phosphorus	≤ 10.5	Monthly
Fecal Coliform	≤200/100mL	monthly
Lethal Concentration 50% (LC50)	≤ 50% mortality	annual

Appendix C: Outage Communication Protocol:

Emergency Operations Centre will be notified of an issue in the following circumstances:

- A sewer interruption to any critical/priority customers.
- A sewer outage or back up affecting more than 5 properties.

Communication Channels

The following channels are used based on impact level and urgency:

- Town website (service alerts/water notices)
- Direct resident notification
- Social media updates
- Public notices and signage

Key Messages

All communications must clearly address:

- What is happening
- Who is affected
- What residents should expect
- Actions residents may need to take
- Expected time of service restoration
- Where to find updates
- Contact information for inquiries

Appendix D: Critical / Priority Customers

- Creston Valley Hospital
- Swan Valley Lodge
- Crestview Village
- Kootenay River Secondary School
- ARES Elementary School
- Creston Education Centre
- Columbia Brewery