

Level of Service

Cat.	Level of Service	Performance Measure	Target
Health and Safety	MONITORING AND COMPLIANCE		
	Compliance with Clean Water Act (CWA)	Number of violations per year	0
	EPA's Collection System's Management,	Number of deficiencies	0
	OPERATIONS & MAINTENANCE	Number of Sanitary Sewer Overflows (SSO)	<2 per year
	CMOM	Number of manhole and sewer inspections	10% of the system
	FOG program	Number of blockages related to grease or roots	<2 per year
	Cleaning of Wet Well	Number of pump clogs/ odor	Bow Lane 2X/YR other pump station 1X/YR
Customer Service	RESPONSE TIME		
	Respond to customer complaints/requests in a timely manner	Response time due to:	
		Overflows	<2 hours
		Blockages	<2 hours
		New connection	24 hours
		Billing Errors	5 per quarter
	COMPLAINTS		
	Customer complaints will be tracked and monitored on a regular basis	Number of complaints due to Utility fault	
		Odor	<2 per year
		Overflow on any customer property, reaching receiving waters	<1 per year
		Back-ups of sewerage within customer premises	<1 per year
	COMMUNICATION		
	Notification of planned shutdown will be provided	Number of days	7-14 days
Environment	ENVIROMENTAL PROTECTION		
	CWA Compliance	Number of violations per year	0
Financial	FINANCIAL CAPABILITY		
	The wastewater system operates cost effectively	Development of long term investment in the collections	\$/million gallons