
DATE: March 24, 2010

REPORT TITLE: **WASTEWATER SEWER BLOCKAGE RELEASE PROGRAM -
CUSTOMER SERVICE EXCELLENCE**

FROM: Dan Labrecque, Commissioner of Public Works

OBJECTIVE

The purpose of this report is to provide an overview of the Public Works, Wastewater Customer Service Program's excellent customer feedback received.

REPORT HIGHLIGHTS

- The Wastewater Division of Public Works (PW) responds to customer wastewater concerns.
- In the fall of 2008 the Wastewater Division enhanced its Sewer Blockage Release Program through service promotion and providing Customer Service Feedback cards.
- The 2008 Customer Service Feedback initiative promotes trust and confidence in the Region of Peel and its employees along with enhancing employee engagement.

DISCUSSION

1. Background

The Wastewater Division responds to wastewater customer service requests by addressing customer concerns, providing residents with information and when required makes house calls to investigate and correct system concerns.

The effective operation of the sanitary system on municipal property is the Region of Peel's responsibility including the mainline sewer and the portion of the sewer lateral from the mainline to the property line. Problems identified on municipal property are rectified at no cost to the customer. System problems identified on private property (those plumbing problems within the building and the sewer lateral from the building to the property line) are the responsibility of the property owner. Peel staff diagnose and rectify problems with sewer laterals ranging from grease, root infiltration or debris buildup, to collapsed pipes. On average the Wastewater Division responds to approximately 600 sewer calls per year.

In September 2006, Wastewater Operations actively promoted their 24-hour, seven days a week program (24/7) in an effort to provide superior customer service to Peel homeowners and businesses experiencing sewer blockages.

Prior to the active promotion of the 24/7 Sewer Blockage release service, residents and businesses were frequently utilizing private contractors to respond to sewer lateral

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blockages. Subsequently this approach often resulted in Regional staff having to revisit sites due to unreliable performance or advice provided by the contractor. Such service calls prolonged the customer's inconvenience and resulted in additional and unnecessary costs to the customers.

In 2008 the Wastewater Division developed a Customer Service Survey card (Appendix I) to assess customer satisfaction with the newly developed Sewer Blockage Release Service. This survey is provided to all customers after a service call.

The survey results provide information to help staff assess and/or enhance service delivery or to confirm the effectiveness of existing processes/approaches. The results also inspire confidence within our organization and clients. Most importantly the survey results have enabled the Region to recognize the outstanding work of our dedicated front line staff.

2. Findings

The Customer Survey card addresses two basic areas: staff work ethic and professionalism. The survey also provides the customer with an opportunity to suggest improvements and enhancements to our service. Overall customer comments were extremely positive about staff efforts and the service provided by the Region of Peel, with an overall 9.8 out of 10 average satisfaction rating.

Some customer comments include:

"If I should require sewer servicing in the future I would welcome the same team to perform the work. Good show to them both."

"I am very pleased with the quick service especially on the long weekend."

"You have great employees."

"One happy homeowner!"

"Service and communications were impeccable, thank you very much"

"Nice to know qualified and friendly people still exist. Many thanks."

The Customer Service Survey results have also served as a positive motivator for Peel employees. Managers and Supervisors in the Wastewater Division acknowledge staff's efforts and have shared the positive customer feedback with crew and Director, Wastewater Division. Employees feel truly engaged by this process and take great pride in receiving accolades from the public and from their management team. The recognition and gratitude motivates staff to go the extra mile and continue to provide exceptional customer service.

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CONCLUSION

The high level of customer satisfaction received and documented from the Public is extremely encouraging. By providing exceptional customer service (courteous, knowledgeable and professional service delivery) our employees exemplify the Regional Values and strive towards the Common Purpose.



Dan Labrecque
Commissioner of Public Works

Approved for Submission:



D. Szwarc, Chief Administrative Officer

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c. Legislative Services

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APPENDIX I

Customer Service Survey

In order to continue providing you with optimal service, we'd appreciate you filling out this short survey to let us know how satisfied you are with the service we provided and how we can improve our service in the future.

Please rate questions 1 through 4 based on your agreement with the statement, where "1" represents disagreement and "10" represents agreement.

To be completed by Region of Peel staff		
Service: Sewer Blockage ____	Sewer Service Repair ____	Site Restoration ____
Complaint Investigation _____		
Location of work: Caledon ____	Brampton ____	Mississauga ____

1. Communications from the Region about the work being done was timely and easy to understand.

1 2 3 4 5 6 7 8 9 10
Disagree Agree

2. The work was completed within a reasonable length of time.

1 2 3 4 5 6 7 8 9 10
Disagree Agree

3. Workers maintained a clean and orderly work area and left the site in an acceptable condition.

1 2 3 4 5 6 7 8 9 10
Disagree Agree

4. Region of Peel staff were competent, courteous, and helpful.

1 2 3 4 5 6 7 8 9 10
Disagree Agree

5. What communications and/or services were most helpful?

6. What communications and/or services were least helpful, and how can we improve on them?

7. Do you have anything else to add regarding the communications and service provided by Peel?

