

Appendix A - Municipal Scan

Municipality	Planned/Maintenance Work	Emergency Work	Website Information
Regina - Current State	Deliver "Temporary Water Service Outage" door-knockers to residents the morning of the work.	Deliver "Temporary Water Service Outage" door-knockers to residents the morning of the work	<p>City Website: Currently have general information about water main break, construction work, frozen water connections, and water meters.</p>
Regina - Future State	A letter would be provided to resident affected at least the night before construction work would take place and a "Temporary Water Service Outage" door-knocker would be provided to residents the morning of the work.	If residents have signed up for customer portal then they would receive a notification at least the night before construction work would take place in most cases	<p>City Website: Water outages page on the City website with up-to-date information.</p>
Saskatoon	Deliver notice in advance of the work, currently a letter but are working towards transitioning to all door-knockers. The notice states a construction crew will be onsite within 1 to 14 days pending weather and any unforeseen emergencies.	Try to deliver notice as soon as possible through a contracted courier service.	<p>City Website: Online interactive construction map – maintenance work is very high level. Upload a PDF of the construction notice to the map.</p>
Winnipeg	Deliver notice at least 1 to 2 weeks in advance of the construction work, pending weather, and any unforeseen emergencies.	<p>Try to let residents know as soon as possible once the immediate threat to residents' health and/or their property is eliminated. This can mean that a resident's water may be shut off without us letting them know beforehand. When we inform the residents, we typically knock at the door and attempt to hand deliver a notice, allowing them the chance to speak to someone face to face and ask questions.</p> <p>The odd time emergency work happens overnight and the water is shut off, we would deliver a notice into a mailbox and wouldn't be doing any door knocking.</p>	<p>City Website: General Water and Waste Department page with water main activity page featuring 'myutilityinfo' map. This map showcases areas where water mains may be shut down or reduced flow for repairs as well as water main flushing, water tank placement and the lead testing program.</p>
Edmonton	No information provided at this time.	Generally, the Water Trouble Truck are the first responders and will also notify customers that are impacted by a shutdown by talking directly with customers or leaving a door-knocker. In most cases, they contact the Dispatch team to help make phone calls to notify customers, particularly if we need to contact a facility manager or something for large buildings and apartments.	<p>City Website: Customer-facing water outage map that shows three different colors depending on leak situation. Red - crews are responding (customers may be out of water), Yellow - crews are responding (customers are not out of water) and Green - Watermain break has been repaired (awaiting surface restoration)</p>