

Ontario Regulation 588/17

Levels of Service

In addition to the Council approved Levels of Service, the following Community Levels of Service (Qualitative Description) and Technical Levels of Service (Technical Metrics) are in accordance with compliance with the Ontario Regulation 588/17 for Asset Management Planning.

Water

Community Levels of Service

Scope

1. Description, which may include maps, of the user groups or areas of the municipality that are connected to the municipal water system:
Please refer to page 13
2. Description, which may include maps, of the user groups or areas of the municipality that have fire flow.
Please refer to page 14

Reliability

1. Description of boil water advisories and service interruptions:
There was no Boil Water Advisory Notice

Technical Levels of Service

Scope

1. Percentage of properties connected to the municipal water system:
83.84%
2. Percentage of properties where fire flow is available:
97.50%

Reliability

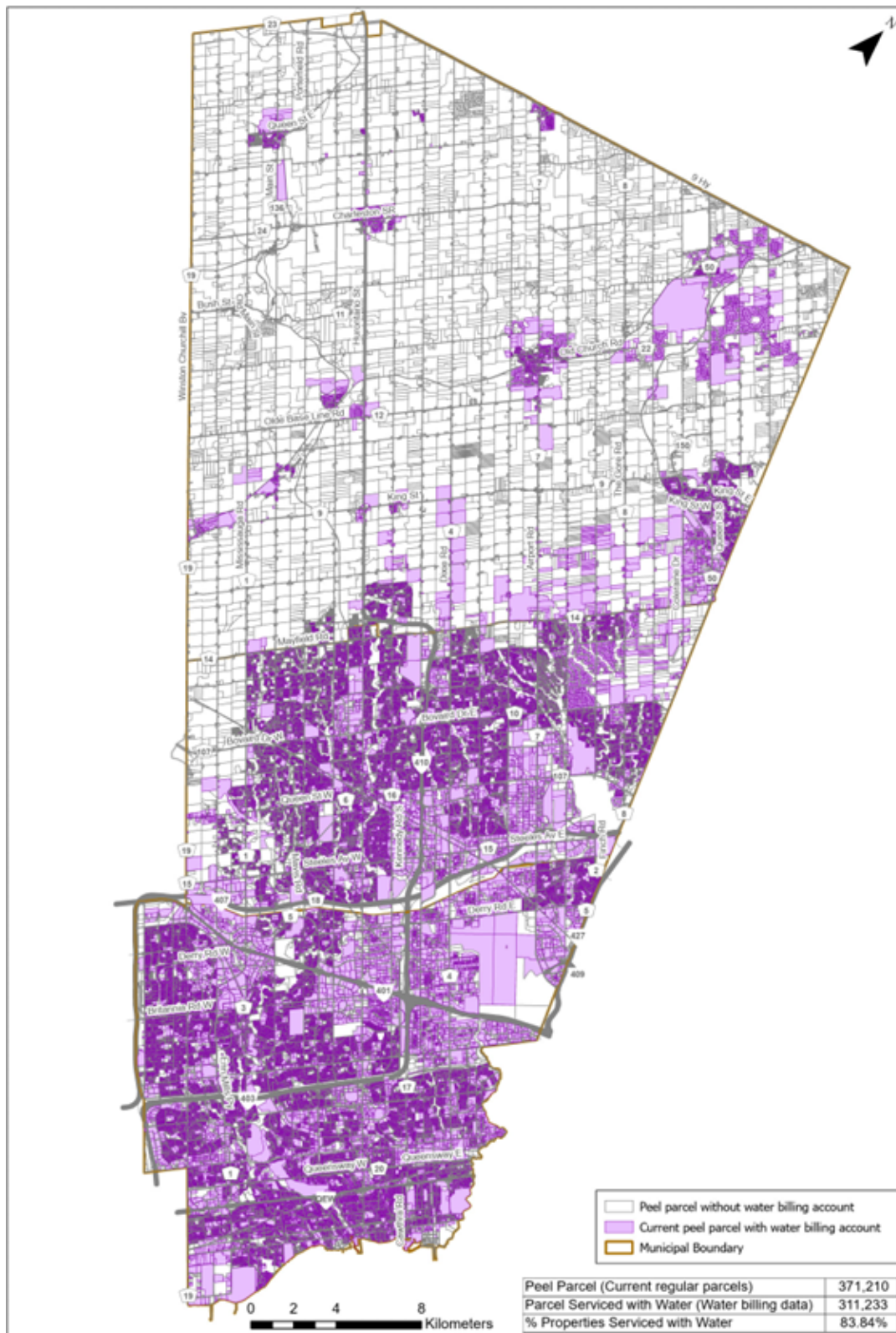
1. The number of connection-days per year where a boil water advisory notice is in place compared to the total number of properties connected to the municipal water system:

0.0%

2. The number of connection-days per year due to water main breaks compared to the total number of properties connected to the municipal water system:

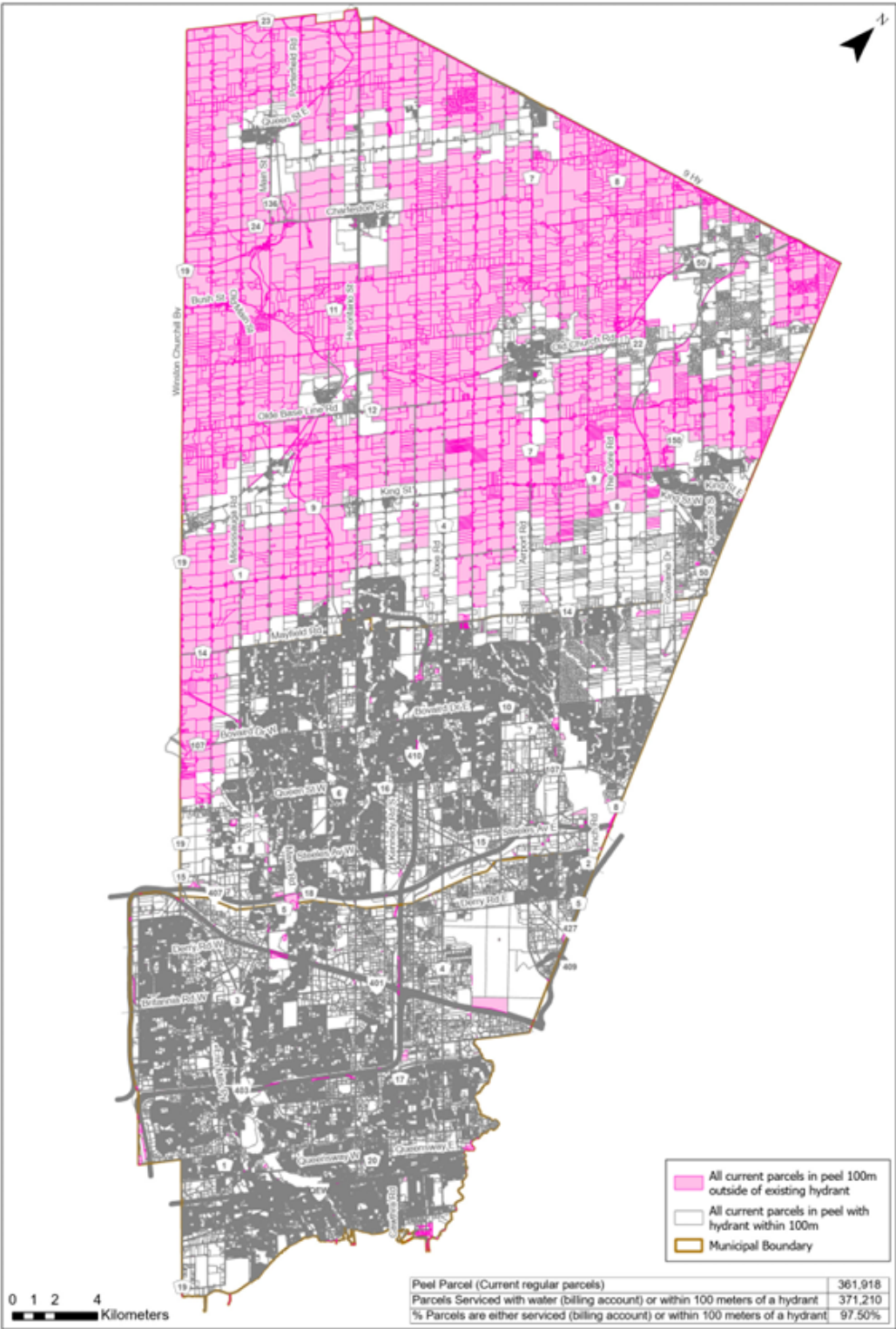
0.003% (2022 number)

Properties with Water Serving



Peel Parcel (Current regular parcels)	371,210
Parcel Serviced with Water (Water billing data) of a hydrant	311,233
% Properties Serviced with Water	83.84%

Properties with Fire flow



Peel Parcel (Current regular parcels)	371,210
Parcel Serviced with Water (Water billing data) or within 100 meters of a hydrant	361,918

% Parcels are either serviced (billing account) or within 100 meters of a hydrant 97.50%

Wastewater Levels of Service

Community Levels of Service

Scope

1. Description, which may include maps, of the user groups or areas of the municipality that are connected to the municipal wastewater system:
Please refer to Page 17

Reliability

1. Description of how combined sewers in the municipal wastewater system are designed with overflow structures in place which allow overflow during storm events to prevent backups into homes:

Not Applicable

2. Description of the frequency and volume of overflows in combined sewers in the municipal wastewater system that occur in habitable areas or beaches:

Not Applicable

3. Description of how stormwater can get into sanitary sewers in the municipal wastewater system, causing sewage to overflow into streets or backup into homes:

Storm water can enter sanitary system via three distinct ways:

- a) Through holes and cracks in manholes and sewers often caused due to age (wear and tear)
 - b) Through non-conforming connections to the sanitary system such as cross-connected downspouts or catch basins, etc.
 - c) Through floor drains in flooded basement, or via top of the manholes in a flooded road, etc. Such situations happen only when the storm water management system is overwhelmed and is not capable to handle rainwater or river flow
4. Description of how sanitary sewers in the municipal wastewater system are designed to be resilient to avoid events described in paragraph 3:

Stormwater inevitably enters the sanitary system, and preventing this is impractical. Therefore, allowances for stormwater are included in the design of sanitary sewers.

- a) Peel maintains infrastructure through programs that ensure repairs to holes and cracks.
 - b) Peel identifies and fixes non-conforming connections, such as downspouts and cross-connections.
 - c) Peel ensures watertight seals on vulnerable manholes, but stormwater management is mostly outside Peel's mandate. When overwhelmed, stormwater can quickly impact the sanitary system.
5. Description of the effluent that is discharged from sewage treatment plants in the municipal wastewater system:

Not Applicable

Technical Levels of Service

Scope

1. Percentage of properties connected to the municipal wastewater system:

82.53%

Reliability

1. The number of events per year where combined sewer flow in the municipal wastewater system exceeds system capacity compared to the total number of properties connected to the municipal wastewater system:

Not Applicable

2. The number of connection-days per year due to wastewater backups compared to the total number of properties connected to the municipal wastewater system:

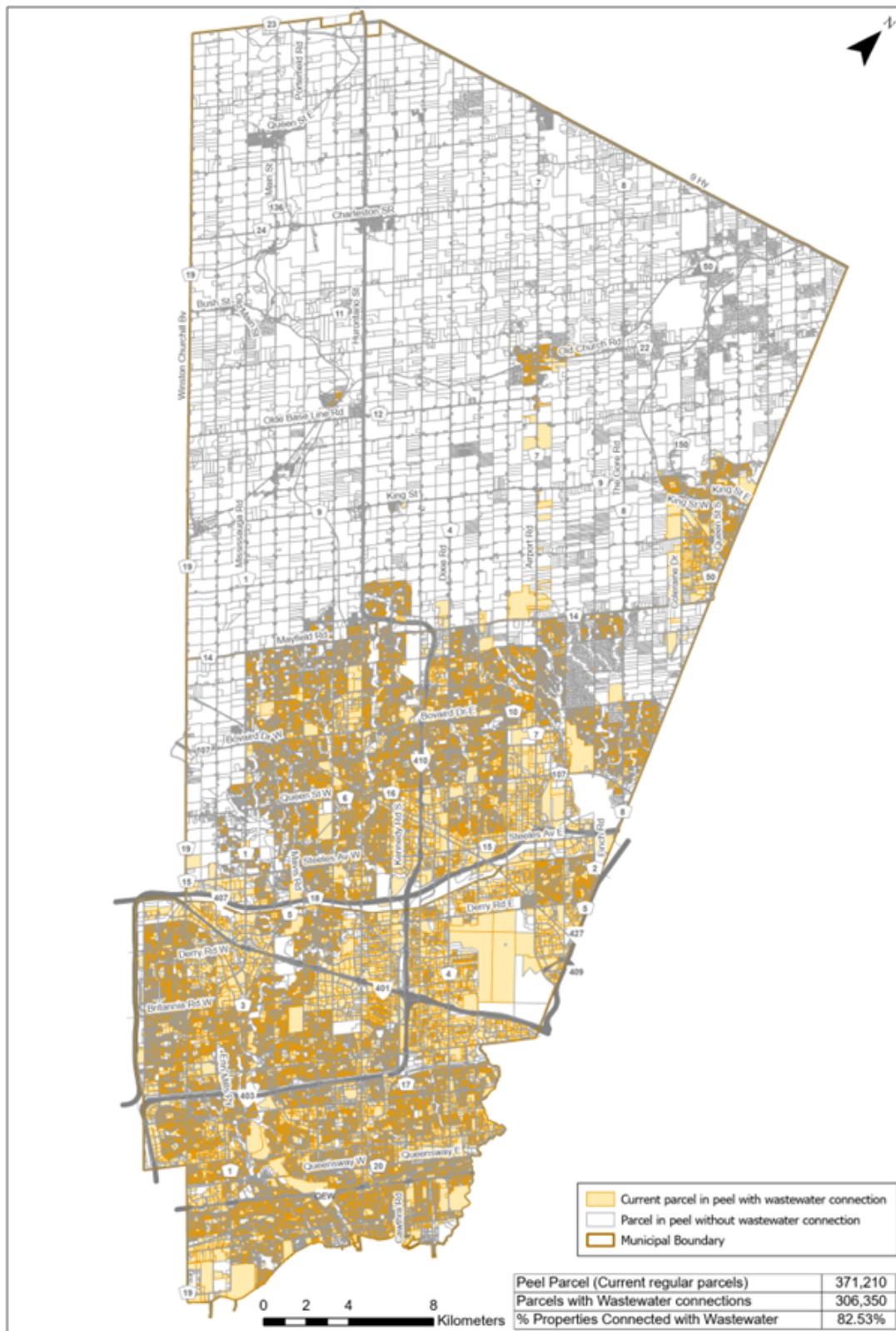
0.05%

3. The number of effluent violations per year due to wastewater discharge compared to the total number of properties connected to the municipal wastewater system:

0.001%

(Includes Spills, Bypass or Overflows that exceed effluent quality limits prescribed in the Environmental Compliance Approval)

Properties with Wastewater Servicing



Peel Parcel (Current regular parcels)	371,210
Parcels with Wastewater Connections	306,350
% Properties Connected with Wastewater	82.53%

Stormwater Levels of Service

Community Levels of Service

Scope

1. Description, which may include maps, of the user groups or areas of the municipality that are protected from flooding, including the extent of the protection provided by the municipal stormwater management system:

Please refer to Page 19

Technical Levels of Service

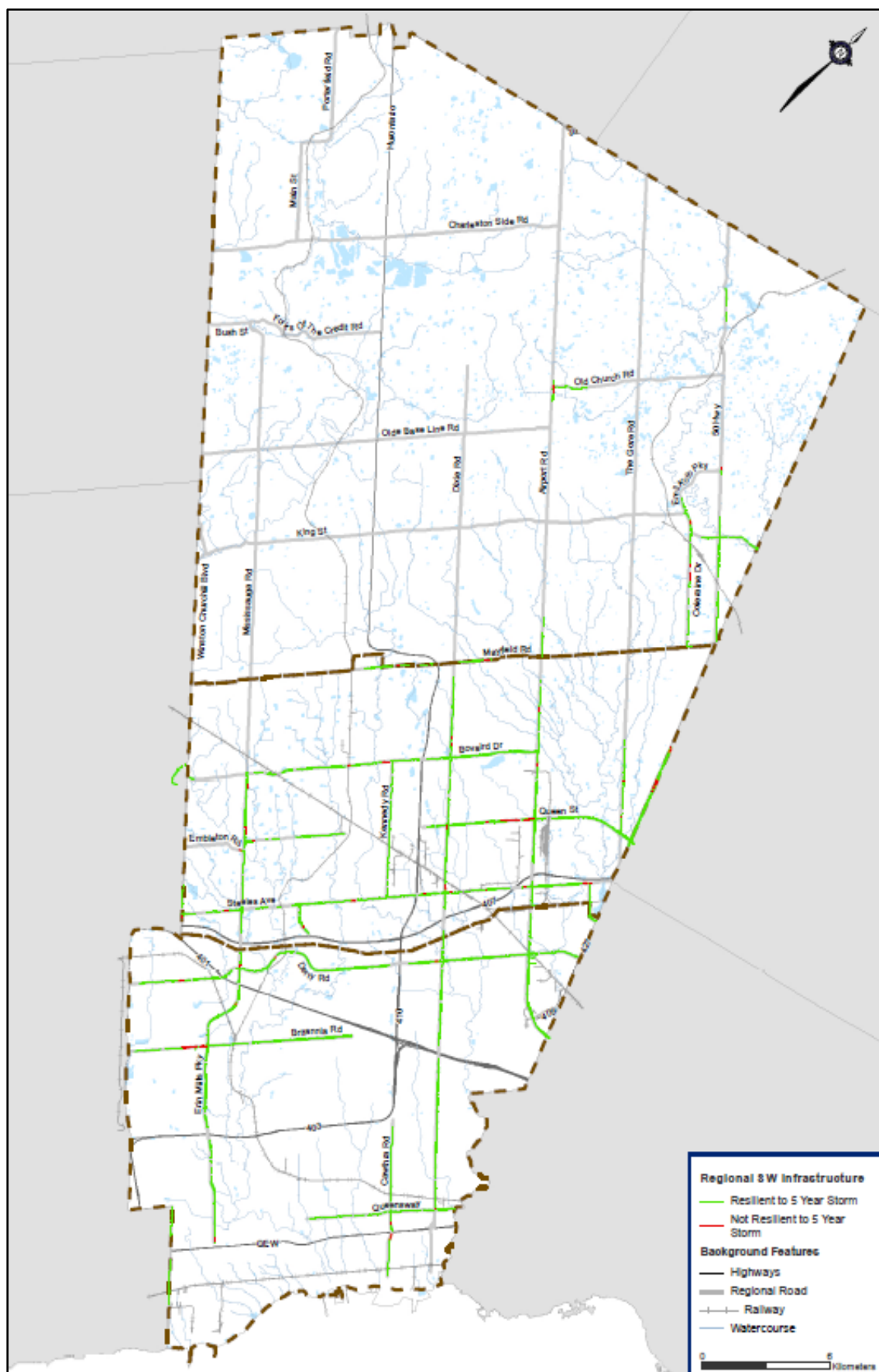
Scope

1. Percentage of properties in municipality resilient to a 100-year storm:
*Not Applicable
2. Percentage of the municipal stormwater management system resilient to a 5-year storm:

*97%

* The above metrics only includes Peel owned infrastructure. For the Local Municipalities reported levels of service, please refer to their Asset Management Plans: [City of Mississauga](#), [City of Brampton](#), and [Town of Caledon](#)

Existing Stormwater Infrastructure



Roads Levels of Service

Community Levels of Service

Scope

1. Description, which may include maps, of the road network in the municipality and its level of connectivity:

Please refer to Page 21

Quality

1. Description or images that illustrate the different levels of road class pavement condition:

Pavement Rating Scale categorizes pavement conditions as follows:

Very Good: $PCI \geq 80$

Good: $60 \leq PCI < 80$

Fair: $40 \leq PCI < 60$

Poor: $20 \leq PCI < 40$

Very Poor: $PCI < 20$

Technical Levels of Service

Scope

1. Number of lane-kilometers of each of arterial roads, collector roads and local roads as a proportion of square kilometers of land area of the municipality:

*1,682 lane km

Quality

1. For paved roads in the municipality, the average pavement condition index value:

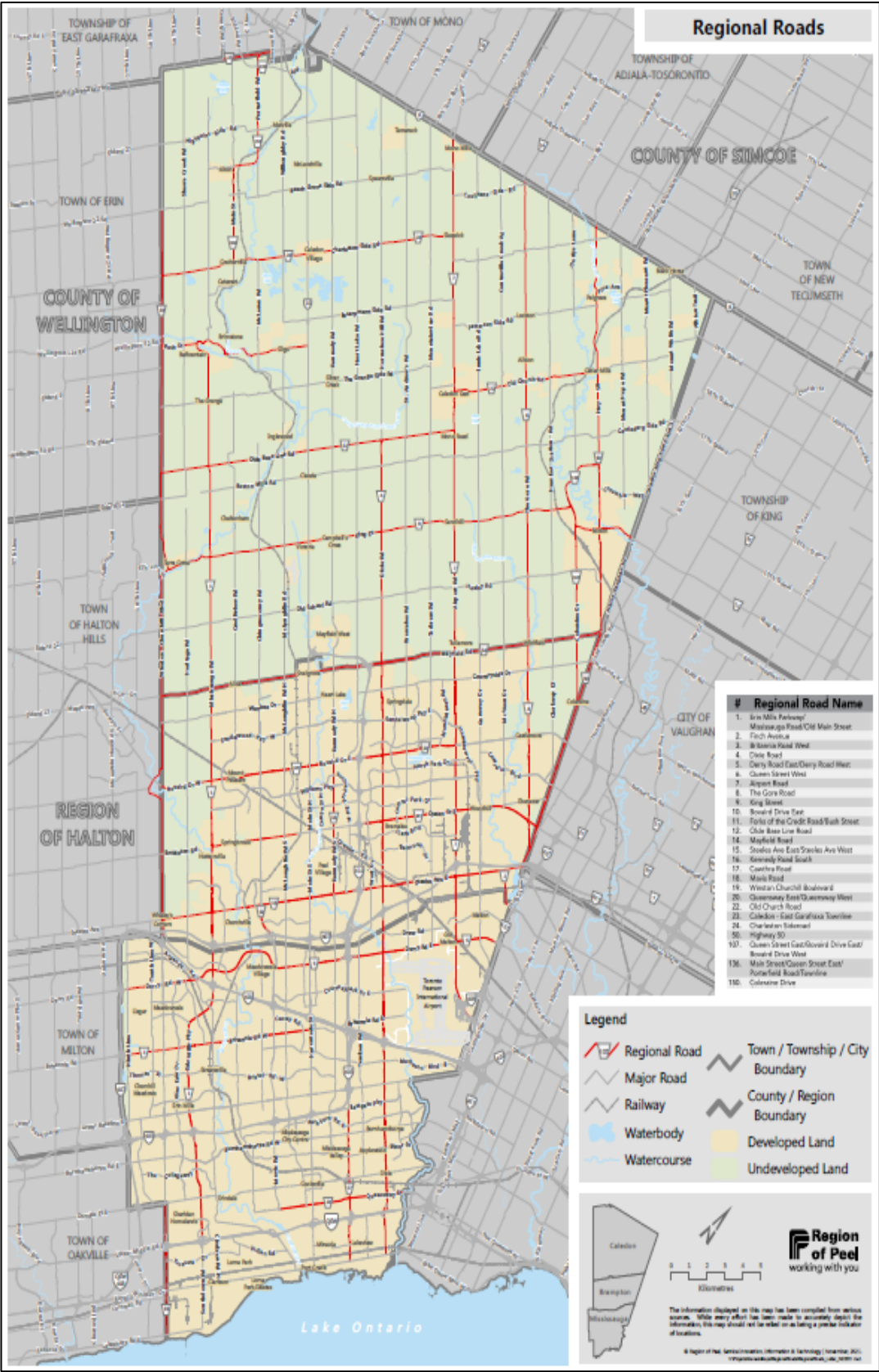
*70

2. For unpaved roads in the municipality, the average surface condition (e.g. excellent, good, fair, or poor):

*Not Applicable

* The above metrics only includes Region owned infrastructure. For the Local Municipalities reported levels of service, please refer to their Asset Management Plans: [City of Mississauga](#), [City of Brampton](#), and [Town of Caledon](#)

Existing Peel Region Road Network



Bridges and Culverts Levels of Service

Community Levels of Service

Scope

1. Description of the traffic that is supported by municipal bridges (e.g., heavy transport vehicles, motor vehicles, emergency vehicles, pedestrians, cyclists):

Peel owned bridges are located along Arterial roadways and support a variety of vehicular and pedestrian uses such as:

- heavy and light commercial vehicles
- passenger vehicles
- emergency vehicles
- public transit vehicles
- pedestrians and cyclists

Quality

1. Description or images of the condition of bridges and culverts and how this would affect use of the bridges:

Peel rates the condition of bridges and major culverts (span greater than 3 m - structural culverts) using the OSIM w/ MTO manuals Bridge Condition Index (BCI) format as follows:

Very Good: $BCI \geq 80$

Good: $70 \leq BCI < 80$

Fair: $60 \leq BCI < 70$

Poor: $50 \leq BCI < 60$

Very Poor: $BCI < 50$

Technical Levels of Service

Scope

1. Percentage of bridges in the municipality with loading or dimensional restrictions:
 - Vehicular: 0%
Long Range Transportation Plan (LRTP) identifies road capacity needs, EA for specific road widening projects identifies bridge dimensional restrictions and alternatives.

- Pedestrian/Cycling: Not Applicable
- Dimensional: Not Applicable

Quality

1. For bridges in the municipality, the average bridge condition index value:

74.9

2. For structural culverts in the municipality, the average bridge condition index value:

76.9