



FROZEN SERVICE CRISIS v. 2015

Presentation By:

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April 10, 2015



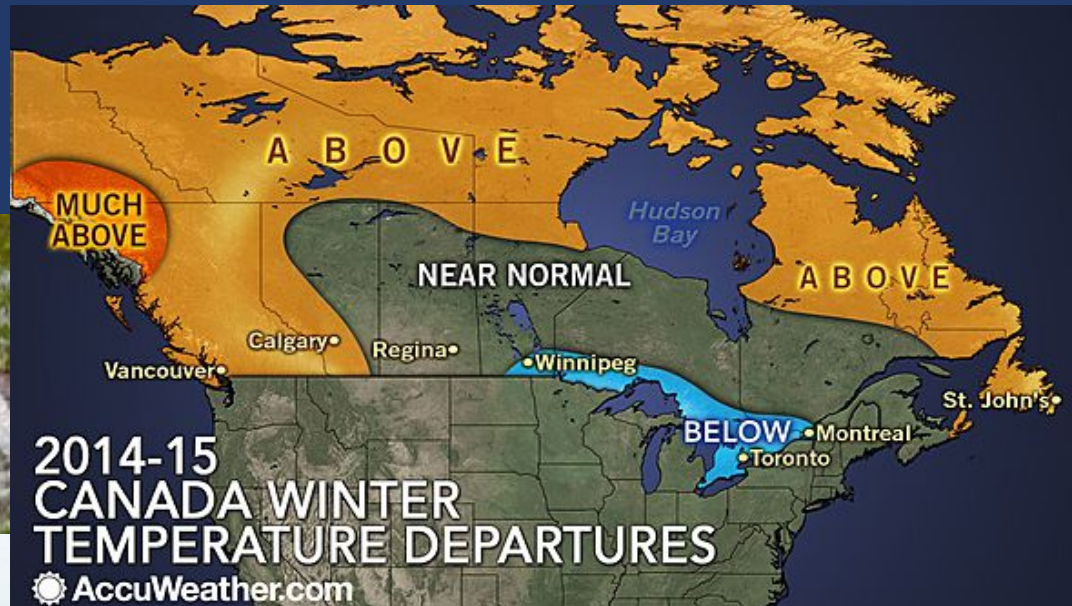


Today's Topics

1. Introduction
2. Event Data
3. Crisis Defined
4. Ongoing Impacts & Related Issues



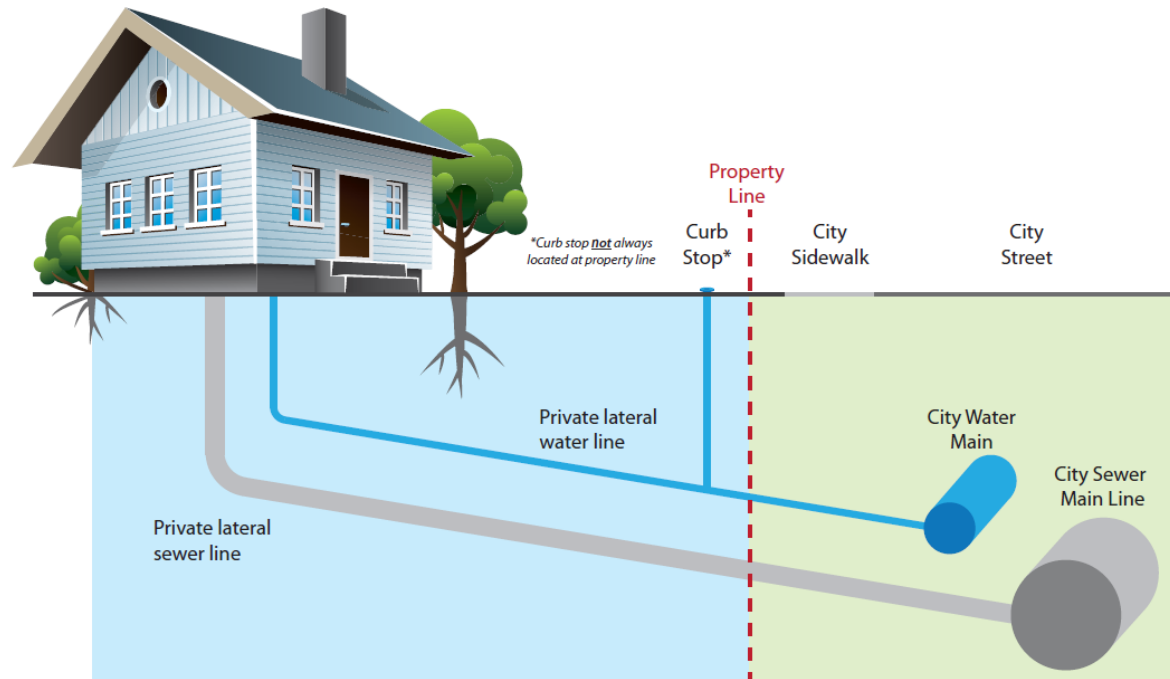
Severe Weather Events





What Infrastructure was Impacted?

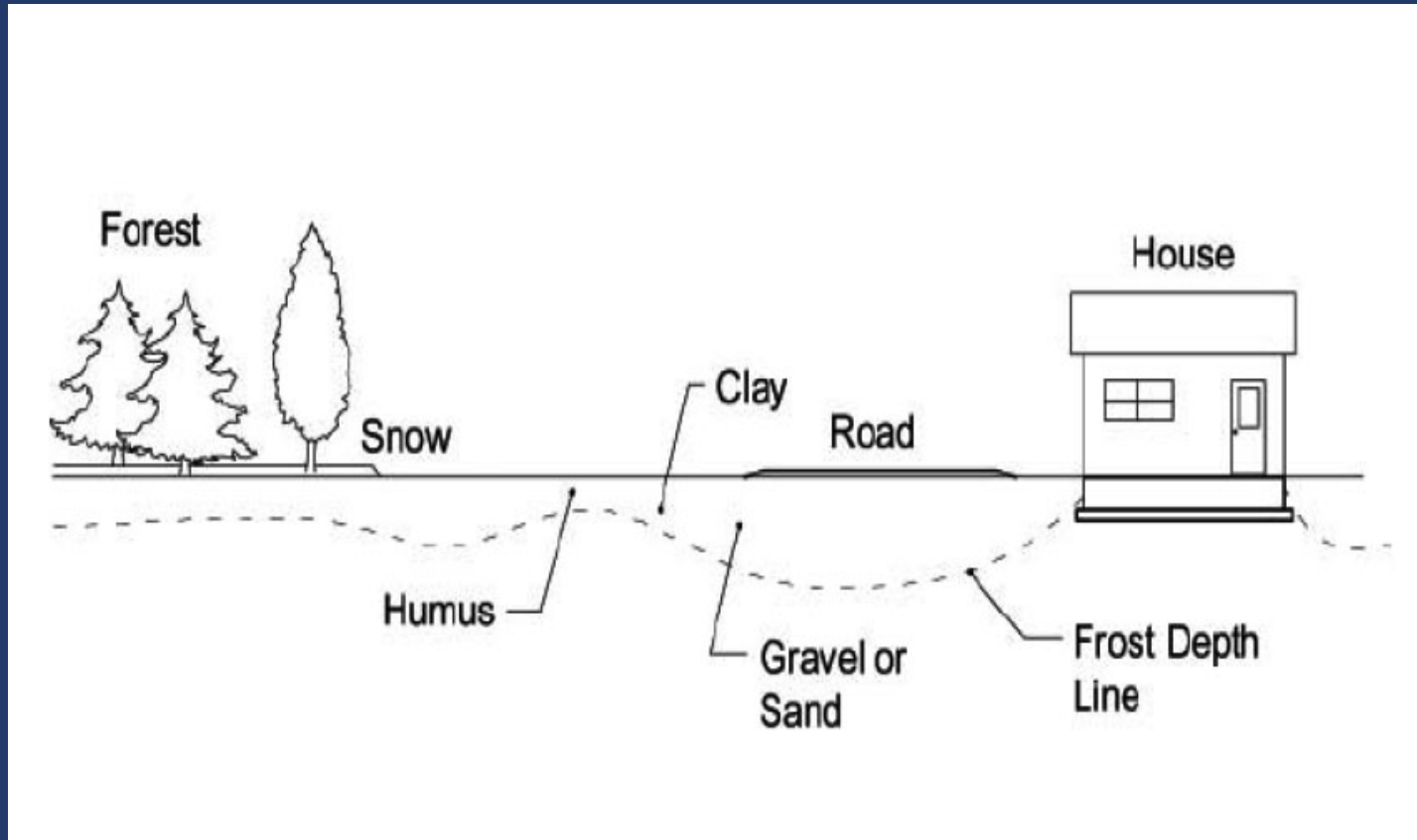
Shared Responsibilities: Property Owner and City



- Portion maintained by homeowner
- Portion maintained by City



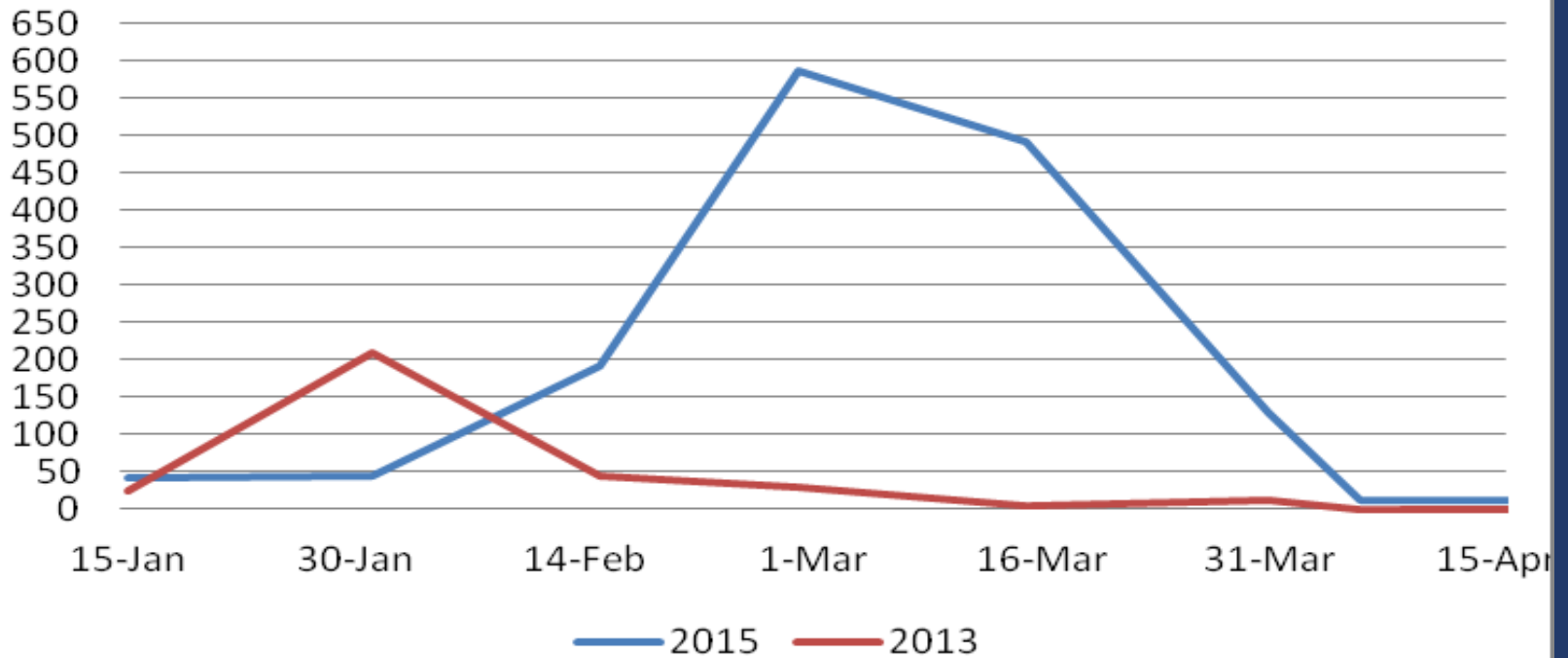
Factors that Influence Freezing





2015 - No Water Cases

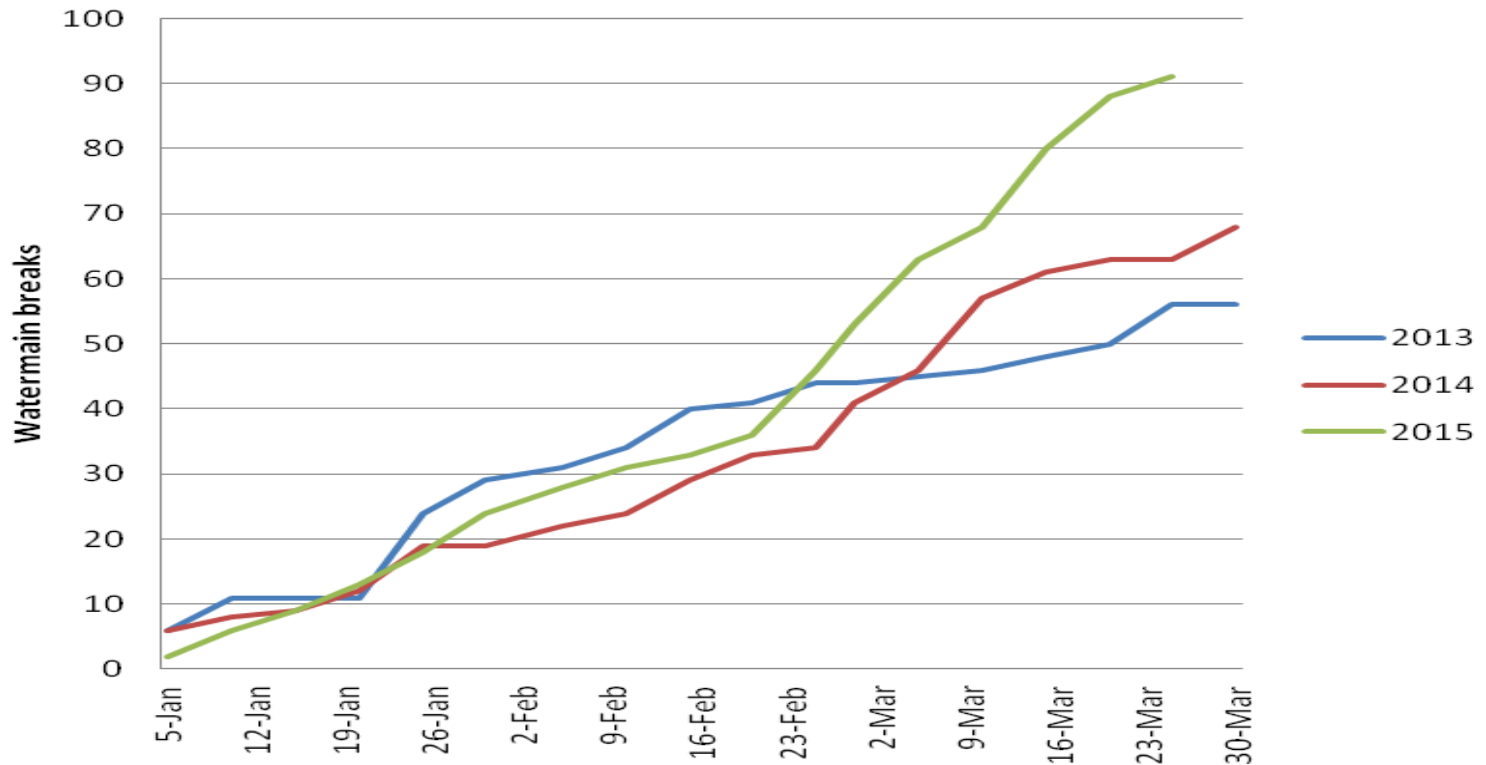
No water calls by month





Watermain Breaks

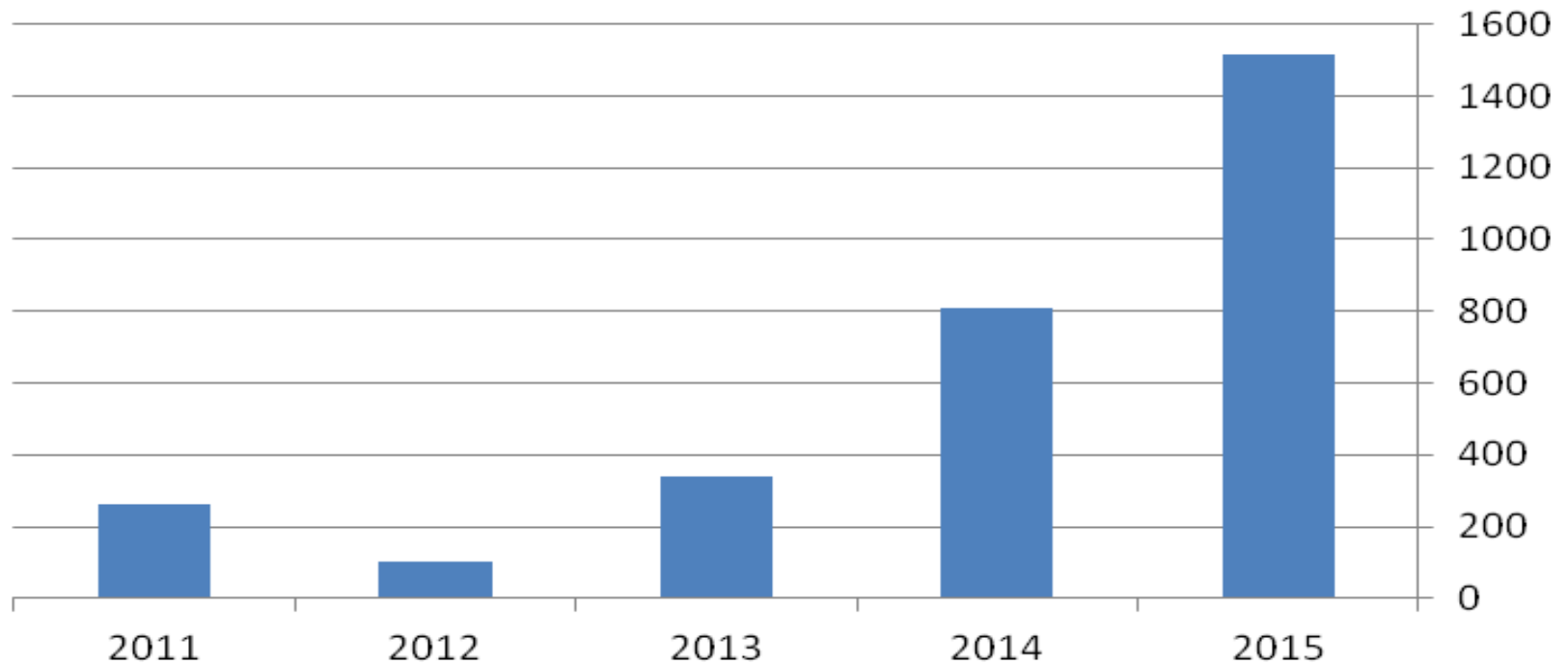
Watermain breaks during the frozen water emergency





No Water Case History

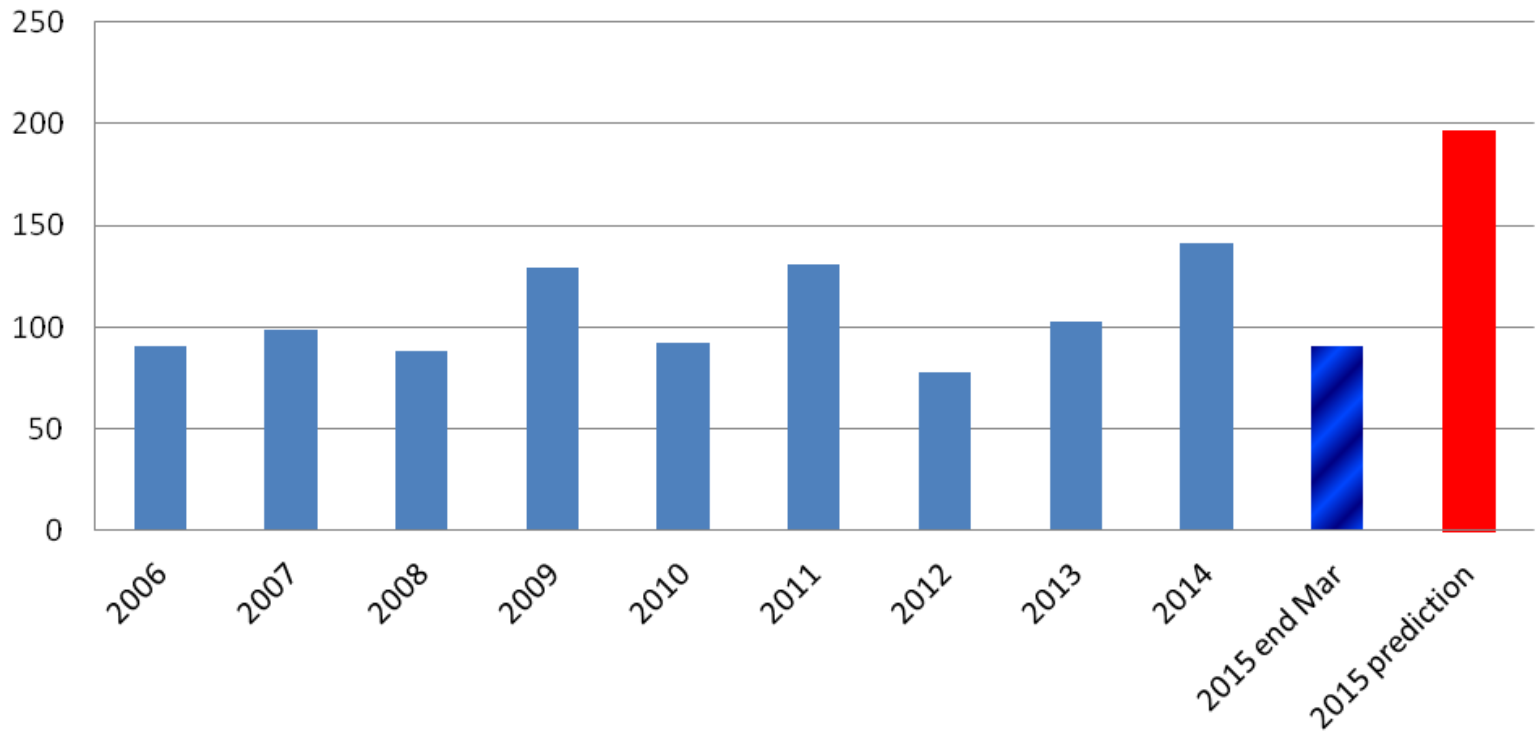
Number of no water calls





Break History

Number of Watermain Breaks over 10 years





Restoring Service

- Hot Water / Steam;
- Electrical;
- Excavation;

Other Tools:

- Bibbing;
- Natural





W/WW Emergency Operations Centre - February 23





Response Challenges

- Tracking Software; not fully electronic;
- Centralizing response;
- Email ineffective; outside the core team;
- Long duration & hours / Staffing;
- Accessing Private Residences;
- Training auxiliary staff;
- Employment Standard Act limits;
- Restrictions in CBA during emergencies not always practical



Enhancing Response

- Hot water thawing contractors;
- Additional Excavation contractors;
- Opened wellness call centre (Azilda EOC);
- Opened operational EOC (W/WW EOC);
- Water deliveries for vulnerable population (Red Cross, Fire Department);
- Recreational facilities opened for showers;
- Additional sites available for municipal water access



Ongoing Issues.... AKA It's not over yet!

- Service Leaks;
- Undetected Main Breaks;
- Billing / Invoice Issues;
- Financial Outfall;
- Reports;



Looking Ahead - Preventative Measures

- Proactive Letters to problem areas;
- Capital Improvements;
- Frost Prediction Model;
- After Action Meeting - apply continuous improvement methods



Thanks to Partners



- Mayor & Council;
- CAO / GM ISD Offices;
- Corporate Communications;
- Emergency Management;
- Finance;
- Human Resources;
- Community / Leisure Services
- Social Services / Red Cross
- W/WW Team

<http://www.greatersudbury.ca/living/sewer-and-water/frozen-water-service/>

Greater Sudbury Emergency Management Advisory Panel



Frozen Water Services

Frozen Water Services

- February 26 the EOC activated to Enhanced Monitoring mode
- CAO called a Community Control Group meeting
- Strategy was developed to engage all required resources to ensure the safety of any affected citizens throughout the event, with special attention on identification of vulnerable citizens

Frozen Water Services

- The strategy involved;
 - communication plan – internal and external
 - assisting WWW
 - addressing the needs of citizens with frozen water services
 - engagement of all required services who could support the situation

Frozen Water Services

- Vulnerable residents were referred to Emergency Social Services
- March 12th Primary EOC was deactivated and operations transferred to Frobisher EOC
- March 13th Wellness calls ended following an assessment of value
- After Action Meeting scheduled for April 23

Frozen Water Services

Questions/Discussion

Emergency Social Services

Meeting the Needs of Vulnerable Persons



Frozen Water 2015

- **Needs:**

- Potable drinking water
- Potable cooking water
- Clean water for sponge bathing
- Clean water for cleaning (e.g. dishes)
- Water for flushing toilets



Frozen Water 2015

- **Issues and Risks:**

- Inability to access potable water at filling stations:
 - Limited/no transportation (e.g. transit bus)
 - Limited physical ability to lift and transport jugs/pails of water
- Limited or no support to bring in water
- Need for larger quantities of water (e.g. for flushing)



Frozen Water 2015

- **Issues & Risks:**

- Hygiene and sanitation issues for prolonged no-water cases
- Snow-melting alternative slow and required large quantities to obtain sufficient amount of flushing water
- Inability to afford costs (on fixed income – refusing service)



Coordinated Support Measures

- **Identification of vulnerable households**

(by 3-1-1, W/WW EOC, Emergency Management Wellness Calls)

- Frail elderly
- Families with small children/infants
- Ill or disabled individuals



Coordinated Support Measures

- **Delivery of bottled water** (by Canadian Red Cross volunteers)
 - Between March 1 and April 1 a total of **51 deliveries** made (and continue to deliver)
 - Quantities of water supplied varied depending on client's capabilities and need (e.g. cases of bottled water, larger jugs of water)
 - Delivered in Sudbury, Copper Cliff, Lively, and Capreol, Chelmsford



Coordinated Support Measures

- **Comfort Stations**

- Free access to showering facilities at public pools and fitness centres
- 4 stations available Feb. 27th and expanded to 9 stations on Mar. 6th
- Total of **52 individuals** accessed showers
- Most frequented:
 - Gatchell Pool – Sudbury
 - Nickel District Pool – Sudbury
 - Howard Armstrong Rec. Centre – Val Caron
 - Millenium Centre – Capreol



Coordinated Support Measures

- **Provision of water barrels** (by the Fire Department)
 - Total **6 households** serviced with barrels (March 13th)
- **Alternative water filling stations: 10 arenas and 1 library**



Value of Service

- Met immediate basic needs for potable water
- Relieved anxiety and provided reassurance in a stressful situation
- Established a good rapport between citizens, the City and the Canadian Red Cross
- Mitigated risks for vulnerable citizens
- Demonstrated City's commitment to citizen safety and wellbeing

