

Oxford Water/Wastewater Service Delivery Review
Abstract
March 14 2022

Oxford County operates all but two of the municipal water distribution (WD) and wastewater collection (WWC) systems it owns, which are operated by two of its Area Municipalities (the Town of Tillsonburg and City of Woodstock) under service contracts to the County. The County, Town and City engaged GM BluePlan to conduct a joint Service Delivery Review to examine the viabilities and effectiveness of WD and WWC system service delivery models. The state of the current service model was assessed and compared to several alternate service models based on a variety of operational, financial, risk and organizational metrics.

The recommended model involves County assumption of all Operating Authority responsibilities for all of its WD and WWC systems, based on the assessed overall benefit to the County and its citizens. The recommended model:

- Offers the greatest ease of implementation and highest benefit, with the lowest overall risk related to legislative requirements, operations, and other considerations.
- Offers significant annual operational and maintenance savings (versus increased costs seen in alternative models) and requires relatively minor one-time transition capital costs.
- Best contributes to consistent customer experience and service levels across its systems. As Owner and Operating Authority for other WD and WWC systems, Oxford is already carrying out the core responsibilities required with this recommended transition and can leverage well established and proven resources in this regard which afford economies of scale advantages.

Other models involving the transition of ownership or the contracting of services were also explored but not recommended.

Several WD and WWC system best management practices were also recommended, which may be successfully initiated regardless of which service delivery model is selected for implementation.

GM BluePlan's report indicates that \$1,035,976 or 18.3% in potential savings could be achieved on the \$5,673,184 in operational costs reviewed.