

## Attachment A - Urban Systems Review of existing Private Side I&I Reduction Programs

A limited number of governing agencies throughout North America have established a private side I&I reduction program, each with tailored strategies to address the various pressures and challenges of the issue. It is these experiences that can help to inform and customize Victoria's approach. Six jurisdictions were analysed for this report: Metro Vancouver, the Township of Esquimalt, the City of Surrey, the City of Santa Barbara, the York Region in Ontario, and Halifax Water. To assess their programs, they were asked the following questions:

1. Who is responsible for inspecting the private lateral up to the public side to determine if pipe issues exist?
2. Who pays for and preforms this inspection?
3. What is required after inspection results are determined?
4. Who is responsible for organizing and paying for maintenance if deemed as being required?
5. What, if any, consequences exist in the event of non-compliance?

Overall, while there are nuances to all six municipal case studies, a few key highlights do emerge for consideration in Victoria:

- Clear and comprehensive policy assists local governments in program implementation and helps property owners to navigate their personal responsibilities.
- Negative surprises should be avoided or prevented for all utility customers so instead, adopt proactive, relatable communications that encourage preventative actions.
- There are many uncertainties and technical obstacles when repairing private side laterals. Rather than avoiding these complications, the program should be informed by and adaptive to them.
- Utility-led works on private property present liabilities. Homeowner responsibility is critical in the long run.
- Many private-side programs in other utilities are designed to target private-side repairs however they often create expanding administrative duties which offers diminishing returns.
- It is important to strike a balance between incentives (e.g. rebates) and enforcement as both are helpful in achieving reductions. Also, it is rare that the homeowner is entirely responsible for the cost of upgrades and equally rare the private-side repairs are solely borne by the utility. Incentives provide a balanced approach to initiate momentum.
- Public-side I&I reductions should continue.
- In some cases, new public infrastructure such as attenuation tanks are more cost-effective than extending stormwater pipes or incentivizing the removal of dual-sewer laterals.
- Successes should be reported out to promote ongoing learning and to celebrate the goals of the program.

Despite the challenges from other utilities and the diversity of variables in creating an effective reduction program, these lessons learned offer important fundamentals for Victoria's private-side I&I reduction program.