

A photograph of construction workers in high-visibility yellow and orange gear working on a wooden structure. The image is overlaid with a semi-transparent blue filter. The text '2017 CANMORE PERFORMANCE REPORT' is centered in white, bold, sans-serif font within a dashed white border.

2017 CANMORE PERFORMANCE REPORT

The EPCOR logo, featuring the word 'EPCOR' in a bold, white, sans-serif font next to a circular icon containing a stylized sun or wave pattern.

EPCOR

PROVIDING MORE



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ABOUT US

EPCOR has been providing clean drinking water and wastewater services for more than one hundred years. We serve more than one million people in over 85 communities and industrial sites across Western Canada and the United States.

We have been providing water and wastewater services to the Town of Canmore for 16 years. Our full spectrum of services includes water and wastewater treatment, water distribution, wastewater collection, storm drainage, meter reading, customer billing and account management. We have a fixed-price, performance-based utility management agreement with the Town to continue providing services until 2020. The Town sets the utility rates and retains ownership of all the water works related assets on behalf of the citizens of Canmore.

We work in partnership with the Town to ensure our performance consistently meets the high standards that Canmore residents expect. This report is part of our commitment to accountability and transparency.

We are accountable to deliver service that meets key measures for Environment, Customer Care, Safety, Quality Assurance, Operational Excellence and Capital Programs.

EPCOR ADVANTAGE

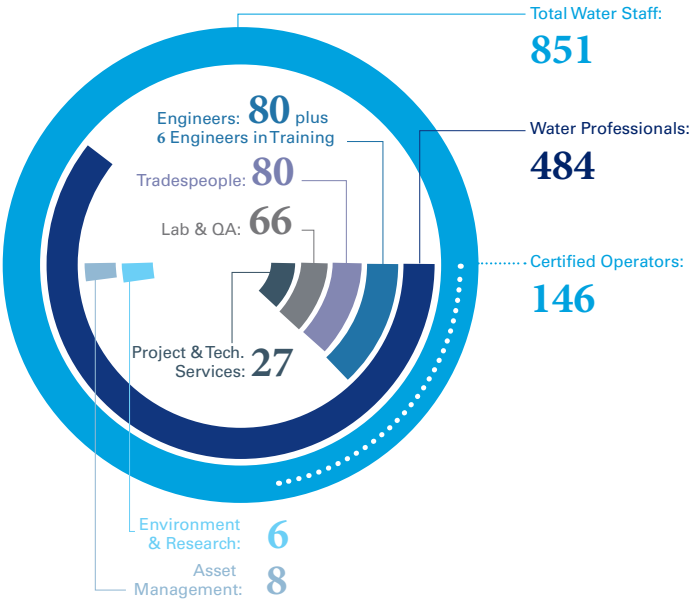
EPCOR provides the Town with support above and beyond the services performed by our qualified water and wastewater staff in Canmore. As the largest private utility operator in Alberta, the depth of our expertise stretches beyond basic services.

We understand the environmental sensitivity of the Bow Valley and watershed, which is crucial to navigating changes in regulatory approvals. We also have an established emergency response approach with the ability to access additional regional resources for operations, communications and quality assurance.

EPCOR supports the community with value-added programs including stakeholder engagement, community investment, integrated health and safety and supply chain management, among others.

A complete look at our specialized resources in Western Canada is shown in the image on the right.

As partners in delivery of essential services to the community, we utilize the critical resources required to ensure that customers in Canmore are satisfied with their water and wastewater services.



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