



WHAT WE HEARD
TRUCK FILL STATION
CONSULTATION REPORT

2019

CONTENTS

Background.....	3
Project Overview.....	3
Open House Invitation.....	3
Open House Objectives	4
Outcomes.....	4
Consultation Activities and Participant Feedback	4
Detailed Participant Feedback.....	4
Recommendations & Follow Up	7
APPENDIX A	9
Open House Invitation Email	9

BACKGROUND

Truck fill stations have traditionally been an important component of EPCOR Water Services Inc.'s (EWSI) water delivery, providing access for rural residential customers to draw bulk water from EWSI's system to fill their cisterns. There are currently six truck fill stations located throughout the City of Edmonton.

EWSI's maintenance crews visit each station every week to replenish dechlorination pucks, clear ice and snow, repair infrastructure and maintain the site. The effort required to maintain each site is relatively equal across all sites, however, due to the location of each station, not all are used equally by our customers.

The six truck fill stations were initially installed as the city of Edmonton was growing faster than development of the water system, and were used as a means for customers to truck water to houses and fill up cisterns. Over time, the customer profile of those using truck fills has changed dramatically. Today, residential customers only use 6% of all water drawn from these sites, compared to 57% commercial customer usage (hydrovac, landscaping) and 37% usage by large water haulers. Although water haulers represent a large percentage of the transactions, their customers appear to reside primarily outside of Edmonton.

PROJECT OVERVIEW

EPCOR has been reviewing operations of our Edmonton truck fill stations and have been engaging our customers in consultation about the customer experience at truck fills and the future of our Kaskitayo and Londonderry truck fill locations in particular.

OPEN HOUSE INVITATION

EPCOR reached out to all truck fill customers of the Kaskitayo and Londonderry sites to provide information about the proposed change and to invite them to provide input on the proposal at one of two open houses at the beginning of April 2019 or by contacting our stakeholder hotline.

In advance of the open houses, EPCOR also reached out to high volume and frequent-use customers at these two locations for one-on-one meetings to understand their recommendations on customer experience improvements and their perspective on potential site consolidation.

The following open houses were hosted by EPCOR:

Open House 1 (afternoon session)	Open House 2 (evening session)
When: Wednesday, April 3: 1:00 p.m. – 3:00 p.m.	When: Thursday, April 4: 6:30p.m. – 8:30 p.m.
Where: EPCOR Montrose Water Works 12317 Mount Lawn Road	Where: Sandman Signature Edmonton South 10111 Ellerslie Rd. SW

OPEN HOUSE OBJECTIVES

The purpose of our engagement was to get customer perspectives on three key questions:

- How we might improve customer experience at the other remaining truck fills if we consolidated service at the other four sites?
- What concerns or opportunities must be considered around the potential consolidation of the Kaskitayo and Londonderry sites into other truck fills across the City?
- If we proceed with consolidating these two sites into the other four sites, from a seasonality perspective, when would be the best time to do so to limit customer inconvenience?

OUTCOMES

Participants would:

- Have an increased level of understanding of Edmonton's truck-fill station operations and alternative water sources such as EPCOR's hydrant permit program as well as numerous non-EPCOR owned stations outside of the City of Edmonton.
- Have an opportunity to express ideas and opinions in a safe environment.
- Believe their input will be considered in decisions related to the potential decommissioning or consolidation of truck-fill stations

EPCOR would:

- Have an increased understanding of customer's truck-fill station preferences and priorities
- Have a better understanding of how these priorities and preferences can be used as a lens through which to evaluate future projects and ongoing operations.

CONSULTATION ACTIVITIES AND PARTICIPANT FEEDBACK

EPCOR reached out to all 198 customers at these two sites to notify them of the consultation options and of the proposed changes and then directly engaged with 14% of the total customer base through email, phone, one-on-one meetings or during our open houses.

General Sentiment: Overall, customers explained that they would prefer all stations remain open but recognized the challenges with operating on reservoir sites.

Customers appreciated the opportunity to provide their feedback and showed significant interest in the potential development of a new station as well as improvements to remaining stations.

DETAILED PARTICIPANT FEEDBACK

What concerns or opportunities must be considered around potential consolidation of these two sites into other truck fills across the City?

- Eco-centre/bus barns would be a good location for a new station
- One more station would be helpful

- West End development (future sites) 79th Avenue – Decision on future truck fills
- An overhead truck fill should be built close to the south leg of the Henday on/near truck routes, easy access, fast fill time.
- Do it, close them. But build a new fill station in the South end of the Henday first
- In the past, there has been a discussion about providing another station in the Southwest area. This could be at or close to the eco station or snow dump. This could be a smaller facility with only a 2" line for low volume users. It is also close to the Anthony Henday and Rabbit Hill Road; being on Ellerslie road
- I am dismayed at the problem of chlorinated water getting in the creek. It seems a ridiculous concern compared to the run off from the dump and the effluent from the airport. Someone has to tell these federal environmental types to get real.
- Love if Londonderry station was around for another 50 years. Great community and neighborhood.
- Assuming Kaskitayo is to be closed, it would be good if a new truck fill could be built near Ellerslie & 50 street or 17 st/23 ave
- If we wanted to put another site in the south, put it close to the Henday.
- Discovery Park would not be an ideal location, too far away from the City.
- More sites would be much better than less.
- Not enough south options. Need something with better access in the south.
- Even Kaskitayo is brutal to get into with traffic. Would like something close to Henday, Ellerslie, or even Discovery Park.
- Discovery Park would take all the consumption from Leduc County and a lot of Devon as well.
- Londonderry is awful because of all the school zones.
- Not interested in using Davies as an alternative. Really need another south option.
- Would prefer we opened a new one before we shut the old one down.
- Would not like it if Londonderry was shut down.
- If you shut down Londonderry, would have to do a lot of driving. Would cost a lot on fuel and time. Could see using a hydrant instead of the Londonderry fill.
- They should be part of the process when we look at designing the new truck fill, if there is a new truck fill.

In summary, consultation revealed the importance of Kaskitayo due to narrow and congested traffic corridors surrounding alternate EPCOR truck-fill stations, namely Davies. In discussion with the large customers of this location, the Discovery Park reservoir is an attractive location for a replacement, as it is close by many of the south Edmonton acreages that they service.

If we proceed with consolidating these two sites into the other four sites, from a seasonality perspective, when would be the best time to do so to limit customer inconvenience?

- Fall to winter would be the best time to shut down, because summer is so busy (Landscape)
- If we shut down, would want it shut down in the winter (Landscape)

- If we do shut down Kaskitayo it would be best in the summer (Water hauler)
- Shut down stations when quiet times, so better plan for the future – spring would be best

How we might improve customer experience at the other remaining truck fills if we consolidated service at the other four sites?

Customers also identified a number of concerns related to existing truck fills. These concerns were focused on:

- Consistency
 - Standardize the fitting for the loading tanks. They are quite different from location to location.
 - 2 or 3 - 4" lines at all sites
 - would like to see all EPCOR truck-fills equipped with the same infrastructure to minimize the amount of equipment needed by users when accessing multiple fill stations
- Access
 - Congestion and high traffic a concern
 - Three tonne truck, and does not really have issues with access. It is a bit tight and does not have a lot of room to get out of his truck to the truck fill.
 - Many issues with lineups. Especially at Kaskitayo and St. Albert Trail.
 - Hydrovacs a big problem. Shuts everything down. They also leave the door open when they are done, it really causes an issue. Can we have a sign that reminds them to close the door after use?
 - Even Kaskitayo is brutal to get into with traffic
 - Absolutely need a heated pad.
 - Get the hydrovacs away from the potable water source. They shut everything down.
 - Right now, just using a super duty truck. With a trailer, it's very tight.
 - Very happy with Londonderry. The other ones have many access issues. Have trouble finding the locations.
 - Long wait times at Evergreen. Really lousy traffic patterns with very little room. Lots of congestion.
 - Lots of ice buildup at the Evergreen fill. Because the thing shuts off and the water after the meter spills on the ground.
 - Winter ice build-up also causes access issues at a number of truck-fill sites. Potential improvements include better drainage of spillage or heated concrete pads to prevent ice from forming
 - Current set-ups limit usability of overhead gantries and restrict smaller user accessibility (such as acreage owners)
- Cleanliness
 - Hygiene problems at Kaskitayo for the 2" hose being used for potable water and landscaping using dirty boots to attach second hose to their trucks
 - A heated pad may also reduce the amount of mud at a number of the sites that see a significant build up of ice over the winter and related melt in the spring.

- Maintenance of Infrastructure
 - Hose at Kaskitayo is way better than any other site.
 - The coolant hose they installed at Kaskitayo is excellent.
 - The plastic fitting wears out in one month. We replace it every six months. Confronted an employee out there, but was not a good experience with the guy. Can we not install a more durable fitting? Apparently, people steal them if we buy better fittings.
 - Ever since the gantry broke, the bottom fill with the plastic fitting makes for spillage everywhere. Proper overhead fill with no water wasted would be better. They think they are paying for this water, but they are not.
 - Water pressure at Evergreen is the worst. Adds to a lot of the congestion issues because it takes forever to fill a truck.
 - Top drain wears out, leads to a long sharp wire hanging out that is very dangerous.
 - Top drain hose wears out the same way, but then we installed this cheap soft hose. User's extension fits snug on the hose, and it takes a little longer. Definitely safer, but takes longer. Can also shift the extension, and then user's extension lets go and water starts spewing everywhere.
 - One thing to improve is to be clearer is to re-label truck fill and barrel fill to top and side.
 - Would prefer an overhead 2" line rather than the one at Kaskitayo, which has an outlet only a couple feet above the ground.
- A small number of frequent users expressed concerns with inconsistencies with water. Specific comments include:
 - All of the truck fills are shorting the customers.
 - 142 ST is shorting them 2 cubes.
 - Davies is shorting 1.5 cubes. Kaskitayo is about 0.5 cubes.
 - Put in 16 cubes, did not fill up truck, and should have, because his truck holds 3500 gallons. User convinced it is Imperial Gallons, and not US gallons.
 - Has a smaller truck, never noticed any shortage.

RECOMMENDATIONS & FOLLOW UP

Based on the feedback received, EWSI is proposing to:

- i. decommission the Londonderry station before the end of 2019;
- ii. investigate a viable alternative in the south end of the city prior to making any changes to the level of service at the Kaskitayo station; and
- iii. complete a plan for upgrades at all remaining truck fills to address customer suggestions for improved services.

Although the formal consultation associated with this proposal is complete, EWSI continues to collect feedback from stakeholders on this proposal through our hotline and direct customer inquiries and comments to our operations team.

EPCOR will be reaching out to customers again to provide a project update including our suggested path forward, alternative locations customers can visit for truck fill service, information on hydrant permit options and upcoming capital improvements being explored at other EPCOR truck-fills stations. This information will be shared directly with Kaskitayo and Londonderry customers. The report will also be shared on epcor.com for all truck-fill users to access.

Current timeline for planned capital improvements

Below is our proposed plan for capital improvements for the truck fill stations. The recommended changes will be put into place at all truck-fill stations, with the exception of Londonderry.

- 3 Months
 - Review dispensing program to ensure accurate quantity delivered
 - Re-label truck fill and barrel fill lines to top and side, respectively
 - Add signage to remind users to close the panel door
 - Reinforce the rules of using the gantry hose for potable water only
- 6 Months
 - Standardize pipe sizes and connection fitting (preferably metal fittings)
 - Replace gantry hoses at all stations
 - Review water pressure at stations to ensure quick delivery
 - Implement regular checks and replacement of the gantry hoses and barrel fill fitting
- 1 Year
 - Encourage hydro-vac users to switch from using truck fill stations to using EPCOR's hydrant permit program
 - Install heated concrete pads and/or better drainage to prevent ice buildup
 - Install a dedicated potable water barrel fill for acreage users at each site
- 2 Years
 - Improve site access to reduce congestion, vehicle lineup and wait time
 - Improve site design to allow more room to maneuver vehicle and less restriction on small trucks used by acreage owners
 - Add a 2" gantry fill at the Kaskitayo Station

EPCOR commits to notifying the Londonderry truck-fill station customers well in advance of the recommended closure on **January 30, 2020**. Notifications will begin in of the summer of 2019 and will include one-on-one meetings with frequent use customers, on-site signage and email/direct mail to all registered users of the station.

For the Kaskitayo truck-fill station, customers will be notified of the recommended decision to keep Kaskitayo open until a suitable alternative in the South quadrant of Edmonton is investigated. Should the decision be made to develop a new truck-fill station, customers will be consulted about the location and design.

APPENDIX A

OPEN HOUSE INVITATION EMAIL



Dear Customer,

EPCOR has been reviewing operations of our Edmonton truck-fill stations (truck fills) and would like to engage our customers in consultation about the customer experience at these sites and the future of our Kaskitayo and Londonderry locations in particular.

Our Kaskitayo and Londonderry truck fills are located near vulnerable infrastructure and water bodies which present a potential environmental and safety risk. As a result, we're considering consolidating our truck fills from these sites into our other four truck fills located across the city, and then investing further in improving customer experience at our other sites. We would like to speak to you to get your input on this approach early in the process so that we can collaborate and determine the best path forward.

As a customer of one or both of these sites, we'd like to get your feedback on a number of topics, and answer any questions you may have. We invite you to join us at one of two open houses to facilitate this discussion, or to call us to book an appointment to meet individually at a time that's convenient for you.

During the open house we will:

- provide information about truck fill options in Edmonton and options for future service delivery;
- ask for your advice on how we could improve the experience at EPCOR's truck-fill stations located throughout the city;
- ask for your feedback on the potential consolidation of the two sites into the other truck fills;
- obtain your perspective on how we could limit inconvenience to customers if we proceed with consolidating any of the existing truck fill locations;
- offer on-the-spot training for EPCOR's hydrant permit program to provide you with a convenient alternative to visiting a truck fill; and
- share information about additional non-EPCOR operated truck fills available in your area.

Please join us for one of following open house sessions:

Open House 1 (afternoon session)	Open House 2 (evening session)
When: Wednesday, April 3: 1:00 p.m. – 3:00 p.m.	When: Thursday, April 4: 6:30p.m. – 8:30 p.m.
Where: EPCOR Montrose Water Works 12317 Mount Lawn Road <i>Light refreshments will be provided.</i>	Where: Sandman Signature Edmonton South 10111 Ellerslie Rd. SW <i>Light refreshments will be provided.</i>

Your input is important to us. For more information about this upcoming consultation, please contact us at 780-412-3599. If you'd like to book an appointment for an individual consultation, please call our Field Operations Manager, Alvin Han, at 780-412-7984.

**Best Regards,
Bulk Water Team**