



Water Services CAP

2011 Annual Report



Purpose

For close to twenty years, EPCOR Water Services' (EWSI) Community Advisory Panel, or CAP, has played a role in Edmonton's water scene. Since 1993, when its principal focus was water conservation, the CAP has continued to evolve. Today's CAP meets quarterly and acts as a sounding board for EWSI initiatives, providing input on a range of ongoing and emerging issues. With volunteer members representing diverse interests and sectors -- Commercial/Industrial, Environmental, Governmental, and Residential – they offer valuable insights into EWSI's business ranging from impact on the community, water service area, and the environment.

Members

Mike Stewart Saputo (Industrial rep.)	Greg Edwards Associated Engineering (Land Developers rep.)	Nevin Evans Maple Leaf Prop. Mgmt (BOMA rep.)
Alf White Edm. Fed. Community Leagues (Small Commercial rep.)	Nigel Bowles Landscape AB Trades Assoc. (Commercial rep.)	Brian Brownlee (Condo Assoc. rep.)
Gary Woloshyniuk City of Edmonton (Office of Environment rep.)	Mike Kohlenberg University of Alberta (Large Commercial rep.)	
Liliana Malesevic City of Edmonton (Drainage Branch rep.)	Cindy Shepel EPCOR (Water Distribution & Transmission)	Chris O'Brien EPCOR CAP Chair

2011 Highlights

The Water Community Advisory Panel (CAP) provided input into a number of EPCOR initiatives ranging from renewal of the 2012-2016 Performance Based Regulations (PBR) to EPCOR's use of social media for emergency communications. Some of the other sessions included: water rate changes; water emergency services business continuity; lead to copper service renewals; private development overview; Blue Bucket Crew marketing plans; Edmonton area water customer satisfaction survey; EPCOR Water's EnviroVista champion status responsibilities; and Environmental Management System implementation at Gold Bar wastewater treatment plant.

Performance Based Regulation (PBR)

CAP members were updated on the new residential 2011 water rates which increased only 84 cents per month for an average Edmonton household.

EWSI was pleased to report that it has met its annual water quality, customer service, operational excellence, and environment and safety performance measures since 2002, when PBR was first implemented.

The CAP members played an integral role in extensive public consultation initiatives undertaken by EWSI to prepare for its third five-year PBR renewal contract with the City of Edmonton. Contract changes included updating or adding performance measures, including new ones for Gold Bar Wastewater Treatment Plant. In addition, there were significant changes to the residential water rate structure and a separate sanitary wastewater treatment charge was added.

Water Conservation/ Water Quality

Topics covered included:

- Drainage Services' Zero Discharge Project - a 30-year plan to achieve zero discharge from outfalls within the city to the river
- EWSI is pursuing ISO 14001 certification for its local water and wastewater operations
- EWSI's new EnviroVista championship status requires significant commitment for its Edmonton operations
- EWSI's 3rd annual rain barrel program



Two thousand rain barrels were sold at cost to Edmonton residents to promote wise water use.

New Operations

In 2011 EPCOR started providing drinking water to 15,000 customers in Arizona. Edmonton Water Dispatch provides after hours emergency call support to many EPCOR operated water and wastewater facilities, including in Arizona.



EPCOR's purchased Chaparral City Water Company located near Scottsdale, Arizona.

Ongoing Programs

A few ongoing programs were reviewed, and the changes and improvements to them highlighted. CAP members provided insight on the following:

- **Customer Satisfaction Survey** – in a telephone survey of 400 randomly selected Edmonton households, 91% were satisfied with EWSI and its tap water quality. Since the 2008 survey, there was also an appreciable increase in awareness of EPCOR as their water supplier at 68% -- up from 54%.
- **Blue Bucket Crew (BBC)** – the “Crew” shifted emphasis in 2011 as it moved from an ad campaign to one with feet on the ground. Wasting less water, rather than using less, is the new focus. Plans are to go into those higher water use areas to assist residents in reducing water wastage.



Blue Bucket Crews took a wise water use message to public events around Edmonton

- **EWSI Emergency Services Business Continuity** – how to keep the 24/7 operations of the Water Dispatch Centre going during major emergencies such as city-wide power outages or a pandemic situation. CAP members also toured the Dispatch Centre and the McCauley field services yard.



EPCOR's Water Dispatch Centre handles customer inquiries and emergency calls 24/7.

Panel Changes

CAP veteran, **Nigel Bowles**, of the Landscape Alberta Nursery Trades Association (LANTA) and a CAP member since 2004, stepped down but not before passing the reins to fellow LANTA colleague, Marnie Main, at the December meeting.

Mike Kohlenberg, representing the U of A, is also moving on. Mike's replacement on the committee is Laurel Roblin. As we bid a parting thank you to long-term members Mike and Nigel, we extend a warm welcome to Marnie and Laurel.

Panel Information

Panel members shared a wide range of information and expertise on various ongoing and emerging issues, including:

- City of Edmonton Drainage Services fast-tracked an end-of-pipe treatment facility at Government House Park. The oil/grit separators and filter units will reduce suspended solids going to the river by 400 kg/day.
- City of Edmonton Drainage Services' mercury amalgam recovery program, a source control program which targets dentists' offices, reported 99% compliance.
- The City's 'Way We Green' strategy drew on wide participation from citizens and groups like LANTA, BOMA and EPCOR. The strategy was approved in July, along with 16 of 32 action plans.



Drainage Services and EPCOR participated in the City of Edmonton's "Way We Green" initiative.

- U of A opened the Centennial Centre for Interdisciplinary Science last summer. U of A works to minimize higher water use buildings such as these research facilities. Edmonton Clinic North was another major facility opening.
- Edmonton Federation of Community Leagues continues to work closely with the City of Edmonton on discussions around a new downtown arena and social housing.
- Building Owners and Managers Association (BOMA) reintroduced its online energy conservation courses through its web site at www.bomaedmonton.org.

Public participation is critical to EPCOR's success.

Our sincere appreciation to members for their time, expertise, and input provided over the year.

2012 Initiatives

In the coming year, the panel will revisit its mandate to ensure its ongoing relevance and look at how it may better serve the interests of all parties. An extensive list of new topics has already been developed, which will be reviewed by the panel early in the year.

For more information on EPCOR's Community Advisory Panel, please contact:

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