

Water Services Community Advisory Panel | 2012 Annual Report

Purpose

The Edmonton EPCOR Water Services Community Advisory Panel (CAP) has been operating and evolving for nearly twenty years. In 1993, CAP was formed with a strong focus on water conservation, and has since evolved to include a variety of emerging and ongoing issues in the water industry such as environmental and community impact. The panel brings together members from diverse sectors of the customer rate base who offer valuable insights on the interests of Commercial/Industrial, Environmental, Governmental and Residential stakeholders.

Members

CAP membership changed throughout the year due to changes in the representative organizations. The following individuals were CAP members for all or part of 2012:

Mike Stewart / Geoff Doucet Saputo Foods (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.)	Marnie Main Landscape AB Trades Assoc. (Commercial rep.)	Gary Woloshyniuk City of Edmonton (Office of Environment rep.)
Giselle Beaudry / Kyle Brauer / Sarah Pierce AB Environment (Environment rep.)	Laurel Roblin University of Alberta (Large Commercial rep.)	Brian Brownlee (Condo Assoc. and multi- residential customer rep.)
Liliana Malesevic / Ross Bulat City of Edmonton (Drainage Branch rep.)	Cindy Shepel EPCOR Rossdale WTP	EPCOR Public Consultation Team EPCORCAP Chair

2012 Accomplishments

Highlights

The Water Community Advisory Panel (CAP) reviewed and commented on a variety of EPCOR initiatives, including an in-depth look at the operations of a water distribution system, unidirectional flushing program, energy management, water operations updates and water reclamation practices.

Water Distribution System

EPCOR delivered a presentation on the operations and maintenance of a large water distribution system of Edmonton's scale. Panel members discussed the expertise required of operators, as well as the importance of operational resilience in the event of an emergency, using EPCOR's response to the Slave Lake fire as an example.

EPCOR has opened a new Water Distribution Training Centre for staff to maintain and perfect their certifications and skills. The panel discussed the lower chlorine residual of stagnant water, and the logistics of how this is monitored and managed.

Unidirectional Flushing (UDF)

Unidirectional flushing is a key program for maintaining water quality. EPCOR compared the conventional flushing approach to the more effective UDF approach, and explained the mechanisms that make it more effective. In UDF, valves and hydrants are systematically opened and closed, directing high-velocity water in one direction to flush out pipes. It is also used to clean lines following repair work and to address water quality issues that arise. The panel commented on the effects of UDF on household water pressure, and how EPCOR ensures that critical customers such as hospitals are given notice before flushing occurs.

Ongoing Operations / Programs

- Water Operations Update – EPCOR presented the current status of EPCOR Water Operations, highlighting its presence in northern Alberta and the US. Steve Stanley, Senior Vice President, Water Services emphasized that EPCOR's focus for Edmonton Water Operations is continued excellence in providing service to the City with a focus on world class standards for safety performance.
- Water Reclamation Practices – CAP members commented on water reclamation practices currently in use at EPCOR and the opportunities for future development in this field. While there is room for growth in this sector, EPCOR will need to remain competitive in the international market as this expertise is better developed in Europe and the US.

- Water Energy Management – EPCOR delivered a presentation about how EPCOR Water Services manages its energy use with the goal of keeping input costs at a predictable level for customers. The panel commented on the various ways by which EPCOR monitors and manages the energy costs associated with water treatment, distribution and transmission.
- Montrose Operations – EPCOR delivered a presentation about the operations at Montrose Water Works. The presentation covered details of water distribution operations and metering and included a demonstration of the large meter Quality Assurance program. The panel was given a tour of the Montrose facility and the Training Centre.

Panel Changes

Giselle Beaudry, of Alberta Environment & Sustainable Resource Development stepped down from her role with the CAP. Giselle’s replacements are fellow Alberta Environment colleagues, Kyle Brauer and Sarah Pierce.

EPCOR’s Public Consultation team assumed responsibility for the Community Advisory Panel (CAP) process and will chair meetings going forward.

Panel Information

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

- The City of Edmonton (Office of the Environment) considering the possibility of water reuse. The environmental standard of LEED Silver is now mandatory in Edmonton for all new buildings. The City’s “Way We Green” initiative is ready to introduce plans to address greenhouse gas management in City operations, renewable energy use and green building plans.
- LANTA adding water focus to the Landscape Construction and Greenhouse Industry conference in November 2013. Discussion to re-evaluate the group’s mandate to reflect changing needs.
- U of A worked with EPCOR to replace turbine meters. A new cyclotron to supply medical isotopes is proceeding at the south campus. New water lines were installed in the east campus building.
- Government of Alberta merged Alberta Environment and Sustainable Resource Development into one department.
- City of Edmonton Drainage Services created a new website: “Greener Days”. Drainage Services Regulatory Services proposed a permitting application for the release of flushing water discharged to sanitary and storm systems. Planning to engage in public consultation for “River for Life” project.

- Condominium Association continues to learn about plumbing and water conservation, and are using dye tabs to find leaky toilets.
- Urban Development Institute discussed a potential partnership with NAIT in future.
- EFCL met with the province to discuss school closures in the inner city and continues to advocate for neighbourhood revitalization.

Public participation is critical to EPCOR's success. Our sincere appreciation and thanks are extended to all Water CAP members for their time, expertise, and input provided over the year.

2013 Initiatives

In the coming year, the panel will revisit its mandate to ensure its relevance and determine how it may better serve the interests of all parties, with a focus on increased input. An extensive list of new topics for discussion at future meetings has been developed, and includes: unauthorized hydrant usage, construction in 2013, capital projects and environmental updates.

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

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