



# Water Services Community Advisory Panel

## 2013 Annual Report

### Purpose

As part of EPCOR’s commitment to providing customers with safe, reliable and high quality water services, the company regularly communicates with its customers and stakeholders. Community Advisory Panels are one method of achieving this goal.

The EPCOR Water Services Community Advisory Panel (CAP) was established 1993 with a strong focus on water conservation, and since then has expanded its perspective to include discussions on a variety of emerging and ongoing issues in the water industry such as the environment and community impact of water projects.

The panel brings together members from diverse sectors of the customer rate base to receive information and offer valuable insights on the interests of Commercial/Industrial, Environmental, Governmental and Residential stakeholders. Through this dialogue and engagement, EPCOR works to ensure that our operations are well aligned with community interests and priorities.

### Members

The following individuals were CAP members for all or part of 2013:

<b>Mike Stewart / Geoff Doucet</b> Saputo Foods (Industrial representative)	<b>Ross Bulat</b> City of Edmonton (Drainage Branch representative)	<b>Nevin Evans</b> Maple Leaf Properties Management Building and Owners Management Assoc. (Commercial representative)
<b>Laurel Roblin</b> University of Alberta (Large Commercial representative)	<b>Marnie Main</b> Landscape AB Trades Assoc. (Commercial representative)	<b>Gary Woloshyniuk</b> City of Edmonton (Office of Environment representative)
<b>Brian Brownlee</b> (Condo Assoc. and multi-residential customer representative)	<b>Cindy Shepel</b> (EPCOR Water representative)	<b>Terrie Moore</b> EPCOR Public Consultation, CAP Chair
<b>Vacant</b> AB Environment (Environment representative)	<b>Vacant</b> Community Leagues (Residential and community representative)	<b>Vacant</b> Not-for-Profit organization (Residential and community representative)

## 2013 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, operations updates from various departments within EPCOR Water and information on EPCOR's operations outside of the City of Edmonton.

In 2013, the panel revisited its mandate to ensure its relevance and determine how it may better serve the interests of all parties, with a focus on increased input by members.

An extensive list of new topics for discussion at future meetings was developed, including: unauthorized hydrant usage, water project construction in the coming year, capital projects and environmental updates.

### Construction on Your Streets

A presentation outlining the different phases of a construction project was made to the CAP along with an overview of the 2013 construction schedule. Examples of current EPCOR customer notification was circulated to the group for review and input with the goal of improving customer communications regarding construction projects. CAP members provided useful feedback on the notification content and format, in particular on improved signage, clearer wording in both signage and notification and increased communication at different stages of the project. This feedback has been used to update EPCOR's communications to customers.

### Unauthorized Hydrant Usage

Water theft through the unauthorized use of fire hydrants results in damage to hydrants and water loss which ultimately impacts customer costs overall. Customers are encouraged to call the 24/7 dispatch number if they notice water theft taking place. The CAP provided feedback on ways to build awareness of this issue in the community suggesting talks to community leagues, partnering with the fire departments on messaging and providing speakers to existing user groups such as Landscape AB Trades Association (LANTA).

### Evan Thomas Project

The Evan Thomas water and wastewater treatment facilities upgrade project currently underway in Kananaskis is a public-private partnership between the Government of Alberta and EPCOR. The Government of Canada is contributing funds through the P3 Canada Fund towards construction of the facility. The project, which serves Kananaskis village, Nakiska ski area, Mount Kidd RV Park and Boundary

Ranch, is an innovative way of delivering much needed infrastructure improvements at a pre-determined cost within a designated time frame.

The CAP was provided with an overview of construction of the new water and wastewater system, which began in the fall of 2012 and is expected to be finished by the summer of 2014. Also discussed, were the impacts to the project as a result of the flooding in June 2013, which were minimal despite the magnitude of the damage sustained in the area.

### Ongoing Operations / Programs

- Water Operations Update – EPCOR presented the current status of EPCOR Water Operations, highlighting its presence outside of the Edmonton area, with the goal of broadening CAP members’ understanding of EPCOR’s scope of operations.
- Performance Measures Update – EPCOR delivered an overview of performance based regulation and of EPCOR’s performance measures and our standing to date.
- Financial Update – EPCOR provided an update on EPCOR’s financial standing for 2012.

### Panel Changes

The Edmonton Federation of Community Leagues representative stepped down from the panel due to increased responsibilities in other areas. As well, the AB Environment representative passed her role to be divided between other members of her team. However, organizational changes have resulted in that position being vacant for this year.

Dedicated effort was made to bolster the number of CAP members; in particular two new members were recruited to represent community leagues and not-for-profit groups. Due to delays in meeting schedules, the new members will attend their first meeting in 2014.

### Panel Member Information

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

- The City of Edmonton (Office of the Environment) has now incorporated City water use as an audit item at their regular meetings. They will have fully integrated reporting procedures, now including water use tracking statistics.
- LANTA is planning to add an education piece regarding unauthorized hydrant usage for their AGM and the 2014 conference.

- U of A continues with a number of construction projects, including the Physical Activity and Wellness Centre and St. Joseph's College Women's Residence. Three mag meters for bulk water service lines were installed and commissioned.
- City of Edmonton Drainage Services continues with their programs for maintenance of the drainage system and future flood prevention.
- Condominium representative notes that their new condo board is interested in creating a greener building. They are keen to find continued ways to conserve water and promote water efficiency in their building.
- BOMA held their annual Build-EX convention in March at the Expo Centre. They also hosted a presentation on Cross Connection Control by EPCOR at their September meeting.
- Saputo Foods is instituting a program to use palm oil as an ingredient in one of their products as a water conservation measure resulting in considerable cost savings to the company, with the added health benefits associated with palm oil.

## 2014 Goals

- Continued growth in number of CAP members (up to 15 as mandated in the Terms of Reference) to provide additional representation for EPCOR's customer groups.
- Continue to seek ways for the CAP members to provide meaningful input and feedback on the various topics presented for discussion.

**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.**

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

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