



Rossdale Water Treatment Plant Newsletter

APRIL 2021

2020 IN REVIEW

2020 was a tremendously challenging year for all of us. The COVID-19 pandemic has profoundly disrupted economic and social life in our community, and around the world. While we started 2020 with several exciting projects at the Rossdale Water Treatment Plant, we quickly needed to focus on continuing to deliver the essential services our communities count on and support customers.

90-DAY UTILITY BILL DEFERRAL

Early in the pandemic, EPCOR supported the development of a 90-day utility bill deferral program. The program was offered to electricity consumers province-wide and to water-cycle utility customers in Edmonton. Our focus during the COVID-19 pandemic is to continue delivering the essential services our communities count on, support customers whose incomes have been disrupted, and protect the health and safety of our employees, contractors, and customers.



SPRING RUNOFF

Each year, we recruit a panel of over 300 Edmontonians to participate in our Home Sniffing Program. This program is one way we get customer feedback about changes in taste and odour during spring runoff. Participants smell their tap water twice a day and enter their impressions into an anonymous online survey. In 2020, we achieved great scores during spring runoff with 95% of home sniffers finding no or limited odours in their tap water.

This year, spring runoff came early as a result of the warmer temperatures we have been experiencing. So far, our home sniffer data is indicating that any aesthetic changes to the water in 2021 have been quite mild. For more information, visit epcor.com/springrunoff.

COMMUNITY GARDEN

Last summer, we were pleased to host the Rossdale community garden for another prolific gardening season (with extra precautions in place to keep gardeners safe during the COVID-19 pandemic). COVID precautions will continue to be required for the foreseeable future. If you are planning to access the community garden this year, please make sure you follow the precautions set out by the Rossdale Community League.

In our April 2020 newsletter, we advised that this portion of land would transfer to City ownership by the end of 2020. We are now expecting the land transfer to go through later this year and will update the community once the transfer is complete. Our existing garden access agreement will terminate on transfer to the City of Edmonton, and our understanding is that the City will then create a new one with the community league.

For more information about the community garden, please contact the Rossdale Community League (www.rossdale.ca).



ENOCH MOU

In September, we signed a memorandum of understanding (MOU) with Enoch Cree Nation that formalizes our commitment to working together in the spirit of reconciliation and collaboration. The MOU sets a strong foundation for both parties, creating a path forward on all projects, initiatives, and joint-endeavors that cause ground disturbance at the



E.L. Smith and Rossdale Water Treatment Plants. As well, it provides a platform for meaningful, effective, and transparent communication on issues of mutual interest.

A signing ceremony took place on the former reserve lands of Enoch Cree Nation, at the E.L. Smith Water Treatment Plant on September 1, 2020 with social distancing and public health measures in place. The celebration included a pipe ceremony, speeches, a gift presentation, and a drum song by local Enoch singers. Enoch Cree Nation Council members, knowledge holders, EPCOR senior leadership, and working group members attended.

Moving forward, Enoch Cree Nation and EPCOR will continue working together to reconnect the Maskêkosihk peoples to their lands, through activities such as harvesting of plants for traditional medicinal purposes, and formalizing procedures and processes related to archeological work. We will work together to ensure the E.L. Smith and Rossdale Water Treatment Plants continue to be centers for the production of clean, safe water for future generations to benefit from and enjoy.

We are pleased to be walking forward together with Enoch Cree Nation and advancing our formal relationship in the spirit of reconciliation.

RING MAIN REHABILITATION

Over the past year, we have been working to rehabilitate a water transmission main located near the entrance to the Rossdale Water Treatment Plant. This work was noisy and brightly lit at times, and we appreciate your patience as we worked to complete the project. We finished this work in March 2021, and the water transmission main is now operational.

SHARED OUTCOMES

In late 2020, we hosted two virtual workshops with community members located around the Rossdale plant. The purpose of these workshops was to hear from participants what we should consider when planning future work at the plant, and how to ensure our work aligns with community priorities.

Thank you to everyone who participated in these sessions, and provided input about shared outcomes for the Rossdale Water Treatment Plant and surrounding community. You can find more information about how we used your input in the enclosed booklet.

LOOKING TO 2021

In 2021, we plan to continue our focus on improvements to plant infrastructure. We expect to resume work on our plans to build an orthophosphate facility at the Rosssdale Water Treatment Plant that will help protect against lead present in some of Edmonton's older homes (or as a result of lead components in some household plumbing fixtures). We also plan to continue other aspects of our lead management program. Visit our website at epcor.com/lead for additional information.

Other planned construction projects include working to rehabilitate two stormwater outfalls in Rosssdale later this year and into 2022. One outfall is located next to our water treatment plant property and the Fire Station, and the other is located next to Rosssdale Road near McDougall Hill Road. We will provide you with more information about these plans and others in the upcoming months.

In 2021, we are continuing to work with our neighbours to understand how EPCOR can operate the Rosssdale Water Treatment Plant in an environmentally and socially responsible manner that aligns with community interests. See the enclosed booklet for details about how you can provide feedback on our shared outcomes and design principles for the plant.

Check out the enclosed booklet for more information. We'd like your input on how we plan future work at our Rosssdale site and engage with your community.

OUR RESPONSE TO COVID-19

We continue to deliver safe and clean drinking water to our customers from the Rosssdale Water Treatment Plant. There are currently no interruptions to core services related to COVID-19. We have temporarily reduced some of our services to protect the health of our employees and of our customers and maintain physical distancing measures. We won't be conducting any tours of our water treatment plants during this time, including at the Rosssdale Water Treatment Plant.

We've also postponed any home appointments that are considered non-essential (including meter inspections, home flood prevention visits, and proactive root maintenance). We will continue to provide critical in-person customer services including responding to emergency sewer backups, water main breaks, and water meter installations at new locations.

We do have emergency response and business continuity plans in place to guide our organization. All areas within EPCOR have implemented a multi-stage response plan, including additional protocols to protect the health of our employees and our customers and to ensure our operations continue.

CONTACT US

Your questions, feedback, and input are important to us. For more information about our work in Rosssdale or the information included in this newsletter, please contact us:

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