



WORKING TOGETHER TO PLAN FOR OUR FUTURE

Edmonton Water Treatment Plants

APRIL 2021

We believe in the importance of working with the Edmonton community.

Over the past few months, we have been talking to local and Indigenous community members about how we operate our two Edmonton water treatment plants (E.L. Smith and Rosssdale). You are receiving this booklet as you have been identified as having an interest in either the Rosssdale or E.L. Smith Water Treatment Plant, and we would like your input on how we plan for future work at these plants.

INSIDE, YOU WILL FIND INFORMATION ABOUT:

- **What we heard during these conversations;**
- **How we used the feedback;**
- **A set of shared outcomes that we are proposing to guide future work at the two water treatment plants;**
- **How we plan to achieve the shared outcomes;**
- **A public engagement framework outlining how we will work with you on future work at the plants; and,**
- **An invitation to provide your input on all of this (and make it better!).**

WHAT WE HEARD

In Edmonton, we have two water treatment plants (E.L. Smith and Rosssdale) that take raw water out of the North Saskatchewan River, treat it, and pump out clean, safe drinking water that is delivered to homes and businesses. These plants provide treated water to Edmontonians as well as almost a third of the province of Alberta.

Over the coming years, we are expecting to have lots on the go at both the E.L. Smith and Rosssdale Water Treatment Plants. As we plan this work, we want to ensure we consider our neighbours and the environment while continuing to deliver safe, reliable drinking water to Edmonton and the surrounding areas. Since late 2020, we have been working with stakeholders, Indigenous rights-holders, special interest groups, and neighboring community members to understand how we can operate and upgrade the plants in an environmentally and socially responsible manner that aligns with community interests.

- **7** Virtual workshops
- **3,466** Postcards sent
- **2** Facebook ads
- **57,349** Paid Facebook impressions
- **373** Visitors to our website
- **146** Emails sent
- **3** Online surveys

We want to thank everyone who participated in the development of these shared outcomes and design principles. This was a collaborative effort and we appreciate your insight and input.

We heard from over 75 participants through a variety of formats, including online workshops, surveys, emails, and social media. During these conversations, we asked for feedback on five draft shared outcome statements. Three-quarters of those who participated indicated that they were comfortable with the shared outcome statements as presented during these workshops, while the other quarter provided input about how EPCOR could improve the quality of life, relationships and environment shared outcomes.

WONDERING WHAT A SHARED OUTCOME IS?

Another way to think about these is as critical goals that will guide our day-to-day operations and any improvement projects at the Rosssdale and E.L. Smith Water Treatment Plants.



In relation to the shared outcome statements, we also asked for feedback about what we should keep doing, stop doing, or improve on, at our water treatment plants. Participants told us that we should continue providing high-quality water services, actively maintaining a presence in the community and protecting the environment.

They also told us that we could improve our communication and engagement practices, working to share information that is more accessible in a variety of formats. Participants advised that this would help EPCOR maintain relationships that are more meaningful with our neighbours at each plant site and across the City. From Indigenous communities, we heard that we could engage earlier and incorporate Indigenous perspectives of water into all aspects of our work.

We respectfully acknowledge that the Rosedale and E.L. Smith Water Treatment Plants are located on Treaty 6 territory – the traditional lands of the Blackfoot, the Cree, the Dene, the Nakota Sioux, and the Saulteaux and later the Métis. The banks of the North Saskatchewan River, where both our water treatment plants are located, have been a sacred gathering place since time immemorial.

We recognize that both water treatment plants are located on land with unique Indigenous interests. The Rosedale plant is located next to Indigenous burial grounds, and E.L. Smith is located on the former reserve lands of Enoch Cree Nation. As such, it was important to EPCOR that we seek out, hear, and include the perspectives of Indigenous Nations and communities with an interest in these lands.

WHAT WE DID

We compiled and assessed all of the perspectives, suggestions, and comments received over the past five months. We combined this information with our operational requirements to refine the draft shared outcome statements for the Edmonton water treatment plants, and create a set of proposed design principles to guide how we will achieve each shared outcome. We have included more information about what we are proposing on the following pages.



PROPOSED SHARED OUTCOMES

We have established five shared outcome statements for the Edmonton water treatment plants and refined them in response to feedback from special interest groups, recreational users, residents, and Indigenous Peoples.

Another way to think of these shared outcomes is as a set of critical goals that will guide EPCOR's work at the Rossdale and E.L. Smith Water Treatment Plants moving forward.

Our proposed shared outcomes are included here for your review. As you read them, think about whether they reflect your values and if they align with your priorities. On the back page of this newsletter, you can find details about how to provide your feedback about these proposed goals for us to consider.



RELIABLE, RESPONSIBLE & SUSTAINABLE

The water treatment plants are designed, maintained and operated in a prudent and responsible manner.

- Maintain reliable operations.
- Plan for a range of scenarios.
- Prudently manage impacts to ratepayers.



ENVIRONMENT

Activities at the water treatment plants take a stewardship approach to environmental impacts, working to hold the air, land, water and ecosystems in trust for future generations.

- Improve environmental performance.
- Reduce our impacts.
- Increase resiliency.
- Ensure archaeological integrity.
- Use endemic species.





QUALITY OF LIFE

The water treatment plants are operated, maintained and updated in a way that continues to produce high-quality drinking water, considers community experience, and respects our shared history today and into the future.

- Acknowledge the importance of water for us all.
- Be a good neighbour.
- Embrace our unique and shared history.
- Mitigate temporary impacts.
- Enhance recreational experience.



SAFETY

Community, public and worker safety and health are protected.

- Provide clean, safe drinking water.
- Improve safety performance.
- Protect public safety.
- Improve worker safety.
- Prepare for emergencies.



RELATIONSHIP

Authentic, trusting and respectful long-term relationships are built with community members, area users and Indigenous Peoples connected to the water treatment plants.

- Connect with our neighbours.
- Communicate openly.
- Engage meaningfully.
- Prioritize reconciliation.
- Share options and optimize designs.
- Report back.

PROPOSED DESIGN PRINCIPLES

So, how will EPCOR achieve these shared outcomes? In order to define how we will achieve the goals described on the previous page, we have drafted a set of high-level design principles for each shared outcome statement. These proposed design principles are based on our conversations with community members over the past few months and our operational requirements.

We want to know what you think about them, and whether they fit with how you use and value the area around the water treatment plant in your community. Once we have incorporated your feedback, we will incorporate these design principles into our planning documents for our two water treatment plants. Together with the shared outcomes, they will provide a framework to guide the evolution of the Rossdale and E.L. Smith sites.



QUALITY OF LIFE

The water treatment plants are operated, maintained and updated in a way that continues to produce high-quality drinking water, considers community experience, and respects our shared history today and into the future.

DESIGN PRINCIPLES

In its long-term plans, individual projects, and ongoing operations at the water treatment plants, EPCOR will:

Acknowledge the importance of water for us all.

Work to understand how our operations and planned work impact quality of life for all who depend on the water, including animals and downstream users. Take a holistic approach to our work and understand our place in the water cycle.

Be a good neighbour. Create opportunities for members of our neighbouring communities and area users to connect with EPCOR and learn about the water treatment process (e.g. tours, engagement sessions etc.). Participate in, and contribute to, local events and other community-building activities.





Embrace our unique and shared history. Work to understand, preserve, educate about, and celebrate the traditional and historical significance of the area through information sharing, signage and ceremony.

Mitigate temporary impacts. Anticipate impacts to neighbours and area users while planning mitigations to temporary construction and maintenance activities both inside and outside the fence lines.

Enhance recreational experience. Find opportunities to enhance the experience of recreational users around the facilities, including landscaping, visual considerations, and educational signage. Support Indigenous and non-Indigenous partners working to enrich recreational spaces around the facilities.



SAFETY

Community, public and worker safety and health are protected.

DESIGN PRINCIPLES

In its long-term plans, individual projects, and ongoing operations at the water treatment plants, EPCOR will:

Provide clean, safe drinking water. Continue to be a national leader in providing safe and high quality water services in the community. Take a proactive approach to protecting our potable water supply from extreme weather events and monitoring activities in our watershed.

Improve safety performance. Continually assess current safety performance, evolving standards and emerging risks, and propose initiatives that maintain regulatory compliance and improve safety.

Protect public safety. Consider the individual and cumulative impacts from construction, operational and maintenance activities, site-related traffic and other hazards. Communicate safety information to local and Indigenous communities.

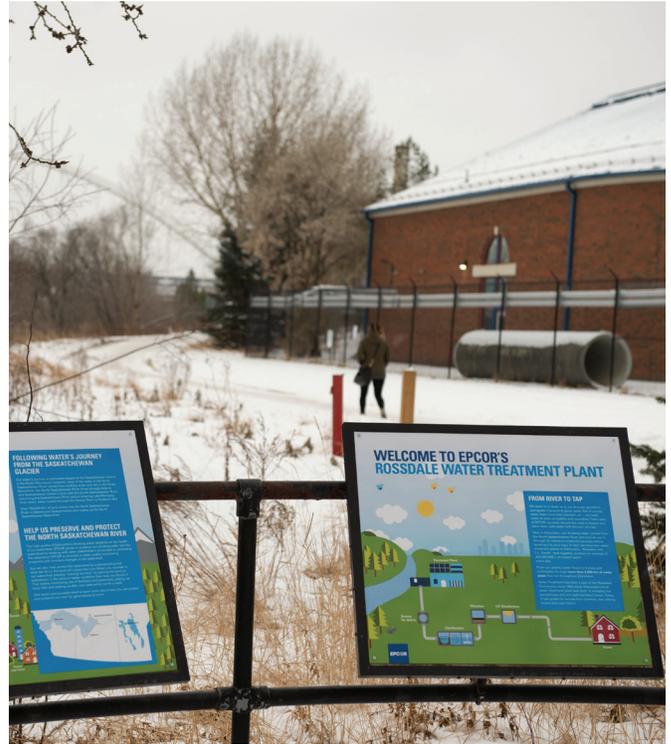
Improve worker safety. Cultivate a safety focused culture for all employees and contractors. Monitor, review and take action to prevent safety incidents at the water treatment plants.

Prepare for emergencies. Continue to ensure emergency response plans are in place for each plant that include regular risk analysis, exercises, training and emergency plan audits. Actively participate in municipal and provincial emergency planning processes as appropriate.

Increase resiliency. Proactively work to protect the water treatment plants from the impacts of extreme weather, climate change and climate variability by implementing measures to make the plants more resilient. Support local and regional climate research related to water supply.

Ensure archaeological integrity. Recognizing the historical and archaeological importance of these sites, ensure the participation of Indigenous Nations and communities in the oversight of archeological work. Engage with Indigenous Peoples on projects requiring ground disturbance at the plants to identify potential impacts and work to reach mutually agreed-upon solutions to those impacts.

Use endemic species. Work with experts in the field to make sure that any new trees and vegetation planted at the site are endemic to this area. Wherever possible, renaturalize or replace trees and vegetation that are disrupted by utility work.



RELIABLE, RESPONSIBLE & SUSTAINABLE

The water treatment plants are designed, maintained and operated in a prudent and responsible manner.

DESIGN PRINCIPLES

In its long-term plans, individual projects, and ongoing operations at the water treatment plants, EPCOR will:

Maintain reliable operations. Incorporate condition assessments of current facilities, identify and prioritize the work required to rehabilitate or maintain infrastructure.

Plan for a range of scenarios. Conduct scenario planning to identify the range of work that would be required to serve future populations under changing regulatory and climate conditions. Explore ways to integrate Traditional Ecological Knowledge into scenario planning.

Prudently manage impacts to ratepayers. Develop options that result in reasonable costs for ratepayers, and which spread the rate impacts of investment over time.

PROPOSED PUBLIC ENGAGEMENT FRAMEWORK

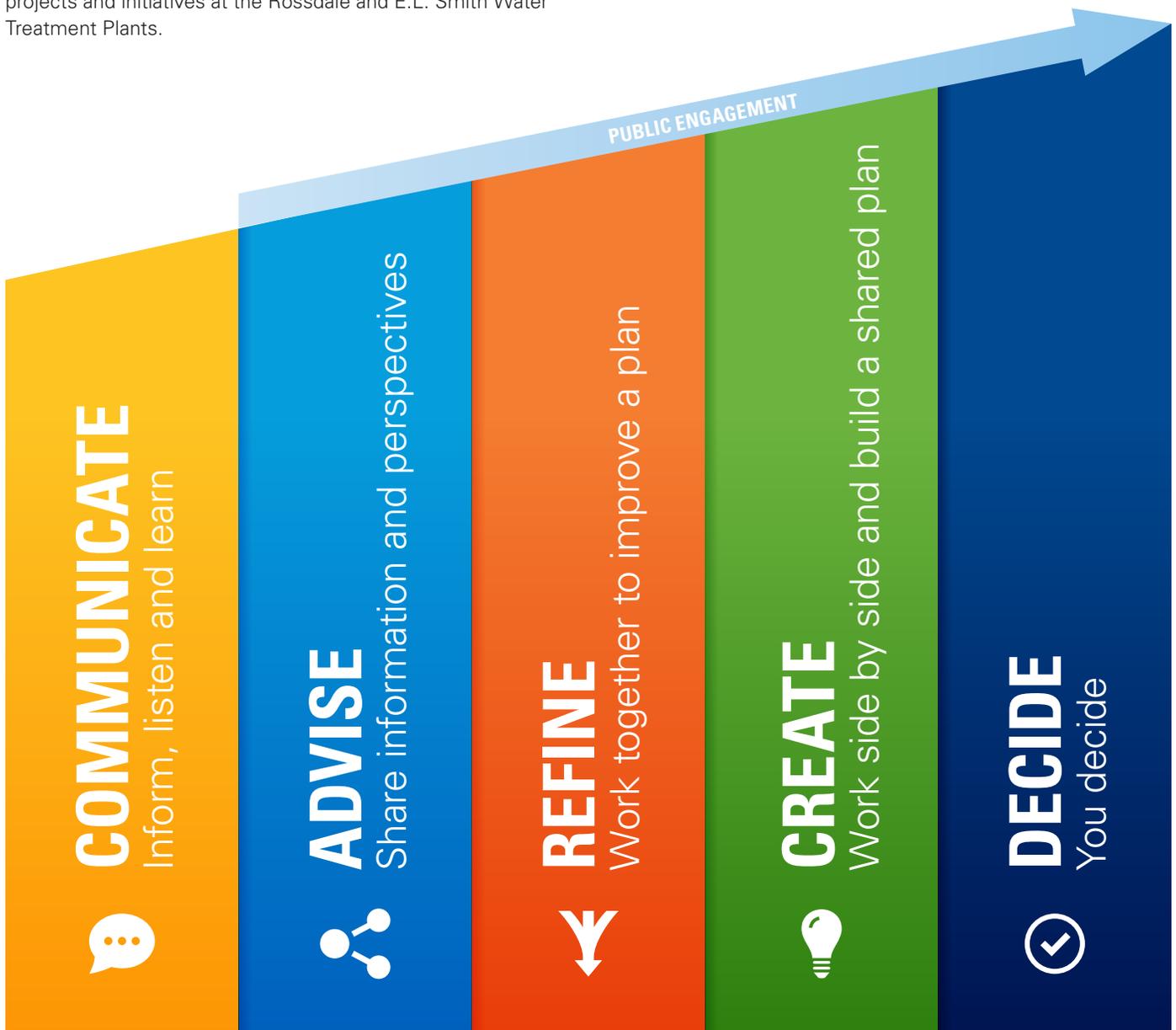
Over the past few months, we have heard that we can improve how we engage with the communities around our water treatment plants. We want to ensure we are engaging on topics that matter to you, using methods that work for you.

To help us accomplish this, we have created a public engagement framework that outlines EPCOR's commitment to you according to the level of influence the public can have over the project outcome. It shows the different levels of public engagement, and describes how we will work with, and solicit feedback from, community members, special interest groups and recreational users on a range of projects and initiatives at the Rosedale and E.L. Smith Water Treatment Plants.



WONDERING WHAT THIS LOOKS LIKE IN ACTION?

The creation of these Shared Outcomes and Design Principles for our Edmonton water treatment plants sits at the "Create" level of public engagement. We are asking you to collaborate with us to develop guidelines to direct future work at the water treatment plants.



		Public Engagement			
	Communicate Inform, listen and learn	Advise Share information and perspectives	Refine Work together to improve a plan	Create Work side by side and build a shared plan	Decide You decide
EPCOR's Commitment	We will keep you informed. We will respond in a timely manner and resolve issues. We will ensure the safety of residents through the dissemination of information about possible danger and emergency response procedures. We will inform the community about activities at the site that have impacts on traffic, noise, etc.	We will listen to and acknowledge concerns and aspirations and share how public input (if received) influenced the decision.	We will work directly with you throughout the process to ensure your feedback is understood and considered. We will ensure that your feedback is directly reflected in the alternatives developed and share how the public input influenced the decision.	We will partner with you in each aspect of the decision including the development of alternatives and identification of the preferred solution. We will look to you for advice and information in formulating solutions and incorporate your advice into the decisions to the maximum extent possible.	We will place final decision making in your hands. We will implement what you decide.
Why	To provide you with information to assist you in understanding the problem, alternatives, opportunities and/or solutions. This will also be a mutually satisfactory process for identifying, investigating and responding to complaints and concerns regarding operations.	To assist you in understanding what we do and why we are doing it. Flag any concerns prior and consider them in the plan.	To obtain your input on problems, alternatives, opportunities and/or solutions.	To obtain your input on every aspect of the work and involve you in complex discussions that may impact your community.	To have you lead on community initiatives.
When	Before and at the beginning of ongoing operations, projects, long-range planning, and operational issues (e.g. increased traffic, unplanned maintenance issue leading to noise).	During ongoing operations, and for small, low-impact projects (e.g. crane on site, planned maintenance work leading to noise).	For medium-impact projects, long-range planning and one off operational issues (e.g. location of equipment, planned work outside fence line leading to trail closure in summer for two weeks).	For major stakeholder impacts related to multiple shared outcomes. An example may be perimeter signage (e.g. review perimeter signage - safety and interpretive in nature).	For community based projects (e.g. new recreational trail).
How (Suggested Techniques)	<ul style="list-style-type: none"> - Newsletters - Social Media - Interviews - Websites - Community Newspapers - Signs in Community - Facility Tour - Through Partners (e.g. community leagues) 	<ul style="list-style-type: none"> - Survey - Newsletters - Social Media - Interviews - Websites - Focus Groups - Open House - Signs in Community - Community Advisory Panel (CAP) - Community Newsletter 	<ul style="list-style-type: none"> - Survey - Interviews - Focus Groups - Online Engagement - Open House - Workshop - Pop-up Engagement in Community - Community Advisory Panel (CAP) 	<ul style="list-style-type: none"> - Workshop - Drop-in Engagement - Community Advisory Panel (CAP) 	<ul style="list-style-type: none"> - Workshop - Drop-in Engagement - Community Advisory Panel (CAP)
Communication will be an important component throughout all levels of engagement					

WE WANT TO HEAR FROM YOU!

We want to know what you think about our proposed shared outcomes, design principles, and public engagement framework for the E.L. Smith and Rosedale Water Treatment Plants. Your input will help us understand how EPCOR can operate the water treatment plants in an environmentally and socially responsible manner that aligns with your interests.

Once we incorporate your feedback, the final shared outcomes, design principles, and public engagement framework will guide how we design future projects at the Edmonton water treatment plants and engage with the community.



SURVEY

Please complete the online survey by May 15, 2021. You can access the survey by scanning the QR code or visiting epcor.com/sharedoutcomes.

INFORMATION SESSION

Rather not fill out a survey? You can also join us at a virtual information session on **Thursday April 29, 2021** to discuss these shared outcomes and design principles.

Visit epcor.com/sharedoutcomes to register. We will cover the same material in both sessions, so please choose the time that works best for you.

Afternoon

1:30 to 3:00 p.m.

We will host a presentation at 1:45 p.m. followed by open discussion.

Evening

6:30 to 8:00 p.m.

Presentation at 6:45 p.m. followed by open discussion.

LEARN MORE

We continue to update our website with information related to operational updates and ongoing projects in the communities where we operate. If you are interested in learning more about our Edmonton water treatment plants, please visit:

epcor.com/rossdale and epcor.com/elsmith

For more information about our proposed shared outcomes, design principles, or public engagement framework for the E.L. Smith and Rosedale sites, please contact us:

Phone: (780) 412-3599

Email: waterprojects@epcor.com

Visit: epcor.com/sharedoutcomes