

A photograph of construction workers in high-visibility yellow and orange gear working on a wooden structure. The image is overlaid with a semi-transparent blue filter. A white dashed rectangular border frames the central text.

# 2016 CANMORE PERFORMANCE REPORT

The EPCOR logo, featuring the word "EPCOR" in a bold, white, sans-serif font. The letter "O" is replaced by a stylized white sun or water droplet icon with horizontal lines.

**EPCOR**

PROVIDING MORE



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# ABOUT US

EPCOR has been providing clean drinking water and wastewater service for more than one hundred years. We serve more than one million people in over 85 communities and industrial sites across Western Canada and the United States.

We have been providing water and wastewater services to the Town of Canmore for sixteen years. Our full spectrum of services includes water and wastewater treatment, water distribution, wastewater collection, storm drainage, meter reading, customer billing and account management. We have a fixed-price, performance-based utility management agreement with the Town to continue providing services until 2020. The Town sets the utility rates and retains ownership of all the water works related assets on behalf of the citizens of Canmore.

We work in partnership with the Town to ensure our performance consistently meets the high standards that Canmore residents expect. This report is part of our commitment to accountability and transparency.

We are accountable to deliver service that meets key measures for Environment, Customer Care, Safety, Quality Assurance, Operational Excellence and Capital Programs.



## EPCOR AND THE COMMUNITY

Our customers push us to achieve the highest customer standards possible. We understand the importance our customers place on reliable water and wastewater services. It's why we work hard to provide our customers with great service.

Albertans have standards regarding safe drinking water. These are crucial for day-to-day living and our employees work to ensure that your drinking water is safe, clean and great tasting.

The Guidelines for Canadian Drinking Water Quality, established by Health Canada, set the maximum acceptable concentrations of microbial, radiological and chemical contaminants found in water. They have also addressed the aesthetic water quality issues around color and taste. These guidelines are the basis for the work we do to ensure the best quality drinking water for the community. Our operations employees in Canmore conduct ongoing water quality tests in compliance with Alberta Environment and Parks' (AEP) Approval to Operate requirements. Employees monitor 75 water quality parameters and conduct

more than 5,000 water quality tests each year. In 2016 EPCOR responded to and resolved 17 outages within 24 hours.

EPCOR supports the communities where we work through initiatives that enhance the community's quality of life. This includes our EPCOR Community Essentials Council (ECEC) and our Helping Hands grant program that supports community service organizations for which staff volunteer. Our efforts in Canmore help to create a stronger community and healthy families. In 2017 EPCOR supported the Canmore Eagles, Canmore and Area Health Care Foundation, Canmore Public Library and the Canmore Folk Music Festival.

A summary of EPCOR's performance is shown in the table below.

Activity	Actual Values							Target
	2010	2011	2012	2013	2014	2015	2016	
% Service Outages restored in <24 hours	100%	100%	100%	91%	94%	100%	100%	9
Customer Satisfaction Survey	N/A	99%	N/A	N/A	94%	N/A	94%	85%
Community Events	7	7	2	8	8	13	9	9
Completion of reporting and/or internal communication targets	100%	100%	100%	100%	100%	100%	92%	100%

## EPCOR AND THE ENVIRONMENT

The health of our water supply affects us today and tomorrow. That's why EPCOR goes above and beyond to protect the environment while ensuring future generations have access to clean and safe water.



EPCOR has initiated many programs to protect the environment, these programs are a part of how we operate.

Our Environmental Performance Plan for the Canmore Wastewater Treatment Plant (WWTP) established the desired environmental outcomes and strategies for land, air and water. Many of these activities are preventative management best practices.

We are focused on watershed protection in the Bow River Valley and our staff will continue to work with our partners on the development and coordination of river water quality sampling programs.

EPCOR monitors activities in relation to the environment and reports on any releases and contraventions (see below), our proactive activities and regulatory reporting. We complete more than 2,000 tests annually on the wastewater effluent from the plant.

Activity	Actual Values							Target Value
	2010	2011	2012	2013	2014	2015	2016	
Releases	2	5	3	4	0	0	3	9
Contraventions*	4	4	9	14	7	7	10	6
Proactive Activities	12	23	70	25	11	10	10	9
Regulatory Reporting	100%	100%	100%	100%	100%	100%	100%	100%

### \*2016 Contraventions

- One contravention was due to treated wastewater not meeting the AEP limit for monthly faecal coliforms or total ammonia nitrogen.
- Two contraventions were due to treated wastewater not meeting the AEP limit for monthly faecal coliforms.
- One contravention was due to treated wastewater not meeting the AEP limit for Total Ammonia Nitrogen.
- One contravention was due to exceeding the completion date for sidestream (DAF) construction.
- One contravention was due to missing the collection of an effluent sample.
- One contravention was due to missing the collection of a trihalomethane sample.
- One contravention was due to influent flow data loss at the WWTP due to a blown fuse in the meter transmitter.
- One contravention was due to WTP data loss due to intermittent failure of the Programmable Logic Computer switch at the Wastewater Treatment Plant.
- One contravention was the result of a failure to maintain contact time performance ratio at pumphouse 2.
- One release was due to wastewater not receiving full Ultra Violet disinfection prior to being discharged to the river.
- One release was due to a discharge during a tie in at the WWTP during sidestream (DAF) construction.
- One release was due to a discharge during a lift station forcemain break.

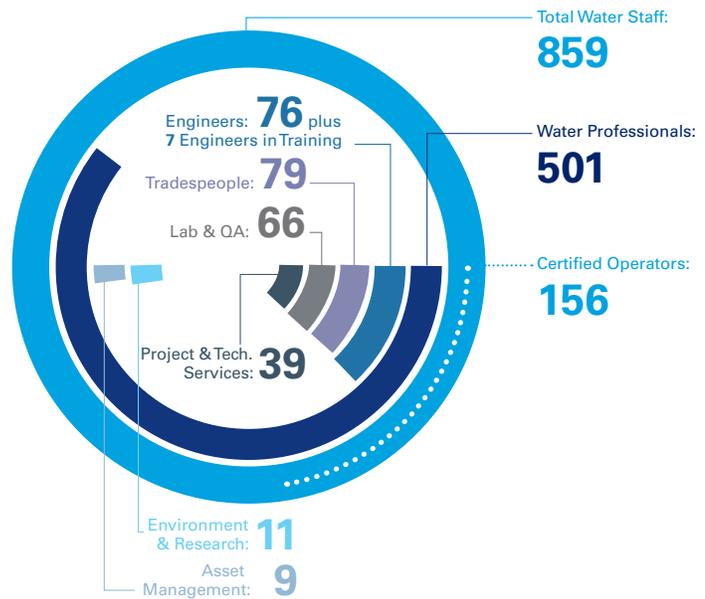




# EPCOR ADVANTAGE

EPCOR provides the Town with support above and beyond the services performed by our qualified water and wastewater staff in Canmore. As the largest private utility operator in Alberta the depth of our expertise stretches beyond basic services.

We understand the environmental sensitivity of the Bow Valley and watershed, which is crucial to navigating changes in regulatory approvals. We also have an established emergency response approach with the ability to access additional regional resources for operations, communications and quality assurance. EPCOR supports the community with value-added programs including stakeholder engagement, community investment, integrated health and safety and supply chain management among others. A complete look at our support resources in western Canada is shown in the image to the right.



As partners in delivery of services to your community we utilize the resources required to ensure that customers in Canmore are satisfied with their water and wastewater services.



**EPCOR Canmore**

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