



# 2018 CANMORE PERFORMANCE REPORT

**EPCOR**

PROVIDING MORE



## CONTENT

→	About us	3
	EPCOR and the community	4
	EPCOR and the environment	5
	EPCOR maintenance and capital program	6
	EPCOR and our employees	7
	EPCOR Advantage	8

**EPCOR Canmore**  
**102B Bow Valley**  
**Trail Canmore,**  
**Alberta T1W 3B7**



# ABOUT US

EPCOR has been providing clean drinking water and wastewater services 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.

EPCOR has been providing water and wastewater services to the Town of Canmore for 19 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 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.

At EPCOR, our employees are proud to deliver safe, clean and great tasting drinking water to the Canmore community.

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 also address the aesthetic water quality issues around colour and taste. These guidelines are the basis for the work we do to ensure our customers receive the best quality drinking water.

### Ensuring Water Quality

We conduct ongoing water quality tests in compliance with Alberta Environment and Parks' (AEP) Approval to Operate requirements.

In Canmore, we monitor 75 water quality parameters and conduct more than 5,000 water quality tests each year.

### Responding to Outages

Our crews work quickly and safely to restore service when an outage occurs. In 2018, EPCOR responded to 27 water outages and resolved each within 24 hours.

### Community Engagement

Through EPCOR's charitable partnerships and Helping Hands Grant, we support organizations that help to enhance the community.

In 2018, EPCOR supported the Canmore and Area Health Care Foundation, Canmore Folk Festival and the United Way. We also participated in Canmore's Public Works Day and conducted plant tours for post-secondary institutions, as well as non-profit and industry organizations.

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

Activity	Actual Values							Target
	2012	2013	2014	2015	2016	2017	2018	
% Service Outages restored in <24 hours	100%	91%	94%	100%	100%	97%	96%	90%
Customer Satisfaction Survey	N/A	N/A	94%	N/A	94%	N/A	N/A	85%
Community Events	2	8	8	13	9	13	14	9
Communication Reporting	100%	100%	100%	100%	100%	97%	100%	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 is focused on watershed protection in the Bow Valley and has initiated a number of programs to protect the environment.

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

EPCOR monitors activities in relation to the environment, as shown below. We complete more than 2,500 tests annually on the wastewater effluent from the plant.

### Leveraging our Specialized Expertise

In the past year, EPCOR dedicated extensive technical assistance to the Town of Canmore's Engineering department in the review and recommendation of enhancements to new utilities infrastructure.

EPCOR continues to engage its specialized professionals, including microbiologists and process engineers, to work with the Town in analyzing impacts on the wastewater treatment plant—from changing patterns in the wastewater loading to optimizing the plant processes to maintaining effluent quality going to the Bow River.

Activity	Actual Values							Target Value
	2012	2013	2014	2015	2016	2017	2018	
Releases	3	4	0	0	2	1	1	9
Contraventions*	9	14	7	7	11	7	0	6
Proactive Activities	70	25	11	10	10	14	10	9
Regulatory Reporting	100%	100%	100%	100%	100%	100%	100%	100%

**\*2018 Contraventions**

- Two notifications – no contraventions



## EPCOR AND OUR EMPLOYEES

Our employees are at the heart of our operations in Canmore. We are committed to ensuring their safety and providing them with opportunities for professional development.



Making sure our employees and contractors get home safely after work is a top priority for EPCOR.

**Our operations staff and contractors in Canmore have not experienced a single lost time incident since the Safety Index was introduced in 2006.**

These positive results stem from our continual emphasis on safety training for existing staff, new employees and contractors.

The safety index (below) shows that operations employees received an average of 32.5 hours per employee of training on various topics, including WHMIS\*, SCBA\*\* and Confined Space Entry, just to name a few. It also notes that there were 645 preventative activities carried out, including regular site safety inspections, safe work plans and hazardous energy isolation permits.

### Developing Water Professionals

Continuous training is a sign of our commitment to the safety of both our staff and the public. In 2019, EPCOR operators in Canmore will participate in a minimum of 32 hours on average of safety training.

To ensure ongoing operational excellence, EPCOR works with our operators to maintain or expand upon their current level of certification.

Currently, 9 of 10 operators are certified by AEP. We continue to cross-train operators to provide them with the experience necessary to increase their certification levels in all four water disciplines: water treatment, water distribution, wastewater treatment and wastewater collection.

Activity	Actual Values							Target Value
	2012	2013	2014	2015	2016	2017	2018	
Training	26	25.6	23.5	31.7	34	33	32.5	32
Prevention	233	439	515	412	665	552	645	435
Meetings	12	12	12	12	12	12	12	12
Lost Time Incidents	0	0	0	0	0	0	0	0

\*Workplace Hazardous Materials Information System

\*\*Self-Contained Breathing Apparatus

# 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 & safety and supply chain management, among others.

As partners in delivery of essential services to the community, we utilize the critical resources required to ensure that customers in Canmore are satisfied with their water and wastewater services. A complete look at our specialized resources in Western Canada is shown in the below image.

