



Only **Tap Water** Delivers



2006 **Okotoks Utilities** Performance Report

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2006

OKOTOKS UTILITIES PERFORMANCE REPORT



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INTRODUCTION

Only Tap Water Delivers public health, fire protection, support for the economy and quality of life. Your tap water - it's safe, reliable and when compared to other water options, very affordable. Your water bills pay for the stewardship of local water resources and the processes required to deliver safe and sustainable water to the community.

The 2006 Utilities Performance Report provides an overview of the achievements and opportunities within the Town of Okotoks as well as looks ahead at plans for 2007. Our key measures of success include a full range of activities, summarized under the headings of Quality and Efficiency; Customer Care and Community; Safety and Capital and Rehabilitation Programs.

EPCOR would like to extend our appreciation to the Town of Okotoks for their continued support and assistance.

BACKGROUND

Nestled along the Sheep River Valley in the heart of the Alberta Foothills, Okotoks is a vibrant, young, community of 15,000 residents. Over the last few years, the Town of Okotoks rapidly growing population has placed growing demands on its water and wastewater utilities. Upgrades to the wastewater treatment plant where necessary to meet these increasing demands. Council has been proactive in seeking innovative solutions to satisfy these demands and began the competitive process to determine the advantages of seeking a partner to design build and operate the water and wastewater utility system.

EPCOR was selected as a partner to provide operational expertise and technical, environmental and community based solutions to the Town's growing need and entered into a 20-year utility management agreement in June 2005. Along with the design, build and operation of the wastewater treatment plant, operational services include water and wastewater treatment, water distribution, wastewater collection, and infrastructure management. Ownership of all assets continues to reside with the Town of Okotoks.

The upgrade to the wastewater treatment plant doubles the plant capacity, which will fulfill the requirements for the forecasted build-out population of 30,000 residents. The plant includes new and enhanced technology such as biological nutrient removal (BNR) system and ultraviolet disinfection to improve the quality of treated wastewater returned to the Sheep River. By going to the BNR treatment process the complexity of the plant dictates that we are now a Level 3 Wastewater Treatment Plant with a Level 1B compost facility.



Sheep River June 2006.

During the month of June, a significant rainfall event caused operational challenges at the wastewater treatment plant. High amounts of inflow and infiltration entered the wastewater collection system which also included a significant amount of silt and clay. Action plans that were developed following the 2005 floods were implemented during the high rain events of June 2006.



QUALITY & EFFICIENCY

Quality continues to be enhanced through diligent operations and high quality standards.

HIGHLIGHTS

- Quality assurance testing to ensure operational approval requirement compliance.
- Prepared and submitted annual reports to Alberta Environment as per approval to operate requirements. All contraventions for both water and wastewater were reported and follow-up letters submitted within time required by the approval to operate.
- Equipment testing and calibration completed daily by local operators, is supported through the annual testing of all water and wastewater treatment lab equipment by certified technicians.

Water Treatment and Distribution

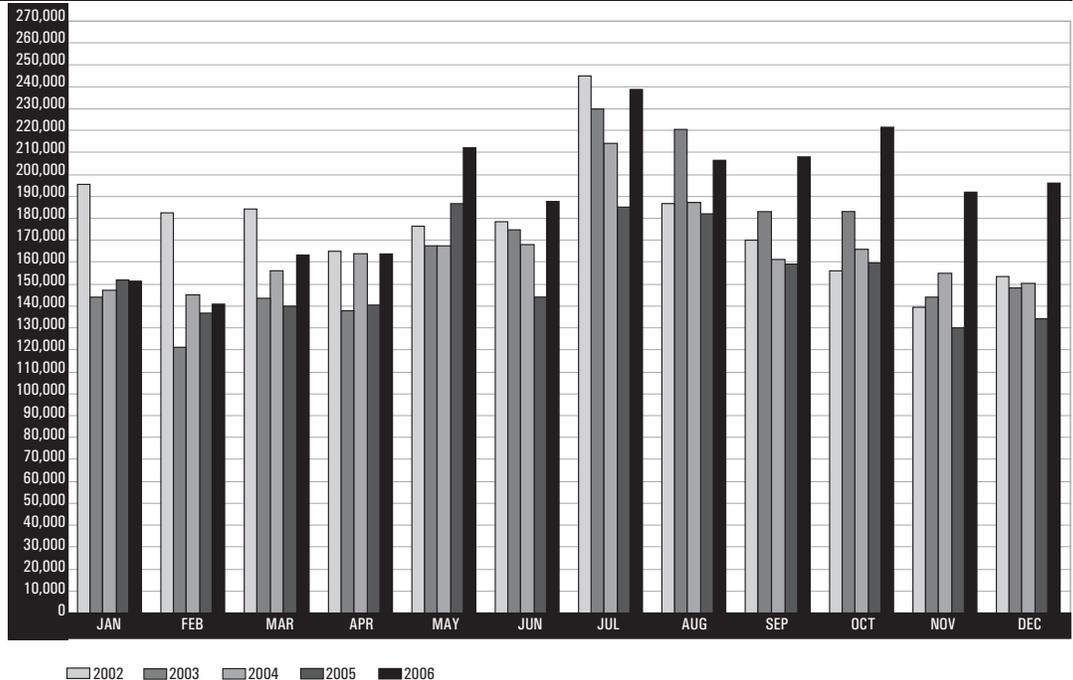
- Daily water quality sampling at all water facilities completed to meet current approval requirements for water quality.
- Weekly testing by Provincial Health Lab and bi-annual testing on parameters, by an accredited lab to ensure operational approval requirements are met.
- Okotoks participates in the Alberta Environment Alternate Laboratory Data Quality Assurance Program, as well as the EPCOR Inter-laboratory Quality Assurance Testing Program. Both programs are a double check confirmation of our on-site water and wastewater lab testing procedures.
- Westmount Booster Station was repaired and re-commissioned in 2006 following flood damage from 2005.
- Water system repairs completed as necessary; thirteen water main and service repairs, six curb stops repairs, and sixty-nine customer water concerns responded to.
- Ongoing inspection and flushing of all fire hydrants to meet local and provincial fire codes, request for 28 hydrants repairs were submitted to and completed by EPCOR.

Wastewater Treatment and Collection

- Commissioned the biological nutrient removal system in March and introduced the new approval parameters effective October 1, 2006. The plant continues to operate well under the new parameters.
- Completed daily wastewater sampling from all treatment processes with weekly samples sent to the Provincial Health Lab to ensure operational compliance.
- 2006 was the start of the new 5 year sewer flushing program. All identified trouble areas and planned 1st year program areas were completed during spring and fall flushings.

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2002 – 2006 WATER CONSUMPTION



Note: Significant increase in consumption for 2006 is due to erroneous raw water meter data.

- Completed lift station maintenance on check valves and pumps, cleaned wells, cleaned and inspected check valves and pumps and installed new lights.
- Responded to twenty-six customer inquiries relating to sewer blockages.
- Completed necessary shutdown and cleaning of the primary clarifier as a result of the inflow and infiltration during the heavy rainfall in June.
- Worked with the Town to implement a process to reduce the impact of inflow and infiltration on the wastewater treatment plant during future heavy rainfall events.
- Developed a 'flood action plan' which will provide the operators with needed equipment to better deal with the increased flows to the plant.
- Produced 3760 Metric Tones of compost material at the plant in 2006.



Wastewater Treatment Plant

REGULATORY AND ENVIRONMENTAL INDEX

ACTIVITY	2005	2006
Alberta Environment Approval to Operate Violations	Water – 6	Water – 6
	Wastewater – 14	Wastewater – 14
Environmental releases	Wastewater – 2	Wastewater – 2

WASTEWATER PRODUCTION

Month	Influent Flow (m ³ /d)	Effluent CBOD mg/l	Effluent TSS mg/l
January	5400	25.8	22.1
February	4622	21.6	18.3
March	4564	25.4	17.0
April	4574	6.3	7.2
May	4798	5.5	7.7
June	6198	3.0	3.9
July	4948	2.8	2.4
August	4869	3.4	2.3
September	5598	4.9	3.5
October	4690	2.5	1.1
November	4686	2.3	1.6
December	4638	2.1	1.3

Note: Large improvement in all levels of process once the plant was switched to the new BNR process in March.

Effluent CBOD is an indicator of the organic strength of the effluent returned to the Sheep River and its effects on the aquatic life.

Effluent TSS is the measure of total suspended solids present in the effluent returning to the Sheep River.

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CUSTOMER CARE AND COMMUNITY

EPCOR Staff provide 24 hour emergency services, is available to answer customer questions and is committed to resolving customer concerns in a timely manner. A variety of information, including water efficiency is available through the EPCOR website. EPCOR is proud to actively support the community and strive to build sustainable partnerships that enhance community life and promote wellness.

HIGHLIGHTS

- Offering of EPCOR’s School Education program to local schools.
- Sponsored public swim and skate during the holiday season.
- Support of employee participation in the Corporate Challenge.
- Sponsored environmental presentations by “Peter Puffin” at local schools.
- Sponsored Comedy Cares – International Street Performers visits to the local Senior Centre.
- Participating partner in the “How I enjoy a day at Sheep River” mural contest, winning entry will be showcased on the Water Treatment Plant.
- EPCOR’s Sports Excellence Fund provided funding to the Okotoks Sheep River Kayak Club.
- Provide customer communications on efficiency, quality and water and wastewater information.
- Benchmark Customer Satisfaction Survey completed in 2006; Overall satisfaction with the Water & Wastewater Service Supplier = 94%, Overall Satisfaction with quality of tap water = 90%.
- EPCOR’s local staffing levels remain consistent with eleven full time and 3 part time staff.
- Introduced a ‘cross-training’ program for all operators; this will enable more operators to achieve higher levels of certification.
- Additional Lab training with emphasis on new parameters which were introduced October 1, 2006.
- Assistance provided through EPCOR resources related to safety, operations, quality assurance and communications.



Okotoks and Sheep Rimer Kayak Club

CUSTOMER SERVICE INDEX

ACTIVITY	2005 (June- December)	2006
Customer Calls received, responded to and resolved.	Ditch Inspections = 523 Meter Inspection = 455 Call outs = 99 Alberta One Call (Locates) - 2919	Ditch Inspections = 690 Meter Inspection = 521 Call outs = 241 Citizen Requests = 99 Alberta One Call (Locates) - 3124
Customer Satisfaction Index	n/a	94%
Community activities	8	9



SAFETY

EPCOR is committed to the ongoing safety of our employees with the promotion of safe work practices incorporated into regular work activities with regular inspections conducted in all work areas. Lost time incidents are reported monthly and a target of zero is set annually.

HIGHLIGHTS

- Use a Safety Performance Index (SPI) to track safety and environmental activities at all Town Facilities.
- No Lost Time incidents in 2006.
- Preventive talks, site inspections and safe work plans are incorporated into regular work activities to ensure promotion of safe work practices.



CAPITAL AND REHABILITATION PROGRAM

HIGHLIGHTS

- Capital and Rehabilitation plans for 2007 were submitted to Council for consideration.
- Construction of the Wastewater Treatment Plant Expansion was completed and the Wastewater Treatment Plant Grand Opening was held October 27th, 2006.
- Particle Counters installed at the Water Treatment Plant as per AENV new operational guidelines.
- Sanitary sewer infrastructure replacement program complete, eliminating the bottleneck in the sanitary system at the intersection of Oak Avenue and South Railway Street.



Wastewater Treatment Plant Grand Opening



WHAT'S AHEAD

QUALITY AND EFFICIENCY

- Continue to enhance reliability of water by providing around the clock remote monitoring.
- Continued Quality Assurance and Quality Control of laboratory equipment and testing procedures.
- Annual Fire Hydrant flushing and maintenance program.
- Diligent operation and maintenance of distribution system and treatment facilities to ensure all regulatory requirements are met or exceed.
- Ongoing commitment and support to the Town of Okotoks water management plan.
- Completion of Physical assessment study by EPCOR corporate security .

CUSTOMER CARE AND COMMUNITY

- Continued monitoring, tracking and follow-up on all customer inquiries and concerns.
- Customer Satisfaction Survey.
- Continued community involvement and event sponsorship.
- Customer communication with priority on water efficiency education.

SAFETY

- Continued commitment to EPCOR Safety Program.

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