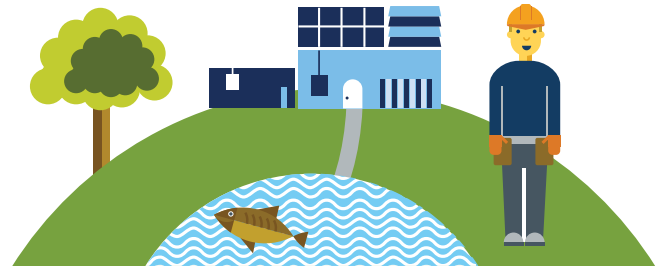




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TOWN OF OKOTOKS PERFORMANCE HIGHLIGHTS – 2010

BACKGROUND

In 2005, the Town of Okotoks’ entered into a 20-year partnership agreement with EPCOR to provide the necessary upgrades to their existing wastewater treatment plant as well as ongoing operations and maintenance of their water and sewage utilities. Ownership of all assets continues to reside with the Town of Okotoks.

The upgrade to the wastewater treatment plant doubles the plant capacity to 10 ML/d 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. The wastewater plant is rated as Level III with a Level IB compost facility.

The 10 ML/d rapid sand filtration water treatment plant includes the use of filtration and UV disinfection. As a result of a Boil Water Order in 2008, the water treatment plant was recently upgraded with a pre-treatment system and addition of third filter.

The Town of Okotoks’ water supply is drawn from licensed shallow wells near the Sheep River. Well #10 was completed in 2008, Well #11 was completed in 2009 and Well #12 is slated for completion in 2011.

Highlights

- Renewal of the EPCOR contract with the Town of Okotoks was completed and renewed until May 31, 2015
- Assisted Town in achieving its target for reduction of water consumption per capita, which resulted in the Town receiving an award from the Province of Alberta



WWTP aerial photo

Challenges

- Transfer of water treatment plant SCADA & Controls systems to new software format resulted in data loss violations
- Regular compost hauler no longer available, so EPCOR had to purchase a vessel hauling trailer and a contractor to operate it
- In the spring, run off and high rain events may cause treatment issues at the WWTP
- Annual commercial and residential irrigation needs can result in water demand concerns

QUALITY ASSURANCE HIGHLIGHTS

EPCOR completed water quality and wastewater tests in compliance with its Licence to Operate requirements. All tests are completed by Okotoks operations staff and accredited private laboratories when required. Quality Assurance support from the EPCOR Water Laboratory in Edmonton was provided for the in house lab testing done by EPCOR operations staff.

Water

A key to ensuring good water quality is to effectively maintain and monitor the local distribution and collection systems.

EPCOR staff conducted daily, weekly, monthly and bi-annual water quality tests to meet Alberta Environment (AENV) approval. The results consistently met all regulatory requirements for operation of a water system.

EPCOR reported 20 administrative violations due primarily to software and equipment problems and two water sampling violations. Water quality standards were not affected.

Wastewater

There were three wastewater violations: two administrative and one due to a broken underground effluent discharge line.

OPERATIONAL EXCELLENCE HIGHLIGHTS

EPCOR proactively manage all infrastructures through regular maintenance, evaluations and improvements. This included:

- Meter Inspections – 172
- Meter Installations – 168
- Meter Repairs – 201
- Meter Replacements – 129

Water Quality Results*

PARAMETER	STANDARD	ANNUAL RESULT (AVG)	SUCCESS?
Turbidity	1.0 NTU	0.03 NTU	Yes
E. Coli	0	0	Yes

Wastewater Quality Results*

PARAMETER	STANDARD	ANNUAL RESULT (AVG)	SUCCESS?
CBOD	<20 mg/L	2.2 mg/L	Yes
Total Suspended Solids	<20 mg/L	1.8 mg/L	Yes

*More details can be found in the Okotoks 2010 Waterworks Report to Alberta Environment.

- Ditch Inspections – 318. Confirming water, sanitary sewer and storm sewer connections are properly installed from the mains and meet the plumbing code
- Alberta One Call requests – 2047. Locating water and sanitary sewer services prior to excavation by external parties
- Citizen Requests – 118. Answering sewer back up calls, as well as loss of water complaints and water quality issues
- Compost Hauled – 4216 metric tonnes

CAPITAL PROJECT HIGHLIGHTS

EPCOR expertise in managing utilities provides the Town with savings by delivering infrastructure projects at or below budget. EPCOR manages the capital costs in an innovative manner that minimizes risk to the Town.

- Completed the Pre-Treatment project at the water plant. This will allow the water treatment facility to handle increased raw water turbidities most often associated with large storm events. This is the cause of the Okotoks' Boil Water Notice issued in 2008

SAFETY HIGHLIGHTS

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

- Achieved no lost-time injuries
- Met all EPCOR safety key performance indicators
- Conducted monthly safety meetings

ENVIRONMENTAL HIGHLIGHTS

EPCOR works in cooperation with local, provincial and federal environmental agencies to ensure all regulatory and environmental requirements are met or exceeded.

- The Town received a Provincial Ministers' Award of Excellence for achieving the community's Water Management Plan goals. EPCOR was recognized for its assistance and involvement in these efforts
- The Town has targeted a reduction in water consumption from 404 l/c/d to 315 l/c/d by the time community reaches its build out population of 30,000. This year, a five percent reduction in water consumption was achieved in spite of a three per cent population increase. This highlights the commitment of EPCOR and the Town to promoting wise water management
- Submitted monthly and annual reports to the Town and Alberta Environment in a timely manner



Compost vessels



WWTP solids handling process equipment

PEOPLE HIGHLIGHTS

Certified EPCOR staff provides 24-hour emergency services, is available to answer customer questions, and is committed to resolving customer concerns in a timely manner.

Staffing

- One site manager, two meter readers/meter technicians, two client administrations, and ten operators
- Four operators increased their provincial certification levels in 2010. Three increased from Wastewater Level I to Level II and one went from Level II Water Treatment and Level II Water Distribution to Level III in both disciplines

Community Investment

EPCOR is proud to actively support the community, and we strive to build sustainable partnerships that enhance community life and promote wellness. This year we sponsored:

- The Sheep River Valley Clean Up
- Comedy Cares which showcases entertainers visiting local extended care facilities
- Okotoks Dawgs baseball team

LOOKING AHEAD

- Complete construction of Well #12
- Complete commissioning of Actiflo pre-treatment project at the water plant
- Complete construction of a new water main and distribution upgrades to increase water supply to north-west Okotoks



WWTP aerial photo



WWTP bio-reactor



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