

PERFORMANCE REPORT 2015

Town of Strathmore

EPCOR PROVIDING MORE

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EPCOR

OUR HISTORY IN STRATHMORE

EPCOR has been providing clean drinking water and wastewater service for more than one hundred years. We serve more than 1.5 million people in 85 communities and industrial sites across Western Canada and the United States.

Our partnership with the Town of Strathmore has been in place since 2000. Our services to the town in those sixteen years have included water distribution, wastewater collection and treatment, 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 utility rates and retains ownership of all the waterworks-related assets on behalf of the citizens of Strathmore.

EPCOR Strathmore distributes treated drinking water from the City of Calgary through the East Calgary Regional Water line and monitor water quality in compliance with the Alberta Environment and Parks (AEP) Code of Practice for Water Distribution Systems and Approval to Operate requirements.

MEASURING SUCCESS

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

In each community where we have water and wastewater contracts, we are accountable to deliver service that meets key measures for Environment, Customer Care, Safety, Quality Assurance, Operational Excellence and Capital Programs.

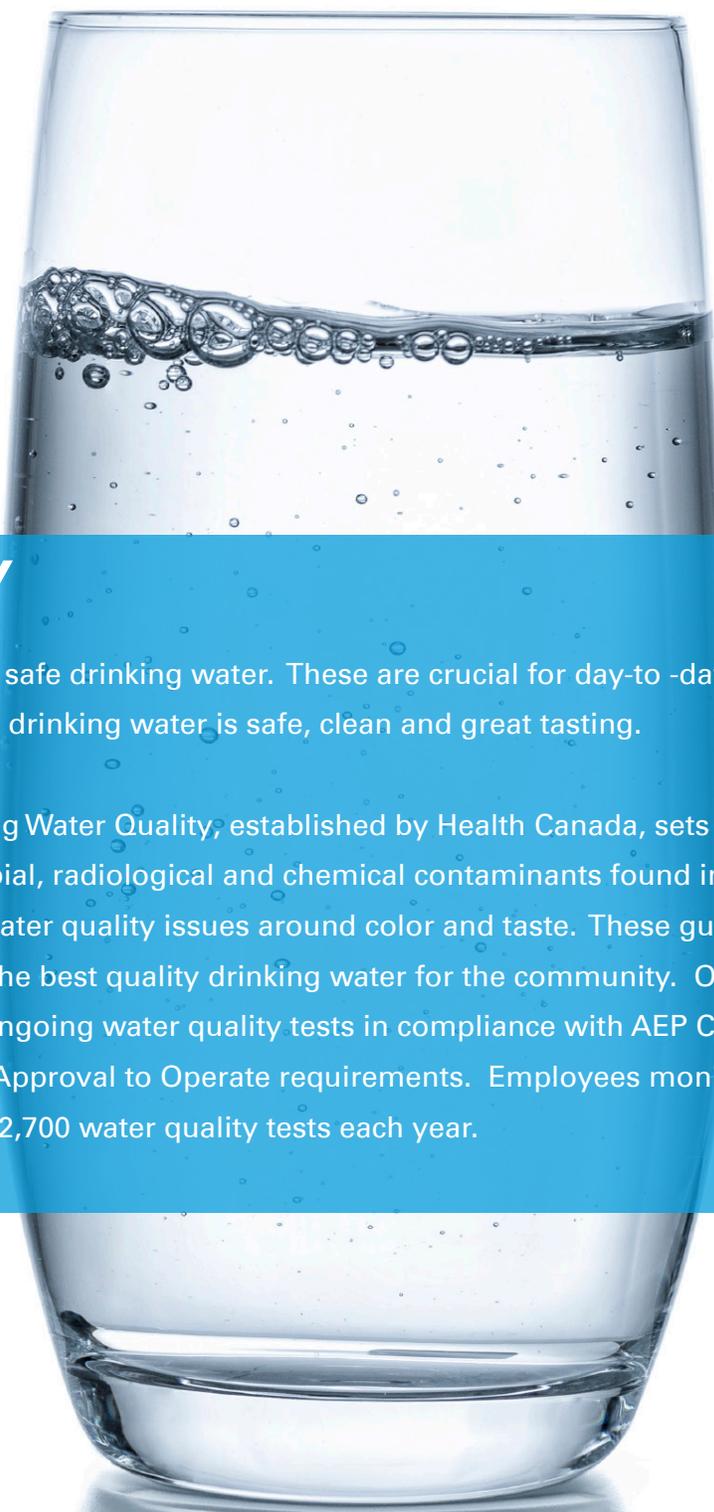
In Strathmore, these measures are set in cooperation with the Town and provincial regulators. A capital program and operations budget is also approved annually by Town Council.

EPCOR & 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, safe water. EPCOR has initiated many programs to ensure the safety of the environment. These programs are a part of how we operate.

We feel it is important to educate the Strathmore community in best practices for protecting the environment and on wise water use. Our Environmental Performance Plan for the Strathmore Wastewater Treatment Plant establishes the desired environmental outcomes and strategies for land, air and water. Many of these activities are preventative management best practices. We also engage key downstream stakeholders such as the Siksika Nation and Namaka Farms. Strathmore's objective is to maximize the use of treated effluent for irrigation purposes, Nakama Farms is one customer that participates in this program.

EPCOR monitors our activities in relation to the environment and reports on any releases and contraventions, our proactive activities and regulatory reporting. We complete more than 3,200 tests annually on the wastewater effluent from the plant.



WATER QUALITY

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, sets 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 Strathmore conduct ongoing water quality tests in compliance with AEP Code of Practice for Water Distribution Systems and Approval to Operate requirements. Employees monitor water quality parameters and conduct more than 2,700 water quality tests each year.

OUR PEOPLE

Making sure our employees and contractors get home safely after work is a priority. In fact our staff and contractors in Strathmore did not have any lost time or restricted duty incidents in 2015. These positive results stem from our continual emphasis on safety training for existing staff, new employees and contractors.

Each employee has received approximately 115 hours of training on various topics - Mentally Active Driving, Load Securement, WHMIS and Gas testing, just to name a few.

There were also 579 preventative activities carried out, including regular site safety inspections, near-miss reports, safe work plans, and confined space entry permits.

Continuous training is a sign of our commitment to the safety of both staff and public. In 2016, EPCOR's Strathmore staff will participate in additional safety training on topics such as Electrical Safety, Confined Space Entry and Rescue and Standard First Aid.

Our employees are the heart of our operations in Strathmore. We are committed to providing them with opportunities to extend their learning in water and wastewater management and to seek certification through AEP. In 2015, four of our operators their AEP certification by one level

To ensure our ongoing operational excellence EPCOR works with each of our operators to maintain or expand upon their current level of certification. In fact, 9 of 10 operators are certified by AEP.

We also continue to cross-train operators to provide them the experience necessary to increase their certification levels in all four disciplines – water treatment and distribution, and wastewater treatment and collection.





COMMUNITY

Our customers are the reason we work in our community and this drives us to achieve the highest customer standards possible. We understand the importance our customers place on reliable water and wastewater services, therefore, we are available around-the-clock for emergencies. EPCOR responded to and resolved 12 outages in the Town of Strathmore in 2015. EPCOR Canmore restored all water and wastewater 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 Strathmore, through donations and volunteering, help

create stronger communities and healthy families. Community activities in 2015 included the Alberta 55+ Summer Games, the Town of Strathmore Canada Day Celebration, the Strathmore Emergency Services Pancake Breakfast, and the Strathmore Stampede.

EPCOR Strathmore is looking forward to engaging with our community at several summer events including the Canada Day festivities and Strathmore Stampede. An additional focus in 2016 will be on educating the community on the services EPCOR provides through media campaigns and educational tours. We also share information with our customers about a variety of topics; including efficiency and energy guides, tips, calculators and tools to help around the home at epcor.com.

FACILITIES

Maintenance Program

The maintenance program is a critical component of operational excellence. Regular maintenance, evaluations and improvements are ways in which we pro actively manage all infrastructure. In 2016, EPCOR plans to conduct a comprehensive review of all critical water and wastewater assets, which will assist with future capital and life cycle replacement planning initiatives.

Capital Project Highlights

In addition to a comprehensive maintenance program, EPCOR continues to implement a capital improvement program in Strathmore. Using the objectives of asset end of life replacement as well as system improvements we ensure the Strathmore water and wastewater utility is at the forefront of best industry practices. Capital program initiatives vary from items highlighted through the maintenance program to ideas identified by process subject matter experts within EPCOR to continually improve the operation.

2015 Water Projects

- Brentwood Reservoir – Inspection and Repair: Phase 1, completed in 2015 included an inspection inside the reservoir and assessment of required repairs to concrete structures.
- Brentwood Fire Pump Upgrade -The fire pump controller was replaced and additional pressure controls were implemented.

2015 Wastewater Projects

- Lagoon Pump Station (Pink Palace) Safety Shower - New shower installed to meet safety requirements when working around dangerous chemicals.
- Westmount Lift Station Upgrade - Major upgrades to lift station components such as electrical, mechanical and new standby generator. Commissioned in September, 2015





EPCOR Strathmore

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