

GOLD BAR COMMUNITY PLANNING COMMITTEE

WORKSHOP #1 – WHAT WE HEARD REPORT

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WORKSHOP #1 DETAILS

EPCOR invited members of the public to take part in two to three community workshop sessions associated with the ongoing operations at the Gold Bar Wastewater Treatment Plant (GBWWTP). The focus of the sessions was to discuss and gather feedback on how EPCOR can operate the Gold Bar Wastewater Treatment Plant in an environmentally and socially responsible manner that minimizes impacts on neighbours and area users, while still meeting the needs of the broader Edmonton population and Gold Bar’s ongoing operations.

EPCOR hosted the first workshop on February 27, 2019 from 6-9 pm in the Western A Conference Room at the Radisson located at 4520 76 Ave NW. A third party contractor, Gay Robinson Consulting, facilitated Workshop #1.

INVITATION

EPCOR sent email invitations to surrounding neighbouring residential communities, recreational park users, educational and research groups and representatives from the City of Edmonton. EPCOR also publicly released information regarding the initiative and details on how the public could get involved on their website at www.epcor.com/goldbar. Those interested in participating were required to submit information online, which took approximately five minutes to complete. All individuals interested in participating were invited to attend workshop 1. Appendix A includes a copy of the email invitation, a list of organizations invited to participate, and the information interested individuals were required to submit to EPCOR.

WORKSHOP #1 GOALS AND OBJECTIVES

Gay Robinson Consulting and EPCOR developed the following objectives, outcomes, and outputs for workshop 1.

OBJECTIVES

- Work with key stakeholders to gain a better understanding of community values, issues and priorities.
- Provide high level information on the Gold Bar Plant’s operations and priorities.
- Identify common values between stakeholders and Gold Bar Plant team that can be used to develop “design considerations” for the Plant’s Long Term Plan.
- Gather input on how stakeholders want to engage and communicate with EPCOR on an ongoing basis.
- Gather input on stakeholders’ information needs.

OUTCOMES

Participants will:

- Have an increased level of understanding of the Gold Bar Plant's operations.
- Have an opportunity to express ideas and opinions in a safe environment.
- Believe their input will be considered in decisions related to the Gold Bar Plant's operations.
- Have found their time spent at the session to be worthwhile.

EPCOR will:

- Have an increased understanding of stakeholder values and priorities.
- Have a better understanding of how these values can be used as a lens through which to evaluate future projects and ongoing operations.

OUTPUTS (PRODUCTS OR RESULTS OF WORKSHOP #1)

- Work with key stakeholders to gain a better understanding of community values, issues and input on stakeholder interests, hopes, concerns and priorities for the area surrounding the Gold Bar Plant.
- A list of common values that can be used to develop "design considerations" for the Gold Bar Plant's Long Term Plan.
- A list of ways stakeholders want to engage and communicate with EPCOR on an ongoing basis.
- An indication of stakeholder information needs.

WORKSHOP ACTIVITIES AND PARTICIPANT FEEDBACK

Upon arrival, participants were asked to sit at one of four tables at the front of the room. Each table had a facilitator from EPCOR responsible for leading discussion throughout the course of the evening. The following section provides a summary of the engagement exercises completed by participants and feedback provided.

INTRODUCTIONS

Gay Robinson Consulting welcomed participants to the workshop, reviewed discussion guidelines (see Appendix B), and asked attendees to introduce themselves using the following questions:

1. "What do you enjoy most about your community?"
and
2. "How do you use the parks and trails around Gold Bar plant"?

PARTICIPANT FEEDBACK

Table 1

- Mature trees
- Proximity to river valley and downtown
- Enjoy the community itself – everyone knows everyone
- Bird watching
- Cross-country skiing
- Bike riding
- Walking
- Dog walking

Table 2

- Riverwatch – float programs for students
- Stayed in Edmonton because of River Valley
 - Mountain biking
 - Track running
- Suburb in heart of city – bike, walk, kayak, canoe – great access to river
- River Valley – parkland – live down in valley
- Connecting with people on values, appreciation for river valley, schools, friends and neighbours

Table 3

- Access to river valley and the view
- Large trees and greenspace
- Ski in winter – one of the best cross country ski in the areas(groomers)
- Mountain biking
- Dog park nearby
- Cycling
- Walking the dog
- Kayaking
- Paddle boarding
- Multi use park – BBQ, hike, race events (trail run, cycle cross)
- Eco tourism – bring people to Edmonton
- Brings people from all over (i.e. St. Albert)

Table 4

- Proximity to River Valley – recreation and parks
- Use for recreation and trails – hiking, cross country skiing, bridge to parks and cycling
- Dog park
- Gold Bar Park and Rundle Park
- Daily use – ski, run/walk, dog run, biking, mountain biking, school field trips

- We know the area is industrial and moved here anyway because the park system is such a draw

EXERCISE #1 – COMMUNITY HOPES & CONCERNS

Gay Robinson Consulting introduced the first exercise and asked participants to answer the following questions:

1. “What is important to you about your community and the area around the Gold Bar Plant?”
2. “What issues would you like EPCOR to address in order to be a good neighbour?”

Participants were encouraged to think about the questions and to individually write down their responses on a note pad. After a couple of minutes, participants shared their responses with the rest of the table. Once everyone shared, the group selected 5 – 7 ideas to put forward to the larger group and responses were recorded on sticky notes.

PARTICIPANT FEEDBACK

Safety

- Ensuring the plant is efficient and safe
- Traffic, air quality and water quality (stormwater and waste)
- Clean air

Fitting into Neighbourhood

- Preserve character of neighbourhood
- Reducing industrial activity at a facility located within established mature neighbourhood and a major city park
- Make decisions to avoid more activity onsite – e.g. non-essential staff/buildings to different location

Recreation Access

- All season opportunities
- Trails
- Parklands
- Keeping open access to the river valley as a whole
- Important that park users are valued, recognized and supported
- Preserving parkland and recreational access

Odour and Noise

- Odours
- Address odours and noise

- Reducing odour and noise continuously by staying abreast of new technology
- Positive user and resident experience (noise, smell)

Communication, Transparency and Trust

- Reliable and consistent communication
- EPCOR needs to 'toot their own horn' about the good things that they are doing
- Transparency and trust (build/increase) communication avenues
- Understanding change in how decisions are made at EPCOR versus the City
- Have better consultation – explain why these improvements need to be made
- Easy to navigate on the website to find information

Natural Environment

- River valley first then look at financial second
- Maintaining river valley access
- The river valley health should be just as good after as it is before
- Lots of trees
- Enjoyment
- Keeping the mature ecosystem
Maintaining greenspace and the mature trees

EPCOR PRESENTATION

After the first exercise, EPCOR delivered a presentation regarding the wastewater treatment process. A copy of this presentation can be found in Appendix C. After the presentation, participants were able to ask questions about the presentation and current plant operations. Questions were noted on index cards, read aloud and responded to by EPCOR representatives at the front of the room.

QUESTIONS

The following questions were read aloud by the facilitator and a selection of them were answered by EPCOR representatives:

- What impact will the proposed re-routing of the S. Edmonton trunk line from the Capital City Plant to Gold Bar have?
- What will the route be for the trails?
- With the new technology is there a chance the size of the plant will not expand?
- Does any change to the plant get grandfathered in or subject to new standards?
- What is the distance from the plant where odour issues become a safety issue?
- Do the trees help as a buffer to the plant (e.g. odours)?
- When did grit recovery start at Gold Bar, where was it before, why was it decided to do it at Gold Bar?
- Why did EPCOR choose to build grit recovery at Gold Bar, given that space is at a premium?

- Is the grit recovery facility complete, are there plans to expand?
- How is grit getting to the facility, how is it getting from facility, and where is it going to?
- Please explain which wastewater is treated by the Capital Region Plant.
- How many days of very wet conditions can the plant accommodate?
- How much impact does snow melt have on weather events? You showed June, what about March?
- How much population growth could the current system safely/efficiently handle?
- What percentage of city population does Gold Bar WWTP service?
- How many people work at Gold Bar?
- Capacity of plant right now?
- The cleaner biogas needs to be, the more conditioning needs to be done on it. What gas conditioning does EPCOR foresee to get its biogas to pipeline quality (RNG)?
- How does EPCOR make money? Is it based on volume treated?
What happens if there is a catastrophic event/failure of the plant?

EXERCISE #2 – TOPIC SCOPING/FINDING COMMON GROUND EXERCISE (3 PARTS)

TOPIC SCOPING

Gay Robinson Consulting assessed the feedback provided by participants in Exercise #1 to derive the following topics regarding the ongoing operations of GBWWTP.

- Safety
- Fitting into the Neighbourhood
- Odour and Noise
- Recreation Access
- Communication, Trust and Transparency
- Natural Environment

Gay Robinson Consulting then created six different topic tables so participants could move from one topic to the next to provide feedback. Participants were encouraged to share their thoughts regarding the different topics focusing on why it was important, how it impacted participants and what EPCOR could do to address their concerns.

PARTICIPANT FEEDBACK

Topic - Safety

- Having extra traffic in the area (larger construction vehicles coming and going, chemical trucks, grit trucks). There has been a lot more traffic parked on the streets of Gold Bar area which cause a high flood of traffic and at higher speeds. People have avoided Gold Bar Park because there's nowhere to park.

- Make sure air quality is safe for health and having clear air for residents and park users.
- Meeting regulatory standards for discharge to the river.
- Ensure the plant is efficient and safe by keeping up with new technology.
- EPCOR has responsibility for employee safety – if EPCOR has to make expansions and changes then it needs to move forward with it if this is going to keep employees safe.

Topic – Fitting into the Neighbourhood

- Facilities that visually fit – parking lot within a forest
- Concern with growth or expansion impacting neighbourhood – takes up park space
- Concern that any new development will lead to an increase in noise, odours, light, effluent to river, traffic (i.e. from grit recovery)
- Not a lot of employment growth. Once construction done, traffic/contractors reduced
- Any other activity could affect environment and neighbourhood
- If growing, make sure all options are explored i.e. offsite
- Safety concerns – staff congestion
- Are there people who could relocate i.e. office staff
- Today – address noise, light, air pollution but we acknowledge work has been done on odour
- Perception among Edmontonians / people from out of town that we have a ‘dirty river’ – i.e. because of effluent
- How can we debunk/communicate about issue or address issues with discharge
- People expect Bow River-level of cleanliness, but the quality of water in the NSR is different
- How does water treatment bring value to community i.e. recreation – counter fear so people can enjoy river
- Value of community – debunking myths – important to recreation providers such as Gold Bar Farm
- On days when odour is heavy, prevents and detracts from use of park and river (i.e. those who still use the park system enjoy it less)

Topic – Odour and Noise

- It was clarified that this topic was only a problem when recreating, not when at home
- Live and recreate in the river valley
- Impacts quality of life – can smell the plant
- Only noise issue is when recreational users can hear sirens when door is open (boat ramp side) – door alarm, building alarm, back up beepers. Can they drive forward not backwards so you don’t hear beeping from trucks reversing?
- While recreating
- Odour – less prevalent than in past
- Concern: Future plans to re-route SESS will increase odours
- Curious if set back distances are regulated for development?
- What is the definition of odour?
- Closer to plant and parking lot most prominent odour
- Odour varies while recreating

Topic – Recreation Access

- Odour impacts during use of adjacent trails, there are also safety and health concerns associated with exposure to the odours.
- Club events – There is a perception that air quality is low which results in low attendance. People who have been there before for events don't want to come back due to the odours.
- Skiers are going to other parks instead due to the odours – despite the area having great trails
- Users are concerned that changes to the facility or operations would result in trail changes. User groups and residents would want to be 'at the table' and have input to any required changes.
- A lot of work by volunteers goes into making trails usable and maintained. This "sweat equity" needs to be considered when making decisions about possible changes to these trails.
- Gold Bar Park is like a 'backyard' for the community. It's well used and is part of the decision to move to the area.
- Families and clubs use the trails. They don't want to lose them.
- Will changes like technology and footprint affect the use of trails and enjoyment?
- Short and long-term plans should be implemented that prioritize protection and preservation of the surrounding area.
- Access to Gold Bar Park is an issue that affects more than just the adjacent community– the whole city uses the park. This includes schools and clubs.
 - Mecca for the whole city
 - Part of larger Saskatchewan River Valley trail system
 - Events at the park draw in people from the entire Community/city/region and even national stage
- EPCOR should consider the park and parking lot usage numbers when making decisions to determine how many people a change could affect and how many people use the trails.
 - E.g.. Parking lot may not be used so it could be eliminated whereas trails are high use and should be maintained
 - Tools to determine usage could include the Trail forks app to see reported trail use and portable axle sensors to count vehicle usage
- Odours are a nuisance and deterrent to users and event organizers.
- Health concerns are associated with deep breathing/long-term exposure to odours and other chemicals that may be present at the park. EPCOR says they are safe, but there are warning signs at the park that state otherwise – what is the truth? Maybe direction should come from the province?

Topic – Communication, Trust and Transparency

- City of Edmonton (previously) and EPCOR do a poor job at communicating updates regarding Gold Bar
- Communications/Messages are not clear and concise enough – EPCOR did not control the message which makes for rumors and misinformation
- Web content is not clear enough – this should be easier to find for residents

- EPCOR is not doing a good job of explaining the “what, where, when and why” associated with development at the plant
- Would like to have Citizen-led discussions
- Transparency is not here – i.e. Open house for Grit. Was it communicated that the facility could have been built elsewhere?
- When facilities were taken over from the City of Edmonton we believe decisions regarding Gold Bar changed. Were the changes made as they were financially beneficial to EPCOR?
- EPCOR making decisions for the good of Edmonton or for profit?
- Why can't the SESS trunk line be redirected to the capital plant?
- There are trust issues related to SESS and to how that information was released to the public
- SESS was not discussed during communications and engagement for the Ops Centre, this resulted in trust issues
- Is EPCOR hiding something?
- Trust is broken
- Scared that this workshop initiative is only lip-service
- Decision making criteria needs to be more transparent & multidisciplinary
 - More than an engineer report
 - Economic impact should also be considered
 - Social impacts, etc.

Topic – Natural Environment

- No expansion of footprint
- No tree removal
- No closure of trails (rec trails: paved, mountain biking, walking trails (the established gravel trails along the river) if you close them give a valid reason why and alert us prior
 - Work to never completely close recreational access
- Recreational enjoyment for us includes: bird watching, walking and hiking on path and in trees, cycling and cross-country skiing in the area
- Think river valley first, financials second
- Think overall sustainability (not just visual – stuff you can see)
 - Think about river health, riparian area, wildlife habitat
 - Think about the environment broadly, not just environmental issues specific to Gold Bar (i.e. would rather cut 50 trees at Gold Bar versus 500 trees at some other location, even though I live in Gold Bar)
 - Environment impact as a whole – need to keep river health in mind and operate to protect it
 - Environment comes first
 - Share more with us on your broader environmental impacts/activities and how you care for environment also
- When you think environment you should be thinking air, water and land
 - EPCOR tends to think about water
 - Also consider land: your footprint
 - And Air: Greenhouse gas emissions or flare and odours

- Question: are all the standards you operate to focus on water or are there others (land, air)?
- Trees are old and are going to fall down inside and outside the fenceline. You should cut them so they don't fall down and hurt someone. Communicate that we are removing them before they fall down
- Can't save all the trees but cut and replace them as safety is paramount inside and outside the fenceline
- I think EPCOR does a good job because you work every day right near a community
- Consider the importance of a mature ecosystem
 - Keep the trees, etc. growing as is
 - EPCOR is located in the middle of a park. You get to stay there and do your work but respect where you are
 - Q: Was the wastewater plant there before the park was there?

Side notes:

- There wasn't enough consultation on the Grit Facility as there are traffic impacts. You need to notify us when your scrubbers go down, in the past you haven't.

COMMON GROUND

After about 20 minutes, participants were asked to consider EPCOR's Operating Principles (included in the presentation provided by EPCOR earlier in the workshop). These principles were left on the screen at the front of the room during this exercise. The facilitator asked participants to try and find common ground focusing on how EPCOR's values align with the community's. Further, they were asked how these common values may help define how we view plant operations and future projects.

PARTICIPANT FEEDBACK

Topic – Safety – Common Ground

- Minimizing community impact and safety of the community
- Protection of environment
- Continuous improvement
- Safety of employees

Topic – Fitting into the Neighbourhood – Common Ground

- Missing operating principle – where is profitability?
- Lack of transparency about motivation. As ratepayer/owner, we want plant to be profitable or break even. But there is question about whether decisions are made for the public good.
- Recognition that plant is here to stay – need to work with it.
- Alignment with safety and environment – example odour mitigation.
- Safety of workers – proper shower/change facilities.
- Odours top priority for residents – enjoyment, not necessarily a safety concern.

- Enjoyment of backyard (not just Gold Bar, but drainage and other industrial activity).
- We agree that we all want to minimize impacts of operations, but need to define how the meaning differs between EPCOR versus residents.
- Values are aligned with our principles EPCOR is improving – but it takes time to move mountains.
- Looking ahead with regulations, planning ahead is great to be proactive (continuous improvement).

Topic - Odour and Noise – Common Ground

- 3-4 years ago it was a bigger issue, reduced in last year.
- Cross-country ski community – some greatly concerned (health effects).
- “Protection of Environment” and “Continuous Improvement”
- Is there new technology to mitigate/eliminate odour? Ways to stop emissions.

Topic - Recreational Access – Common Ground

- Development can occur in harmony by maintaining recreational access.
- If trails are removed, would they be replaced in other locations (e.g. Terwilliger)?
 - Minimize community impact through offsets
- EPCOR’s Operating Principles list Environmental Protection, but focuses on the protection of the environment directly affected by the processes – the areas inside the fence and the water discharged to the river. Environmental protection needs to go beyond regulatory compliance and include the trails and trees adjacent to the facility. They are also part of the environment.
- Keep recreational users safe during operations.
- Long-term plans should consider long-term impacts and issues not immediately apparent. For example – how does today’s decision affect 75 years from now? If the SESS line comes to the park today, what will we do when it can no longer handle those loads? Will you then have to expand into the park?

Topic - Communication, Trust and Transparency– Common Ground

- What does minimizing community impacts mean to EPCOR and what does it mean to the residents? Do they have different definitions?
- How does this topic tie to developments such as GRIT?
- How are community impacts weighted by EPCOR?
 - Are they based on traffic or the number of phone calls received?
- What does this topic really mean to residents and EPCOR?
- This topic is strongly tied to the parking lot
- Listening is KEY
- If EPCOR were more transparent and willing to incorporate feedback, public perception and results/feedback would be more informed

- Proper education is important – more accessible required for layperson – such as the presentation delivered earlier in the workshop
- Meaningful presentation of alternative options needed when communicating changes/updates to GBWWTP
- Operating principles missing “EPCOR being profitable”
- Renewable Biogas – reduces emissions, seems like a favorable project
- EPCOR tells us they’ve taken or will take direction with uncertainty on how they are going to deliver, they ask residents to blindly trust them instead
- Holistic look at system required
- South trunk line should be focus of workshops – participants were not happy they were told it wasn’t
- Would like to see more effective/accessible communications
 - For example – signage indicating who to call with odour issues (as opposed to being bounced around)

Topic - Natural Environment –Common Ground

- Protection of Natural Environment is common between EPCOR values and Community Values
 - That said in practice, it’s not for EPCOR
 - Q: Is EPCOR just thinking environment = water discharge? Because the community sees Environment more broadly
 - Think about your partnership with the city. EPCOR takes the blame sometimes on issues that’s not your responsibility. Share the issue with the City more
 - Q: I’d like to know what else EPCOR controls/can improve with the environment. We can’t expect you to change what you don’t control or what another party (City) controls

EXERCISE #3 – HOW COMMUNITY WANTS TO BE ENGAGED DISCUSSION

EPCOR introduced the topic of a public engagement framework and reviewed different types of engagement. Examples of the following engagement strategies were provided:

- Sharing information – e.g. a website, newsletter
- Collecting input – e.g. an on-line survey, phone survey
- Meeting to discuss the issue – e.g. an Open House or the Community Liaison Committee (CLC)

Participants were asked to discuss public engagement at their tables, with a focus on:

- What types of projects, issues or situations at GBWWTP require what type of engagement?
- Situations where meeting directly with the community to discuss an issue is needed
 - Pubic meeting, open house, workshop?
- Situations at GBWWTP where notification might be sufficient
- Other ways that the community might want to be engaged
- The types of information the community might want on an ongoing basis

PARTICIPANT FEEDBACK

Table 1

- CLC does a great job, great initiative, should continue
- EPCOR is doing a good job
- What do individuals need to do to take on for themselves as EPCOR is doing what they need to be doing
- CLC member reported back to Community League every month
- Let community know the CLC exists
- Social media – construction updates
- Put more information on community websites – long term planning goals
- Contribute to the Community Newspaper (SE Voice)
 - Monthly operations update
 - Stats on flows
 - Planning updates
- More in-depth content on each initiative and project on website (want to know the why right up front)
- Plain language communication
- Q&A on project details on website
- Attend community meetings for major projects
- Facilitate conversations in the park to reach park users

Table 2

- Notify – EVERYTHING! Well in advance of decision, updates, signage/reporting about significant odours (example on trails), reporting.
- In the past, when GB and Drainage were part of City, there was a lot of public discussion at council and in media, so residents could learn about proposed changes much sooner than they do now that these assets are with EPCOR.
- Challenging – Can we really do anything about decisions made in public (council, media, public meeting).
- Become more publicly transparent.
- Talk about things when we start to think about them — long before decisions are made/solutions are proposed.
- We are serving the public, so discuss items publicly when we are thinking about it.
- More awareness about what's in utility committee (UC) – but tell me about it long before. By the time issues go to UC, they're already close to being decided.
- More information is better.
- Send out mailout and put more content on the web.
- Engage for better outcome.

- Put as much effort into engaging on issues, projects as we do feel-good things like charitable initiatives we support.
 - Electronic alerts for operational issues, such as instances of increased odour.
 - Set up a reporting line similar to what Strathcona Industrial Association has (reporting line, quick response).
 - IVR – pre-recorded messages. What does siren mean? What do I need to do?
 - Engage on any change in operations.
 - Even on things within the fenceline.
 - Develop engagement matrix for notifying vs. engaging based on three levels of information required ranging from mundane to critical issues/major changes.
 - Ensure City, community leagues, and all stakeholders are engaged.
 - Education campaign around what not to flush – don't just focus on what not to do; tell us what should we do with these things, such as nail polish, medicine, etc.?
- Monitor social media and ensure we are set up to respond to inquiries received through social.

Table 3

- Issue to communicate - Flaring messages (referenced Strathcona Refinery FB)
 - Real time updates
 - Genuine
- Map on 50 Street or a sign. People look at this while driving by
- Instagram story (engagement)
 - And then we can track it
- Align with community groups to spread word (Edmonton Mountain Bike Alliance for example) – they can retweet/share information
- Twitter
- Website
- Facebook – when people like a post then you can see it
 - More so than other social media – think that Facebook is better than other social media channels
- Issue to communicate - Odour release (forecasted, ongoing)
- Issue to communicate - Major construction project
- Use multiple channels
- Open Houses – chance to increase numbers and attendees, include community board members, promote through social media
- Newsletters
- Contact information – how to contact EPCOR (email)
 - Signage in the area
 - General concerns: odour
- Issue to communicate - Significant changes – parking lots, footprint, when you want consultation, experience change)

- Should be like private development where you need to communicate if it's a change of use or change in capacity
- Not everyone wants to participate but rather to observe and see

Table 4

- Inform the community when major process improvements or changes occur
 - Why is the change needed (e.g. To build showers for our workers to keep them safe)
 - What (What is happening and its impacts)
 - Example of major change could be methane reductions
- Major changes include:
 - Expansion
 - Good things/news
 - Process improvements
- Changes don't just mean things that negatively impact the community, also brag about the good things you are doing
- The community wants to hear about things at "step 1" of the planning process rather than after a decision has been made. They want to be part of the decision
- Engage community leagues and have them help spread information to their members (all area surrounding the plant – north and south)
- Connect with schools, volunteers, other groups to then share and spread information
- Do more than just "follow the rules" or do only the minimum requirements for consultations on specific projects
- Ideas for communication methods include:
 - Electronic newsletter
 - Own newsletter people can subscribe to on the website
 - Put information into Community League newsletters
 - Mail letters directly to homes in the immediate area
 - Place information and submit news articles to the Community paper (SE Voice)
 - Build trust with the community
 - Have community league members attend EPCOR events and report back to their members what they learned
 - It is always best to have face-to-face meetings for major changes:
 - Prior to decisions being made
 - Attend community events/meetings to present information

CLOSING REMARKS

EPCOR and Gay Robinson Consulting thanked participants for attending workshop #1, discussed next steps and requested that all attendees completed a feedback form. Results from the feedback forms are included in Appendix D.

INVITATION



YOU ARE INVITED!

EPCOR is organizing a Citizen Planning Committee to take part in two to three community workshop sessions associated with operations at the Gold Bar Wastewater Treatment plant. These workshop sessions will be highly collaborative and take place with neighbouring residential communities, educational and recreational groups, representatives from the City of Edmonton and other interested parties.

The focus of the sessions will be to discuss how EPCOR can operate the Gold Bar Wastewater Treatment Plant in an environmentally and socially-responsible manner that minimizes impacts on neighbours and area users, while still meeting the needs of the broader Edmonton population and Gold Bar's ongoing operations.

Those interested in participating should either **reside** near the Gold Bar Wastewater Treatment Plant (GBWWTP) or **frequently recreate** in Gold Bar Park, on its trails, or in the river valley near the facility. EPCOR is looking for a wide representation of participants that reflect a diversity of experience and background and so we're reaching out to a series of organizations in the area to submit the name of an available representative for their group.

The Citizen Planning Committee will foster respectful and constructive dialogue. Participants will be asked to:

- Participate actively by providing relevant information and contributing to the discussion;
- Respect the other members and their right to a different perspective;
- Speak from experience, providing your perspective with candor and honesty;
- Stay focused by keeping to the agenda and respecting timelines;
- Look for the mutual gain; and
- Enjoy the process.

If you'd like to be considered, please click on [this link](#) to fill out an application form by Wednesday February 20, 2019 to indicate your interest in attending these working sessions.

- The application process should take less than five minutes.
- Given the size constraints associated with the workshops, EPCOR may not be able to include all applicants in the Citizen Planning Committee.
- Once we have your application form, a member of our engagement team will review it for inclusion in the committee. All selected candidates will be contacted to discuss the format of the workshops including working session structure; the scope of discussion; who we plan to engage; and also hear your thoughts on who else should potentially be involved.
- Participants must be able to commit to attending all planned workshops.

What: **Workshop 1**

Date: **February 27, 2019**

Time: **6:00 - 9:00 p.m., dinner will be provided**

Details: **Location and agenda will be provided prior to the workshop**

What: **Workshop 2**

Date: **March 19, 2019**

Time: **6:00 - 9:00 p.m., dinner will be provided**

Details: **Location and agenda will be provided prior to the workshop**

GOLD BAR WASTEWATER TREATMENT PLANT

Located in the North Saskatchewan River Valley, the Gold Bar Wastewater Treatment Plant (GBWWTP) has been serving the Edmonton community since 1956. The plant treats more than 100 billion litres of wastewater annually – enough to fill an Olympic-size swimming pool over 110 times a day.

Our facility focuses on the safety of the public, the environment and its employees to ensure that Edmonton's wastewater treatment needs are met.



We look forward to hearing from you soon.

PLEASE FEEL FREE TO CONTACT ME AT THE INFORMATION BELOW WITH ANY QUESTIONS.

APPLICATION

<https://www.surveymonkey.com/r/YPKBLY7>

DISCUSSION GUIDELINES

Gold Bar Plant Community Planning Committee Workshop #1

- Respect each other
- Listen to learn and understand
- One speaker at a time; don't interrupt
- Everyone has equal chance to speak
- Focus on topic, not on individual person
- Build on each other's ideas
- Participate actively

APPENDIX C

PRESENTATION



Gold Bar Wastewater Treatment Plant

Community Planning Committee
Workshop #1

Welcome

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Introductions

At your table provide your:

- Name
- What do you enjoy most about your community?

OR

- How do you use the parks and trails around Gold Bar plant?

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Agenda

1. Welcome & Opening Comments
2. Community Hopes & Concerns (Exercise)
3. Gold Bar Plant Presentation & Questions
4. Topic Scoping & Finding Common Ground (Exercise)
5. Break
6. How Community Wants to be Engaged (Discussion)
7. Next steps & Wrap-up

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Discussion Guidelines

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Community Hopes & Concerns

- What is important to you about your community and the area around the Gold Bar Plant?
- What issues would you like EPCOR to address in order to be a good neighbour?

- Individually, consider the questions and write responses
- Share responses at your table
- Table identifies key ideas
- Ideas are written on large sticky notes

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Gold Bar Wastewater Treatment Plant Presentation

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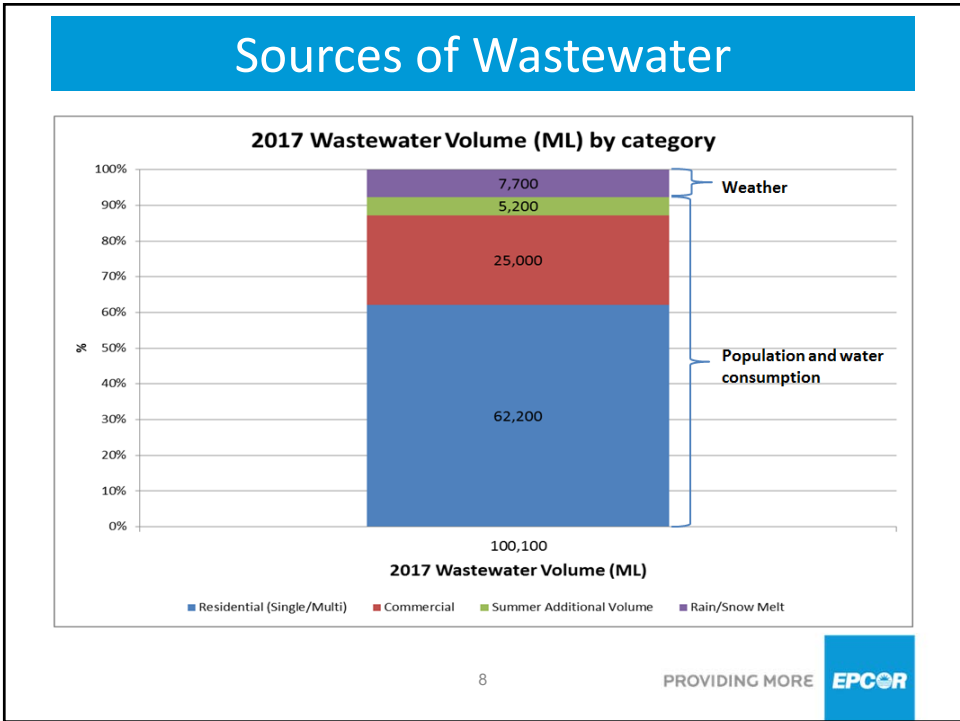
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Outline

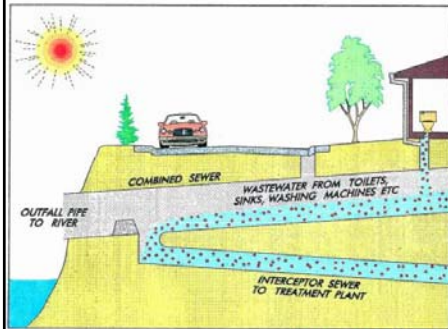
1. Wastewater treatment (What and Why?)
 - a) Sources of wastewater
 - b) Environmental regulation
2. Wastewater treatment (How?)
 - a) Treatment process overview
 - b) Odour control system
 - c) Resource recovery
3. Future of wastewater treatment
 - a) Future regulatory environment
 - b) Potential future treatment technologies
4. Operating principles for Gold Bar WWTP
5. Questions

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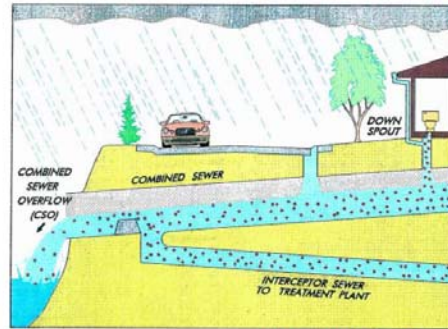
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Combined Sewer Overflow (CSO)

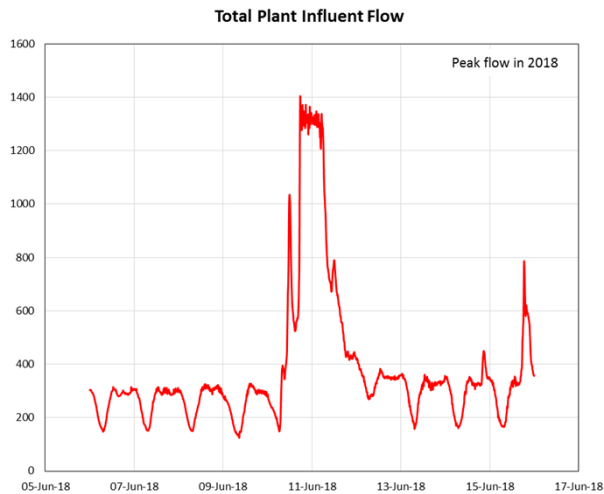


Dry – most of the time



Wet – about 1% of the time

CSO Impact



Environmental Regulation

- Regulated by Alberta Environment and Parks (AEP)
- Current approval to operate effective May, 2015 – May, 2025
- Specifies the performance standards for the Gold Bar Wastewater Treatment Plant
 - Minimum treatment process units
 - Effluent discharge limits
 - Requirements for solids management and disposal
 - Requirements for biogas usage and disposal
 - Monitoring, reporting and record keeping requirements
- Compile and submit 'Monthly Wastewater Treatment Report'
- Maintain and submit annual updates to 'Wastewater Treatment Operations Plan'

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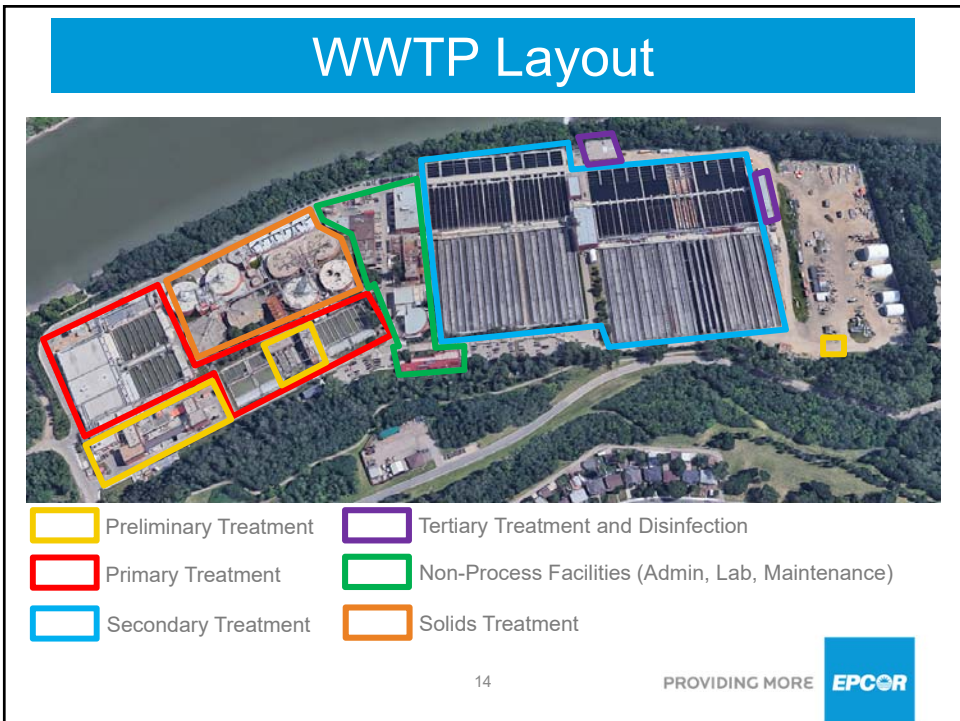
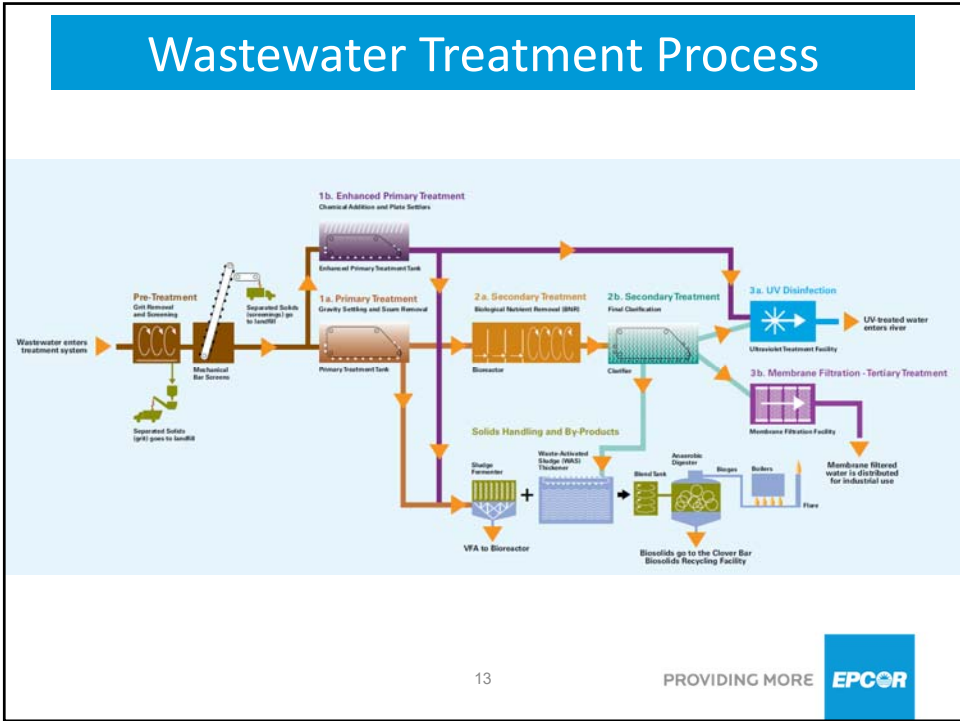
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Regulated Treatment Targets for River Discharge

Parameter	Limits (monthly average of daily composite samples)	2018 Average Plant Performance	Compliant
Total Suspended Solids (TSS)	≤ 20 mg/L	9.81	✓
Carbonaceous Biochemical Oxygen Demand (CBOD ₅)	≤ 20 mg/L	6.92	✓
Total Phosphorus (TP)	≤ 1.0 mg/L	0.48	✓
Total Ammonia-nitrogen (NH ₃ -N) (December 1 to May 31)	≤ 10 mg/L	4.15	✓
Total Ammonia-nitrogen (NH ₃ -N) (June 1 to November 30)	≤ 5.0 mg/L	2.52	✓
E. coli (Escherichia coli)	≤ 126 per 100 mL	10.1	✓
pH	6.5-8.5	7.5	✓

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Odour Control Systems



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Biogas Use and Disposal



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Tertiary Treatment and Reuse



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Nutrient Recovery



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Sanitary Grit Treatment and Recovery



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Biosolids Management



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Potential Future Regulatory Environment

- Total Loadings Plan and CSO Treatment Strategy
 - Solids Loading
 - More stringent solids discharge limits
 - Nutrients Loading
 - More stringent phosphorus limits
 - Total nitrogen limits instead of total ammonia
 - Disinfection requirement
 - Disinfection for wet weather flows
- Contaminants of Emerging Concern (CEC)
 - Pharmaceuticals and personal care products
 - Advanced treatment required for trace components

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Potential Future Technologies

- Renewable Natural Gas (RNG)
 - Maximize energy recovery and minimize emissions from flaring
- Membrane Bioreactor (MBR)
 - Improve solids and nitrogen removal in final effluent
 - Improve total loadings to the NSR
- Sidestream Ammonia Treatment
 - Reduce nitrogen loading to the plant and recover nutrient
- Advanced Disinfection
 - Improve treatment of wet weather flows and total loadings to NSR
- Advanced Biosolids Treatment
 - Improve quality of biosolids for land application
- High Rate Clarification
 - Improve primary solids removal process
- Advanced Oxidation
 - Remove trace compounds from final effluent

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EPCOR's Goal

EPCOR Water Canada's goal is to provide our customers with safe and reliable water and wastewater services while meeting or exceeding customer expectations for service quality and responsiveness. This will be accomplished at Gold Bar WWTP by adhering to our operating principles.

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Gold Bar WWTP Operating Principles

- **Protection of Environment**
 - Continue to protect the receiving environment by treating wastewater prior to discharge
 - Minimize environmental impact of treatment processes
- **Safety of Employees and Community**
 - Prioritize the safety of workers and surrounding community
 - Look for innovative ways to meet and exceed safety requirements
- **Minimize Community Impact**
 - Minimize impact of odours beyond the fence line
 - Adopt new technologies that minimize physical and environmental footprint

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Gold Bar WWTP Operating Principles

- **Regulatory Compliance**
 - Meet and exceed regulatory requirements for wastewater treatment now and in the future
 - Align with the City of Edmonton's relevant municipal policies
- **Sustainable and Reliable Operation**
 - Keep providing essential wastewater treatment services to the residents of the City of Edmonton
 - Maintain reliability of operation and plant assets
 - Continue to make required improvements to service the future population needs of the City
- **Continuous Improvement**
 - Continue to improve efficiency of treatment processes
 - Continue to improve resource recovery and energy efficiency

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Thank You



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Questions?

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Topic Scoping Exercise

- Topics identified for discussion:
 - Safety
 - Fitting into the Neighbourhood
 - Odour and Noise
 - Recreation Access
 - Communication, Trust and Transparency
 - Natural Environment
- Pick the topic you most want to discuss & join that table
- Share your thoughts on the topic
- You can change tables at any time

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Common Ground Exercise

- EPCOR's Operating Principles
 - Protection of Environment
 - Safety of Employees and Community
 - Minimize Community Impact
 - Regulatory Compliance
 - Sustainable and Reliable Operation
 - Continuous Improvement

- How do these operating principles relate to your table's topic?
 - Where is there "common ground"?

Break!

Report Back Exercise

- Summary of key points
- Areas of common ground

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Engagement Framework

- Different ways to engage with the community
 - Share information – website
 - Collect input – on-line survey
 - Meet to discuss the issue – Open House or Community Liaison Committee
- How do you want EPCOR to engage with you?
 - Do different issues or situations require different types of engagement?
 - What types of information might you want on an on-going basis?

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Next Steps

- Report on tonight's discussions
- Next workshop – March 19, 2019

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Thank you!

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APPENDIX D

FEEDBACK FORMS



Gold Bar Community Planning Committee Workshop #1

Number of Feedback forms completed: 20

Please indicate the extent to which you agree with each of the following statements.

		1 Strongly Disagree	2 Disagree	3 Agree	4 Strongly Agree	5 Not Sure
1.	The objectives of the meeting were clear	1	2	9	6	1
2.	The information presented was easy for me to understand		1	12	7	
3.	I had enough information to provide meaningful input		1	11	8	
4.	Participation and interaction were encouraged			4	14	1
5.	I had an opportunity to express ideas and opinions in a safe environment			5	13	2
6.	I now have a better understanding of the Gold Bar Plant's operations		1	10	4	2
7.	I think EPCOR will consider community input in decisions related to the Gold Bar Plant's operations		2	7	5	6
8.	Participating in this meeting was a good use of my time			12	6	2
		Poor	Average	Good	Excellent	Not Sure
9.	How do you rate the meeting overall?			12	6	1

10. Do you have any suggestions for improvement to this workshop?

- Have a clear objective next time.
- I feel the objective of the workshop was not presented at the start. I thought we were discussing the parking lot and ops expansion but discussion was dominated by trunk line and grit chamber.
- Start with why we are here. What is the problem or issue trying to solve.

- I think that there are other essential discussions that need to occur. Overall, the focus of the workshop was very broad, and I think that my feedback largely depends on the tangible results and what EPCOR actually does with it.
- Less topics and more focused discussion.
- Clear slides on buildings to be constructed.
- I'm not sure we had enough variety of people attending from the local residents. An open house isn't effective enough, but perhaps a larger invitation or larger hotel room.
- A physical handout of the PowerPoint presentation regarding plant operation should have been provided.
- Very well run!
- Use plain language when discussing WWTP operations.

11. Please share any other comments that you have about the workshop:

- My fear is the loudest special interest group will get what they want regardless of other aspects such as growth, efficiency and environmental sustainability.
- The Gold Bar plant cannot be considered in isolation. The presence of combined wastewater/sanitary sewers was discussed and the south Edmonton trunk line must be too.
- The main concern for the community is the rerouting of SESS and this particular issue will not be discussed? Disappointing.
- EPCOR has my support but their delivery of the main question is missing. What? Who? Why? When? How? Is not being answered if future information is distributed this way, the workshops would be unnecessary.
- Thank you to all that participated.
- Liked the variety of approaches to engagement.
- Good forum and well organized.
- Great to see EPCOR taking a step back to humbly engage with citizens.