

EPCOR Water Services Inc. - Stakeholder Engagement Strategy

Recommendation

That the June 8, 2018, Financial and Corporate Services report CR_5999, be received for information.

Executive Summary

This report outlines EPCOR Water Services Inc.'s approach to public and stakeholder engagement and how that approach aligns with the Council Initiative on Public Engagement and the commitments made in the transfer of Drainage Services from the City of Edmonton to EPCOR.

Report

On February 23, 2018, EPCOR Water Services Inc. ("EWSI") presented an information report to Utility Committee that described, among other things, the public engagement process for the development of the Stormwater Integrated Resource Plan and its alignment with the Council Initiative on Public Engagement (please refer to Financial and Corporate Services report CR_5227).

EWSI has prepared the attached report (Attachment 1) to provide a broader scope of information on EWSI's approach to public engagement, including its alignment to the Council Initiative. In addition to describing the current state of public engagement, EWSI also includes information on a number of opportunities for continuous improvement currently being explored.

As discussed in Attachment 1 (pages 7 and 8), EPCOR's public engagement process maps to the City of Edmonton's public engagement spectrum. While the terms used by EPCOR and the City of Edmonton to describe their respective public engagement spectrums are slightly different, the levels of public engagement used by both organizations are substantively the same.

Corporate Outcomes and Performance Management

Corporate Outcome(s): Sound Management Practices and Process			
Outcome(s)	Measure(s)	Result(s)	Target(s)
Ongoing monitoring and reporting of EPCOR utility services regulated by Council	Annual and periodic reporting of utility operations.	TBD (2018)	Annual Progress Report - Water, Wastewater, Drainage (June) Annual Operational Plan (Q1) Mid Year Update Report (August)

Attachment

1. EPCOR's Approach to Public Engagement - Report to Utility Committee June 2018

Others Reviewing this Report

- M. Sturgeon, Acting Deputy City Manager, Communications and Engagement
- G. Cebryk, Acting Deputy City Manager, City Operations
- A. Laughlin, Deputy City Manager, Integrated Infrastructure Services
- L. McCarthy, Deputy City Manager, Urban Form and Corporate Strategic Development