



# **EPCOR WATER AND DRAINAGE SERVICES 2023 OPERATIONAL PLAN OVERVIEW**

January 30, 2023

# Key Focus Areas

- **Customers and Stakeholders** – trust us and value our services
- **Public Health and the Environment** – we are environmental stewards and meet or exceed all public health and environmental standards
- **Employee and Public Safety** – safety is a priority at all levels in our culture, and we keep ourselves, customers, contractors and communities safe
- **People** – we have engaged and accountable employees who are capable, confident and work as an inclusive team
- **Operational Performance** – the right work, the right way, at the right time, with the right resources – continuously improving, innovative and collaborative
- **Growth and Financial Performance** – achieve allowed returns while meeting expected performance

# City Alignment – Advancing the City Plan

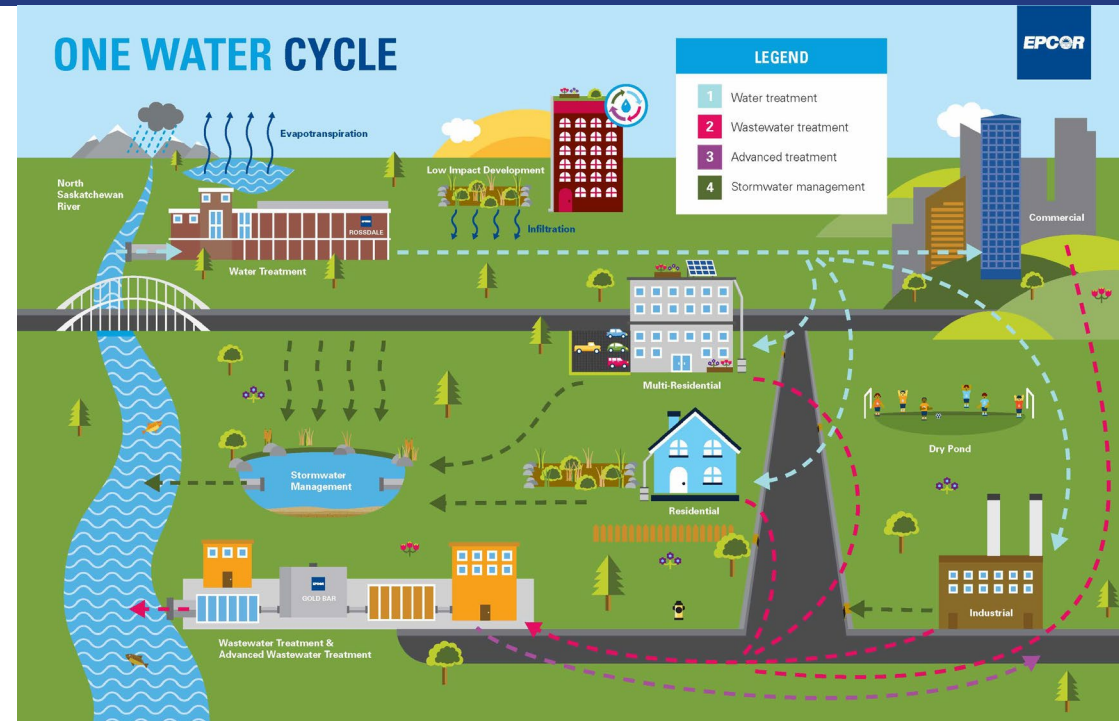
- **Greener As We Grow** – GHG reductions: 50% in 2025; 85% in 2035; net-zero by 2050
  - kīsikāw pīsīm solar farm; Hilda wind farm
- **A Rebuildable City** – in the next PBR, identify opportunities to invest in priority nodes and corridors to advance responsible development
- **Inclusive and Compassionate** – affordability as a planning and management approach; partnerships with Indigenous neighbours; exploring service equity options in the next PBR
- **Catalyze and Converge** – modernize operations and reduce long-term operating and capital costs by leveraging technology and processes used by leading water utilities

# Key Highlights of the Upcoming Year

- Water/Drainage Integration
- Environmental, Social and Governance Action and Reporting
- Design and Development Modernization
- Equity and Affordability
- Flood Resiliency and Water Supply
- Automatic Metering Infrastructure

# Water/Drainage Integration

- **A “One Water” approach**
  - A key part of the transfer of Drainage operations to EPCOR (2017) - staffing commitments met
- **An organizational re-design**
  - One vision, one strategy, one SVP
  - Implementation - Summer 2023
- **Move into Aurum**
  - Closure of Kennedale, Eastgate, Coronation, McCauley and Poundmaker facilities
  - Complete by May 2023
- **Ongoing consolidation and efficiency**
  - Fleet dispatch; inspections; safety equipment; shops; site restoration, etc.



# Environmental, Social and Governance Action and Reporting

- **Key to long-term success**
  - Integrated across and vertically through the company
- **Based on materiality assessments**
  - Ranking most important factors to stakeholders
  - An expanded assessment planned for Q1
- **Rigorous targets and reporting**
  - Meaningful measures and objectives matched to material risks or opportunities
- **Positive reception and impact**
  - Thought leadership and capacity building
  - Partnerships are key

## TOP RANKED FACTORS

AFFORDABILITY  
AND ACCESS  
TO UTILITY  
SERVICES

COMMUNITY  
RELATIONS

PUBLIC HEALTH  
AND SAFETY  
AND EMERGENCY  
MANAGEMENT

PHYSICAL  
CLIMATE RISK

WATER AND  
WASTEWATER  
MANAGEMENT

# Design and Development Modernization

- **Supporting “A Rebuildable City”**
  - Collaboration with City and development community for infill and greenfield development
  - Identifying investments to support priority nodes and corridors
  - Modernization of standards aligned with Zoning Bylaw Changes and Greener as We Grow Objectives

EPCOR Design Standards	Water	Sanitary	Storm
Fire Flow	X		
Hydrant Spacing	X		
Water Consumption & Sanitary Generation	X	X	
Inflow and Infiltration		X	X
Runoff Coefficient		X	X
Storm Service Pipe			X
On-Site Storage			X

## Zoning Bylaw Update - Fewer and broader zones

- Wider variety of uses and building zones in a zone
- Zoning no longer the only appropriate surrogate for infrastructure design

# Equity and Affordability

**Evolving Water Utility approach across North America to enhance policies, services and capital and operational programs for equitable designs and implementation practices**

- **Equity considerations recommended for Water utilities:**
  - Having access to safe, clean, affordable water and wastewater services
  - Being resilient in the face of floods, drought and other climate risks
  - Having a role in decision-making related to water management in their communities
  - Sharing in the economic, social and environmental benefits of water systems

**Recommendations coming forward with the next PBR application(s)**

## **Diversity Equity and Inclusion**

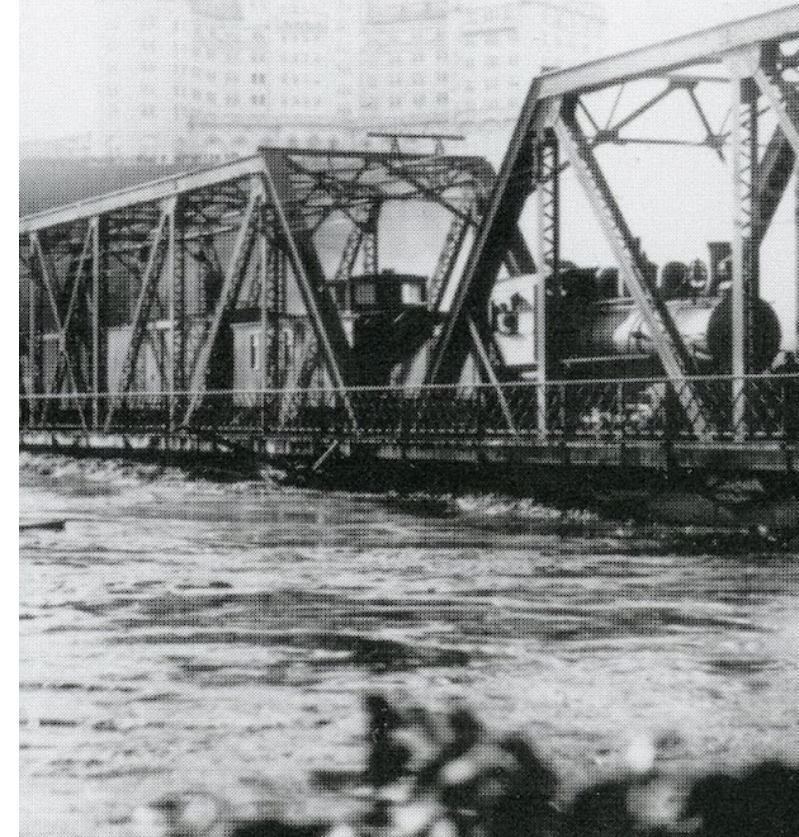
- Our team must reflect the community we serve



# Flood Resiliency and Water Supply

- **Protect water supply**
  - 2-3 days of reservoir capacity for 1.3M people
- **Partner and consult with communities**
  - Barriers will not worsen impact, through levels or flow
  - SIRP in Rosedale: dry pond, outfall gates, LID, backwater valve subsidies; free Wifi water sensors for river valley homes
  - Collective community protection through partnerships
- **Indigenous engagement**
  - Consultation, monitoring, ceremony - in partnership, respect
- **Minimizing vegetation and wildlife impacts**
  - Barriers on existing fence lines
  - Replanting, plus goal of net gain in local ecosystem

Edmonton's 1915 flood  
at the Low Level Bridge



# Automatic Metering Infrastructure (AMI)

- **Replacing water metering technology throughout Edmonton**
  - Piggybacked onto existing electricity meter reading network
- **Better service**
  - Timely, accurate billing = more accurate consumption monitoring
  - Reduced risks to property, increased safety
  - Earlier detection of potential issues for customers, or in the system
- **Implementation starting Q4, 2023**
  - Beginning in NW Edmonton, through 2025



# Operational Planning

## **Common key Water/Drainage initiatives**

- Infill Developer Portal (Water/ Drainage/ Power)
- Improved customer service and satisfaction measurement
- Integrated Watershed Management Strategy
- Contractor and Public Safety Initiatives
- One Water Planning\City Plan Alignment
- Utility of the Future – Situational Awareness and Procurement Strategies

## **Water Initiatives**

- Biosolids Strategy
- Water\Wastewater Lab Integration

## **Drainage Initiatives**

- SanIRP Completion
- SIRP
- CORe

# Questions