

The background of the entire image is a photograph of a water treatment plant. A worker in a hard hat and safety vest stands on a yellow metal walkway overlooking a large circular tank. The tank is filled with water and has a large red mechanical structure on top. The facility has a high ceiling with large windows and industrial lighting.

# EPCOR WATER SERVICES

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2024 Operational Plan

# Vision

***“To be an industry leader in providing safe and reliable water and wastewater services, recognized as an environmental steward and trusted by our customers and stakeholders.”***

The EWS Operational Plan is updated annually to ensure work is prioritized in support of achieving this vision.



# Focus Areas



**Health and Safety:** The health and safety of employees, contractors and the public is EWS' highest responsibility



**Public Health and the Environment:** Meet or exceed all environmental and public health standards



**People:** Employees are capable, accountable and resilient



**Culture:** Employees are engaged and work as an inclusive and supportive team



**Operational Excellence:** Enhance operational performance and cost reduction through process improvement, innovation and systems thinking



**Customer and Stakeholder:** Customers and stakeholders trust and value services



**Shareholder Value:** Financial performance consistently achieves allowed returns while meeting performance expectations and targets

# Key Initiatives

## Water/Drainage Integration

- One Water
- Business Process Review

## Flood Resiliency

- Rossdale
- Other river valley assets

# Key Initiatives

## Technology Adoption

- Advanced Metering Infrastructure
- Roadmap for increased visibility and insight for the water distribution, wastewater collection and stormwater management systems

## Public Health and Environment

- Watershed management and protection
- Further greenhouse gas mitigation exploration

# Key Initiatives

## Customers and Stakeholders

- Customer experience improvements through systems and technology
- Standards modernization and supporting the City Plan

## PBR Applications

- Stakeholder consultation underway
- Filing May 31<sup>st</sup> to facilitate approval in 2024





**QUESTIONS?**