

# PBR Update & Community Engagement

EPCOR Wastewater Services  
2025-2027 PBR Application

PROVIDING MORE



# EPCOR Wastewater Services PBR

## EPCOR WATER SERVICES UTILITIES

### This Regulatory Application

#### Wastewater Collection\*

The sanitary and combined sewer system takes the water from customer properties through pipes and trunk lines underground to the wastewater treatment plants.

#### Clover Bar Biosolids Recovery Facility\*

This facility receives biosolids which are leftover material from domestic wastewater treatment. They contain essential plant nutrients and organic matter that, when properly treated and managed, can be used as a fertilizer.

#### Gold Bar Wastewater Treatment Plant\*

The plant treats wastewater from customer properties to remove and reduce contaminants, allowing the treated water to then be released as clean water into the North Saskatchewan River.

#### Stormwater Collection / Facilities\*

Across Edmonton, below the streets, are thousands of kilometers of stormwater mainlines and trunks. This network, including catch basins, ditches, culverts and stormwater management facilities, directs stormwater and snow melt from properties and streets eventually released through outfalls to waterways and the North Saskatchewan River.

#### Water Treatment Rosdale & E.L. Smith\*\*

Both of Edmonton's plants bring untreated water out of the North Saskatchewan River, treat it, and pump safe clean drinking water out to customers located in Edmonton and surrounding communities.

#### Water Distribution & Transmission\*\*

Water transmission pipes form the connection between the water plant and reservoirs to the distribution system. The distribution system delivers water to customers, hydrants, regional communities along with other users.

\*EPCOR Drainage Services and Wastewater Treatment Bylaw 19627

\*\*EPCOR Water Services Bylaw 19626

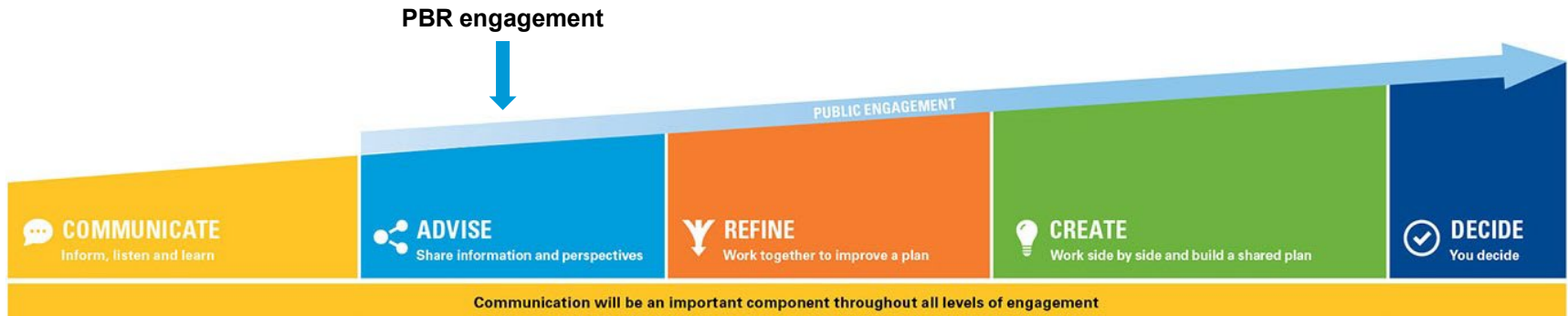
# PBR Update

## 2025 – 2027 Wastewater PBR Renewal

- Application Submitted 31 May 2024
- Review & Questions (Council, Administration, Utility Advisor, Public) Jun – Aug 2024
- Public Hearing 11 Oct 2024
- Compliance Filing Nov 2024
- City Council 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> Reading Nov 2024 – Jan 2025
- New Rates Effective 1 Apr 2025

# Objectives for Engagement

- Inform policy choices, priority-setting, performance measurement and rate design
- Provide opportunities to ask questions, express concerns and raise issues
- Maintain positive and productive relationships
- Report on how feedback was used in the PBR application
- Inform communications and education campaigns



# Approach

## Audiences

- Residential customers
- Multi-residential customers
- Commercial customers
- Developers and property managers
- The Gold Bar community and communities surrounding the Gold Bar Wastewater Treatment Plant

## Tactics

- Survey of 1,260 Edmonton residents and commercial wastewater customers
- Public survey available on epcor.com
- Community meetings with developers, Gold Bar community liaison group
- Public input into various capital projects and operating programs
- Communication with directly impacted groups, incl. cemeteries, golf courses and large industrial customers (*outreach to be conducted in Fall 2024*)

# How Input Was Used

## Balancing Affordability and Reliability

- Proposed annual bill impact of 2.9% for residential customers and 1.1% for commercial customers over 3 years
- Capital investment of \$887M to maintain reliability

## Aligning Performance Focus to Customer Priorities

- Customer priorities are reflected in capital and operating programs
- Updated performance measures

# How Input Was Used

## Bill Stability without Deferral Accounts

- Application proposes to eliminate deferral accounts for the coming PBR period due to the overwhelming customer preference for bill stability

## Flood Protection Program Design

- Continued implementation of Stormwater Integrated Resource Plan
- Ongoing and increased resourcing for customer flood proofing programs

# Ongoing Feedback

## Reader's Guide available

- Comments can be submitted through [epcor.com](http://epcor.com)
- Social media notification
- Newspaper ad about application
- Councilors can supplement outreach

## Review by City Administration and consultant

- Information request period over the summer

## Public Hearing in October

- Open to anyone who registers