



EPCOR Water Services - 2025-2027 Performance Based Regulation Application Update

RECOMMENDATION

That the June 24, 2024, EPCOR Water Services Incorporated report EXT02521, be received for information.

Report Purpose

Information only

Executive Summary

This report by EPCOR Water Services provides a brief update to Utility Committee on the process and next steps related to the review of the EPCOR Wastewater Services Performance Based Regulation Application and an update on public engagement associated with the application.

REPORT

On May 31, 2024, EPCOR Water Services (EWS) filed its 2025 – 2027 Wastewater Services Performance Based Regulation (PBR) Application with the City of Edmonton. The Application provides the information required for City Council to review and approve the rates and associated terms and conditions for the EPCOR Wastewater Services Bylaw No. 20865 for EWS' regulated Wastewater Collection (WWC) and Wastewater Treatment (WWT) operations.

The process includes the review by Utility Committee of the PBR Application and submissions from Administration, the Utility Advisor, and the public at the October 11, 2024, Utility Committee

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meeting. Timelines and guiding principles for the PBR process provided in the attached report were approved by City Council on May 14, 2024.

Consistent with the City of Edmonton’s public engagement policy, stakeholder engagement for the 2025-2027 Wastewater Services PBR application was conducted at the Advise level on the public participation spectrum and included a combination of online surveys and in-depth interviews with residential and commercial customers.

EWS engaged the services of an independent, third-party research firm to gather feedback from 1,260 Edmonton residents and commercial wastewater customers on their concerns, values and priorities related to wastewater services. An online survey was also made available on epcor.com for any member of the public to complete. A summary of the engagement results are provided in the attached report.

EWS will continue to inform and engage the public with respect to the PBR Application:

- A public notice informing citizens that the application was filed.
- A copy of the PBR Application will be available on EPCOR’s website on June 12, 2024. Included on the website will be a form for the public to provide feedback to EPCOR.
- A “readers guide” of the PBR application will be made available on the website by June 24, 2024. As the PBR Application is large and complex, EPCOR is publishing a reader’s guide to support Councillors and the public in understanding the application, including where to find information; and the process for reviews and public involvement. The guide also highlights key changes to plans, programs, rates, performance measures, and terms and conditions of service.
- EPCOR representatives will continue to meet with concerned stakeholders throughout the process. For example, on June 10, 2024 a virtual meeting is being held with the Gold Bar Community Liaison Group to discuss the PBR application.

ATTACHMENT

1. 2025-2027 Performance Based Regulation Application – Wastewater Services PBR Update