



# EPCOR WATER SERVICES

## 2026 Operating Plan Overview

*February 2, 2026*

# EWS 2026

## Operating Plan

- Annual process that outlines key priorities for the utility
- A one-year plan that aligns with EPCOR's long-term strategy
- Clear set of objectives and initiatives will deliver results across all focus areas
- Operate within Council-approved PBR plans

# Our Foundational Commitments



Employee and Contractor Health & Safety



Public Health & Safety



Environment



Inclusion, Respect and Belonging

- Our essentials for success and areas where sustained high performance is necessary
- Each commitment is underpinned by established programs, processes, and operational accountabilities for performance

# Balanced Results



**Safe and Reliable  
Utilities**

Focused on efficiency and quality of operations as a safe and reliable utility provider



**Customer Experience  
and Value for Money**

Focused on the customer and our ability to deliver on commitments to our customers in both experience and value

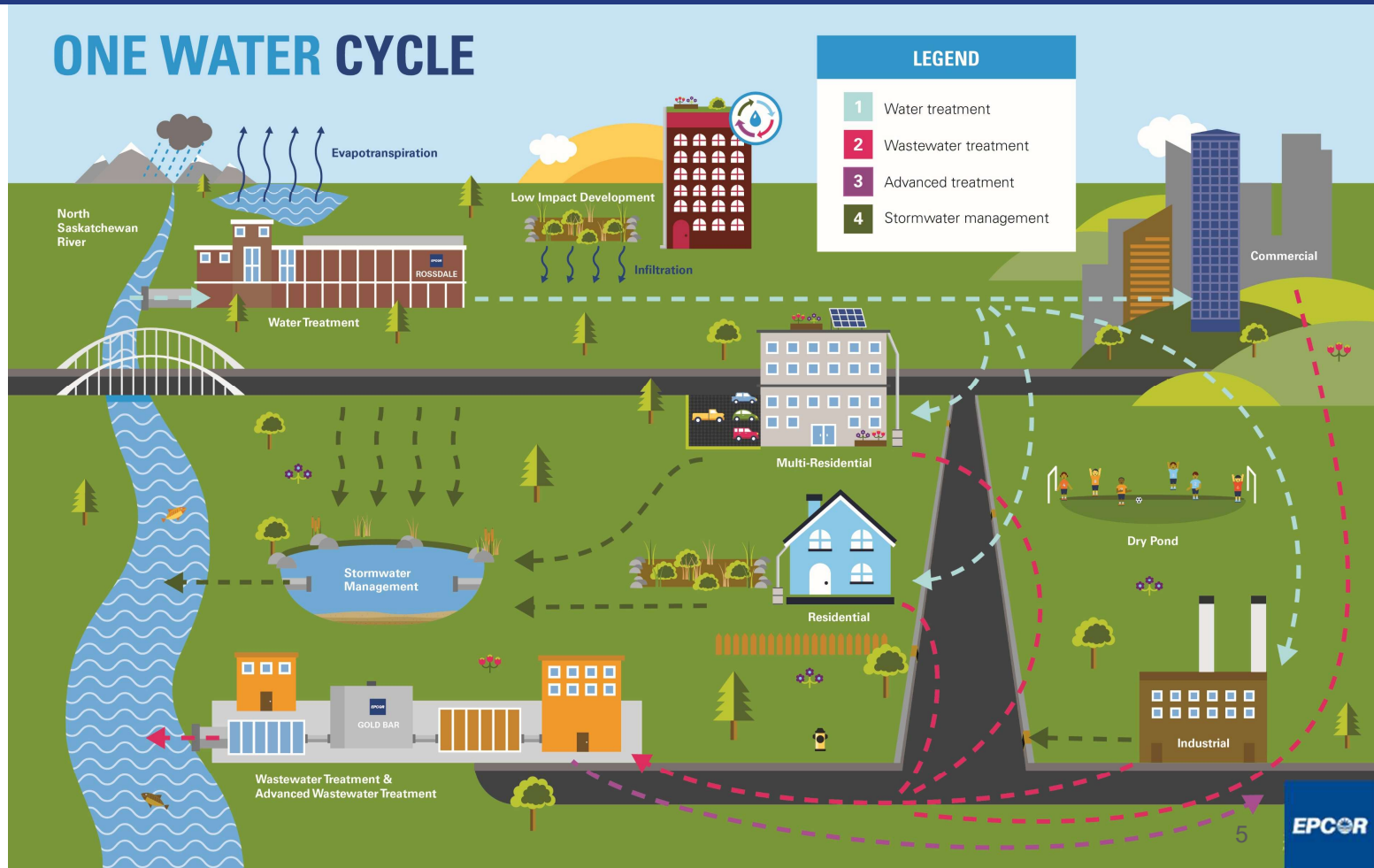


**Shareholder Value**

Focused on traditional financial goals and ensures we are intentional in demonstrating value to our Shareholder

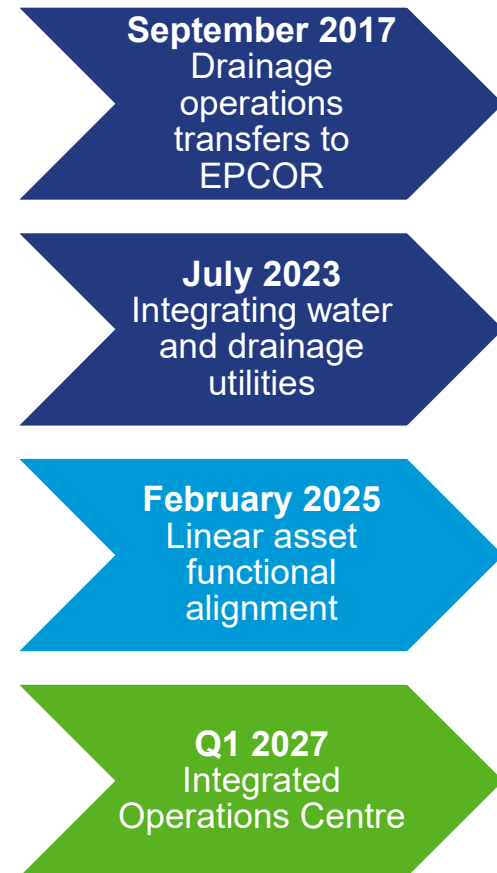
# Building on the Success of an Integrated Organization

A functional structure supports a One Water approach



# Key Milestones of an Evolving Organizational Structure

- Aligning groups based on their functions recognizes the unique characteristics of the water and wastewater assets
- Enables improved performance in the areas of employee health and safety, environmental protection and safe and reliable service for customers
- Sets the stage for the future Integrated Operations Centre



# Integrated Operations Centre (IOC): Delivering Strong Customer Outcomes

- Integrated 24x7 monitoring and response for the water, wastewater and stormwater management systems
- Current and future technology will enhance response times for customers and optimize resources
  - Data integration
  - Tactical Operations Centre
- IOC is under construction within EWS' Aurum facility



# Advanced Metering Infrastructure

- Implemented in 2024 in response to meter reading equipment reaching end of life
- Final stages of deployment, with over 98% of devices installed – 326,000 customers – at the end of 2025
- Leak detection: High consumption notifications underway and will be expanded in 2026
- Data supports more efficient resolution to system events or billing concerns



# Managing Infrastructure to Ensure Resiliency

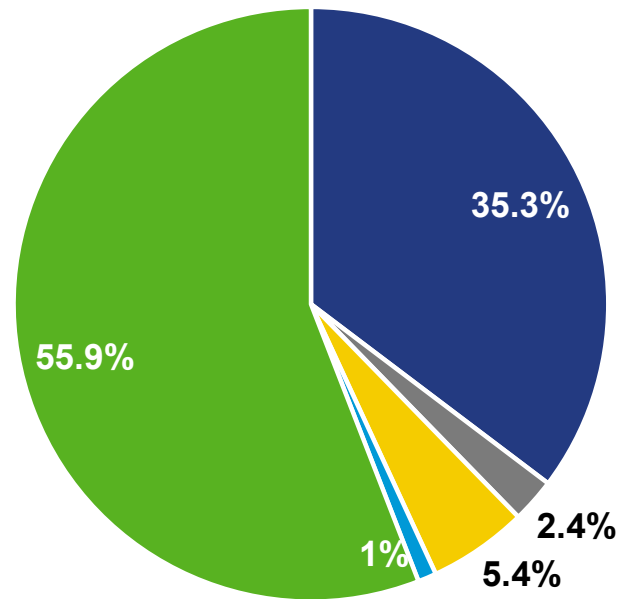
- Capital projects are prioritized based on a detailed assessment of scopes, costs and risks
- Projects fall into four categories:
  - Reliability and Lifecycle Replacement
  - Growth and City-driven Requirements
  - Improved Operational Efficiency and Performance
  - Regulatory, Health, Safety and Environment

**In 2025, capital expenditures amounted to \$474M of which \$295M were reliability and lifecycle**

# 2026 EWS Capital Program

## EWS 2026 Capital Expenditures by Type

In 2026, EWS will invest **\$464 million** in capital to continue delivering safe, reliable water and wastewater services across Edmonton



- Growth/City Requirements
- Efficiency/Performance Improvement
- Reliability/Lifecycle
- Regulatory
- HSE

## Capital Program Highlights 1

# Electrical Reliability at Treatment Plants

## Improved power system redundancy at E.L. Smith Water Treatment Plant and Gold Bar Wastewater Treatment Plant

Electrical switchgear replaced at E.L. Smith in 2025

Two independent power sources at E.L. Smith

Relocating critical distribution equipment at Gold Bar to a dedicated building

Optimizing current electrical distribution system to supply future plant processes



E.L. Smith Water Treatment Plant

## Capital Program Highlights 2

# Climate Change Adaptation

### Protecting critical infrastructure and communities from flooding

Construction of flood barriers complete at E.L. Smith in 2026 and work underway at Rossdale

Design work upcoming to support flood project at Gold Bar

\$100M+ Lauderdale West, Ottewell and Forest Heights dry ponds progressing

Ongoing installation of Low Impact Development



Parkallen Dry Pond

## Capital Program Highlights 3

# Maintaining Reliable Water Service

**More than 80% of our capital program focuses on system reliability**

Risk-based strategy considers probability and consequences of a failure

24 water distribution mains scheduled for renewal in 2026

Continuing to inspect transmission mains as part of our overall management approach

Capital planning underway for upcoming PBR



## Capital Program Highlights 4

# Sanitary Sewer Rehabilitation

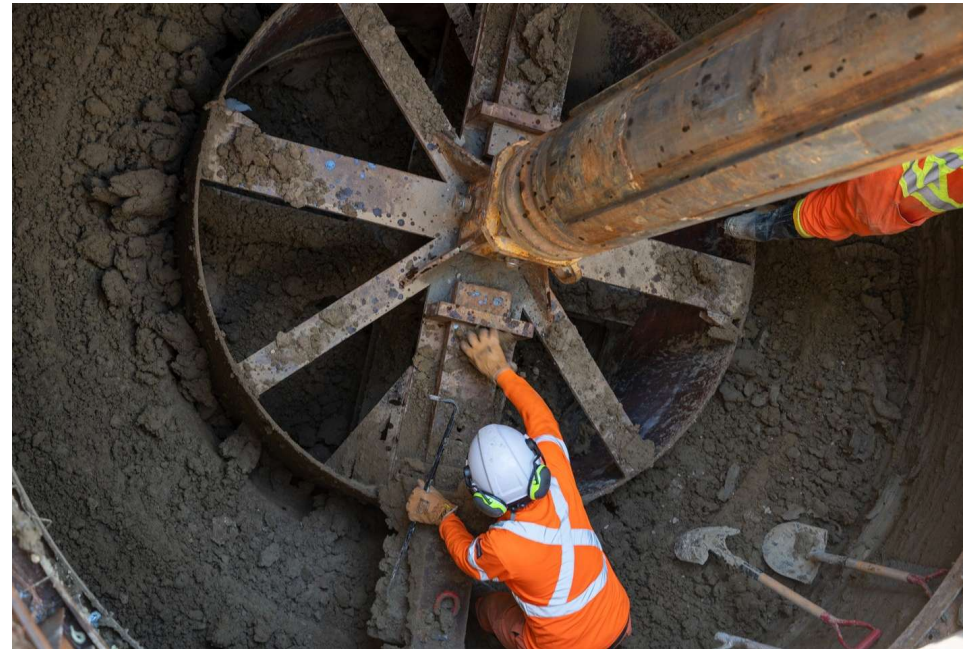
## Wastewater system investments support reliable service and the environment

Reduces sewer backup and flood risk, addresses odour concerns, and supports growth

Enhanced inspections and monitoring capability

Rehabilitation of major trunks

Improvements to combined sewer infrastructure, reducing water infiltration



# Supporting a Growing Edmonton

- Support for priority growth areas and infill development
- Streamlining processes to support greenfield development
- Continue supporting the City's Industrial Investment Action Plan
- Maintaining flexible resourcing to manage connection and disconnection requests

**Nearly 50% year-over-year growth in water and sewer connections in 2025**



# Advancing the First Consolidated Rate Application

## **Application will align with One Water approach**

- Ongoing public engagement to confirm priorities on topics ranging from affordability to reliability
- Updating performance measures to reflect input from various stakeholders
- Continue coordination with City Administration to incorporate directions from previous PBR application
- Updated Cost of Service Study and rate design

**Consolidated Rate Application will cover 2028-2031 period**

**Application will be filed in November 2026**

**QUESTIONS?**