

EPCOR Water Services Inc.

Presentation to Utility Committee

**2021 Annual Operational Plan
Water and Drainage Services**

Overview

Presenting:

- 2021 Annual Operational Plan for Water Services (Water Treatment, Distribution/Transmission and Wastewater Treatment) and Drainage Services
- Combined report for Water and Drainage – illustrates the number of areas where the business units are working together
- 2021 Plan has numerous multi-year initiatives that began in 2020
 - COVID 19 impacted many of the original timelines
 - Initiative descriptions have been updated with progress to date and currently planned activities

Utility Committee Reporting Framework

Report	Focus	Timeframe
Rates Notice and Rates Report (PBR Application)	<ul style="list-style-type: none"> Provides the basis upon which Council approves rates and terms of service Provides the baseline for all other reporting during the term 	<ul style="list-style-type: none"> 5 Years/3 years Water (2022-2026) Drainage and Wastewater Treatment (2022-2024)
Annual Operational Plan	<ul style="list-style-type: none"> Overview of the significant initiatives and activities planned for the year 	<ul style="list-style-type: none"> 1 year – calendar year Presented in February
PBR Progress Report	<ul style="list-style-type: none"> Financial results – comparison to application Performance metrics - results Update of operational initiatives 	<ul style="list-style-type: none"> 1 year – calendar year Presented in June for previous calendar year
Initiative Specific Reporting	<ul style="list-style-type: none"> Detailed plans or updates on major initiatives or responses to Utility Committee Motions or Requests (e.g. SIRP, CORE) 	<ul style="list-style-type: none"> As required or directed by Utility Committee

Reporting Framework was developed in response to direction received at Drainage transfer to increase reporting.

Operational Plan - Strategic Focus Areas

Customer Service

Public Health and the Environment

Employee and Public Safety

Employee Development

Operational Performance

Growth and Financial Performance

6 Strategic Focus Areas

- Provides the over-arching goals for the operational areas
- Specific initiatives underlie each focus area
- Initiatives are grouped as Common to both Water and Drainage Services or Specific to the business unit
- Initiatives can be single or multiple year

Major Initiatives – Partial Listing

Focus Area	Initiative Description
Customer Service	<ul style="list-style-type: none">• Review developer funding mechanisms to align across businesses.• Improve development processes and communication with City of Edmonton, UDI and IDEA.
Public Health and the Environment	<ul style="list-style-type: none">• Enhance the Climate Change Adaptation/River Flooding resiliency plan to include draught and freeze/thaw cycles. Make the program more public.• Execute the Lead Mitigation Strategy.• Complete the E.L. Smith Solar Project and Smart Grid System.
Employee and Public Safety /	<ul style="list-style-type: none">• Develop company wide assessments standard operating procedures for all hazard activities.
Employee Development	<ul style="list-style-type: none">• Develop company wide competency – based training program for high hazard activities.

Major Initiatives – Partial Listing (Cont'd)

Focus Area	Initiative Description
Operational Performance	<ul style="list-style-type: none">• Implement the Organizational Project Management Office (OPM) initiative across all sites.• Develop and implement strategies for realizing synergies between Water Services and Drainage Services• Execute the Corrosion and Odour Mitigation Strategy (CORe)• Execute the Stormwater Integrated Resource Plan (SIRP)• Complete drainage LRT relocations
Growth and Financial Performance	<ul style="list-style-type: none">• Contribute to the Utility of the Future.• PBR Application



Questions?



EPCOR