

EPCOR Water Services Inc. - Water and Drainage Services 2021 Operating Plan

Recommendation

That the February 5, 2021, Financial and Corporate Services report FCS00283, be received for information.

Executive Summary

This report provides an overview of the operational initiatives planned for the 2021 calendar year for the Water Services and Drainage Services business units of EPCOR Water Services Inc., as outlined in the 2021 Annual Operational Plan provided by EPCOR Water Services Inc.

Report

As part of the ongoing monitoring and reporting of the water, wastewater treatment, and drainage services provided by EPCOR Water Services Inc. (EWSI) under performance based regulation, EWSI presents an Annual Operational Plan to Utility Committee in the first quarter of each year. Attachment 1 contains an overview of the various operational initiatives EWSI has planned for 2021 for the Water Services (includes water treatment and distribution and wastewater treatment) and Drainage Services business units. EWSI notes that a significant number of the initiatives are common to both the Water and Drainage Services business units and, accordingly, has structured its report in three major sections: (1) common initiatives that are being pursued by Water Services and Drainage Services together; (2) specific initiatives for Water Services, and; (3) specific initiatives for Drainage Services.

EWSI presents the initiatives for both the Water Services and Drainage Services business units within the following six specific strategic areas of focus:

1. Customer Service
2. Public Health/Environment
3. Employee and Public Safety
4. Employee Development
5. Operational Performance
6. Growth and Financial Performance

A large number of initiatives planned in 2021 have been carried over from EWSI's 2020 Operating Plan, as the impact of the COVID 19 pandemic has delayed the original timelines.

Corporate Outcomes and Performance Management

Corporate Outcome(s): The City of Edmonton has sustainable and accessible infrastructure.			
Outcome(s)	Measure(s)	Result(s)	Target(s)
Ongoing monitoring and reporting of EPCOR utility services regulated by City Council.	Annual and periodic reporting of utility operations.	Annual Progress Report - Water, Wastewater, Drainage (October 2020) Annual Operational Plan (February 2020)	Annual Progress Report - Water, Wastewater, Drainage (June) Annual Operational Plan (Q1)

Attachments

1. EPCOR Water Services Inc. - EPCOR Water and Drainage 2021 Annual Operational Plan

Others Reviewing this Report

- C. Owen, Deputy City Manager, Communications and Engagement
- G. Cebryk, Deputy City Manager, City Operations
- A. Laughlin, Deputy City Manager, Integrated Infrastructure Services
- S. McCabe, Deputy City Manager, Urban Form and Corporate Strategic Development
- B. Andriachuk, City Solicitor