



POLICY

No. 40 – 194 – 23/07/10
Department: OPERATIONS

Water and Wastewater Quality Assurance

PURPOSE

The Town of Nanton monitors water and wastewater quality daily at various stages of treatment, distribution or collection. It also acquires, repairs and maintains the capital assets necessary to provide these services at a particular level along with trained personnel.

This policy establishes Council's **policy level** commitments to quality assurance as the owner and operator of both water and wastewater utilities.

KEY PRINCIPLES AND OBJECTIVES

- Collecting, treating and discharging wastewater effectively and safely;
- Levels of service that are affordable for the local tax base and utility consumer;
- Upholding all applicable legislative and regulatory requirements;
- Establishing and maintaining open and effective communications with Town utility consumers/users.
- Delivering safe, clean drinking water to Town consumers;
- Overseeing, analyzing, maintaining and continually improving the treatment, distribution and collection systems.

AUTHORITY

- Guidelines for Canadian Drinking Water (federal)
- Standards and Approval Guidelines for municipal waterworks, wastewater and storm drainage systems (provincial).
- Utilities Bylaw No. 1283/17 as amended.

RELATED POLICIES:

Multi Year Budget Policy
Tangible Capital Asset Policy
Asset Management Policy
Reserves Policy
Communications Policy

IMPLEMENTATION

This policy is not an operational Standard Operating Procedure or Guideline. Implementation of this policy should not contradict, duplicate or replace operational procedures which are the exclusive preserve of regulators, management and operators.

1. Raw and treated water testing above what is required by the Province: This will be performed on an as-needed basis to help identify source(s) of aesthetic issues related to treated potable water within the Town's water distribution network so they can be resolved accordingly.
2. Building and maintaining a broad base of well qualified operators and public works staff with the qualifications and capacities to monitor and maintain the utility systems and diagnostics.
3. Budgeting for the Town's utilities sufficiently to bring in qualified professional expertise when it is required by operators or management.
4. Maintaining information systems on the Town's website that can be shared with social media when prudent, including but not limited to:
 - a. Water Conservation and restriction levels;
 - b. Water Colour, Taste and Odour
 - c. Sewer Backflow Prevention and private line maintenance
 - d. Water service line repair/maintenance
 - e. Utility emergency and municipal enforcement information
5. Maintaining online and text message-based system alerts with respect to emergencies or repairs with respect to water or wastewater systems that could involve stoppages, shutdowns, or other issues.
6. Commitment to improved community education on local challenges around seasonal raw water supply limitations and the priority that must be given to optimal reservoir capacity every Fall.
7. The streamlining of consistent procedures related to water shut-offs or stoppages, both scheduled and unplanned.
8. Regular and collaborative communication with provincial drinking water specialists, Women's Coulee Diversion, Alberta Environment & Parks and Alberta Health.
9. An overarching commitment to renewing or replacing aging infrastructure that can cause water loss, discolouration, and infiltration issues.
10. The encouragement of accountability by all water users, regardless of what they pay at the meter, for the water they use or waste.
11. Regular reporting to Council of the progress made on operational and capital priorities.
12. Regular reporting to Council of the gap between billed utility water and water produced by the plant.
13. Identifying any reasonable revenue opportunities that can ameliorate operational costs.



 MAYOR



 CHIEF ADMINISTRATIVE OFFICER

July 10, 2023

 Date

July 10, 2023

 Date