

Proposed Utility Bylaw Amendments

RECOMMENDATION(S):

That the SPC on Utilities and Corporate Services recommends that Council give three readings to the following proposed Bylaw amendments:

Bylaw 37M2005, Drainage Bylaw

Bylaw 14M2012, Wastewater Bylaw

Bylaw 40M2006, Water Utility Bylaw

Bylaw 9018, Glenmore Park Bylaw

RECOMMENDATION OF THE STANDING POLICY COMMITTEE ON UTILITIES AND CORPORATE SERVICES, 2021 APRIL 28:

That Council give three readings to the following Proposed Bylaws:

- a. **Proposed Bylaw 41M2021**
- b. **Proposed Bylaw 42M2021**
- c. **Proposed Bylaw 43M2021**
- d. **Proposed Bylaw 44M2021**

HIGHLIGHTS

- This report brings forward amendments to the Stormwater, Wastewater, Water Utility and Glenmore Park Bylaws. The changes to the bylaws were grouped into four categories based on the driver for the change: Public Health and Safety, Customer Responsiveness, Citizen Value and Technical Updates.
- What does this mean to Calgarians? These proposed amendments will:
 - Provide clear communication to help simplify long standing citizen expectations in plain language.
 - Build stronger relationships with citizens, businesses and industries by providing clear expectations and demonstrates our commitment to transparency and responsiveness to customer needs.
 - Support operational efficiencies for frontline staff to protect public safety, environment and infrastructure.
 - Clarify improved response mechanisms to protect customers from the potential rising cost of activities which negatively impact public safety, water quality, the environment and infrastructure.
- Stormwater Bylaw amendments include the name change from Drainage to Stormwater and amending language to stormwater as the service is officially called 'stormwater management' in public documents, public plans and customer bills.
- Wastewater Bylaw amendments include clarifying the public safety concerns related to hydrogen sulphide (H₂S) while maintaining regulatory compliance and protecting wastewater infrastructure.

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- Water Utility Bylaw amendments include providing improved clarity for service disconnections to reduce water quality risks, and allow for less administration, streamline processes for customers, and be business friendly.
 - Glenmore Park Bylaw amendments, in efforts to reduce the risk of invasive aquatic species, include the addition of clarifying language in the Bylaw to align with Calgary Parks and Pathway Bylaw (11M2009) which includes cleaning, draining, drying and inspecting boats before use in the Glenmore Reservoir.
- Strategic Alignment to Council's Citizen Priorities: A Healthy and Green city – steward and protect the land and water by protecting the infrastructure that minimizes waste and pollution, and safeguards our water quality. A Well-run City – by continually improving to make a modern and efficient Utility that makes citizens lives better every day.
 - Strategic Alignment to Council's Citizen Priorities: A Healthy and Green city – steward and protect the land and water by protecting the infrastructure that minimizes waste and pollution, and safeguards our water quality. A Well-run City – by continually improving to make a modern and efficient Utility that makes citizens lives better every day.
 - Previous Council Direction is included as Attachment 1.

DISCUSSION

Public Health and Safety focuses on reducing risk and safety improvements to employees, citizens, now and into the future. The amendments to the Wastewater Bylaw provide greater clarity to business owners and industry on the hazards of hydrogen sulphide (H₂S) and other sulphide substances to human health, the wastewater collection system and treatment processes. These are not new bylaw provisions. Long term, existing expectations and practices of the business community are being clarified by this bylaw amendment. There are 9 amendments across all the Bylaws that are under this category (refer to Attachment 6 – Bylaw Amendment Summary to review respective amendments).

Customer Responsiveness amendments provide information customers need and simplify provisions that may have been difficult to interpret. One of the highlighted changes is renaming the Drainage Bylaw to Stormwater Bylaw. This critical change is important as the service is officially called “stormwater management” in public documents, business plans and customer bills. There are 11 amendments in the Stormwater, Wastewater and Water Utility Bylaw under this category.

Citizen Value aims to increase efficiency and effectiveness to provide service value. This key theme includes administrative changes which provide consistency and alignment between all Bylaws. These amendments help decrease the conflicts or grey zones within the Bylaws and other City Bylaws. These also ensure legal clarity to allow for more effective identification and resolution of common bylaw concerns. One of the highlighted amendments in the Water Utility Bylaw is updated language for the changes to existing water service connections. These changes will enable more streamlined processes and opportunity to reduce costs for the business community while mitigating water quality risks and ensuring utility rates remain sustainable. There are 6 amendments across all the Bylaws that are under this category.

Technical Updates provide customers and businesses clear requirements to be more efficient, effective and future ready. This simplifies any ambiguity or confusion and aligns the Bylaw with current practices and industry standards. One of the Water Utility Bylaw Amendments is to

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update the Low Flow Plumbing Fixtures definition to reflect what is currently available in the marketplace and better aligns with the Utility's water efficiency objectives. This will help clarify for customers and businesses which products are considered Low Flow Plumbing Fixtures. There are 4 amendments in the Wastewater and Water Utility Bylaw under this category.

STAKEHOLDER ENGAGEMENT AND COMMUNICATION (EXTERNAL)

- Public Engagement was undertaken
- Public Communication or Engagement was not required
- Public/Stakeholders were informed
- Stakeholder dialogue/relations were undertaken

The vast majority (over 90%) of the amendments are administrative. The impacts on citizens are minimal as the proposed amendments are not new bylaw provisions but rather long term existing expectations that are now being clarified.

Stakeholder engagement and dialogue have been ongoing for these proposed amendments.

The Public Health and Safety amendments provide additional clarification and elements to improve safety. The Customer Responsiveness amendments were driven from customer feedback for additional clarity and improvement opportunities. For Citizen Value, the purpose statements provide a clear description and rationale of each Bylaw to the stakeholders. The expanding and addition of definitions (e.g. owner, waste) are not new provisions and clarify missing information for the customers with the stakeholders being informed of the changes. Stakeholder dialogue was undertaken with the changes to the existing water service connections at the request of the building industry for the elimination of Bylaw conflicts and increase collaboration for business friendly initiatives. These changes serve to provide citizen service value and being business friendly to infill developers, many of these being small developers. These changes enable the Utility to more effectively respond to the building industry feedback and their needs to find continuous improvement opportunities. The technical updates in the Wastewater Bylaw have had extensive stakeholder dialogue to provide clarity and will reinforce business and industry expectations of wastewater management

IMPLICATIONS

Social

The amendments in the proposed Stormwater, Wastewater, Water Utility, and Glenmore Park Bylaws have positive societal impact and will contribute to increased transparency, accountability, open channels of communication and collaboration with citizens, and businesses. In particular, the customer focus and citizen value themes support citizen connection by improving understanding and streamlining administrative processes for citizens

Environmental

The proposed amendments encourage and support education and regulatory compliance programs. In particular, the changes in the Glenmore Park Bylaw focus on public safety and watershed management strategies for continued source water protection. The amendments in the Water Utility Bylaw demonstrate The City's alignment in meeting water efficiency objectives.

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Providing clear and intentional bylaw compliance demonstrates the City of Calgary's commitment in protecting the environment.

Economic

The amendments to the changes to existing water service disconnections help the Water Utility be business and customer friendly by reducing costs. By providing clarity and streamlining the City processes, the administrative burden will be reduced.

Service and Financial Implications

No anticipated financial impact

Include actual figure

RISK

There are no significant risks associated with these amendments. Interpretation and enforcement challenges currently experienced with the Stormwater (Drainage), Wastewater, Water Utility, and Glenmore Park bylaws are addressed through the proposed amendments.

The proposed amendments ensure success of the Utility to mitigate or address the health and safety risk to citizens and employees as well as better serve citizens, communities and customers in a cohesive and collaborative way.

ATTACHMENT(S)

1. Previous Council Direction
2. **Proposed Bylaw 41M2021**
3. **Proposed Bylaw 42M2021**
4. **Proposed Bylaw 43M2021**
5. **Proposed Bylaw 44M2021**
6. Red Text Discussion Document - Bylaw 37M2005 - Drainage Bylaw
7. Red Text Discussion Document - Drainage Bylaw 37M2005
8. Red Text Discussion Document - Wastewater Bylaw 14M2012
9. Red Text Discussion Document - Water Utility Bylaw 40M2006
10. Red Text Discussion Document - Glenmore Park Bylaw 9018
11. Proposed Utility Bylaw Amendments Presentation FINAL

Department Circulation

General Manager/Director	Department	Approve/Consult/Inform
Michael Thompson, General Manager	Utilities and Environmental Protection	Approve
Katie Black, General Manager	Community Services	Inform

**Utilities & Environmental Protection Report to
SPC on Utilities and Corporate Services
2021 April 28**

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