

Background

Context

The Water Treatment and Supply, Wastewater Collection and Treatment, and Stormwater Management lines of service (the Water Utility) provide services to 1.3 million Calgarians, totalling approximately 400,500 accounts. Most customers are:

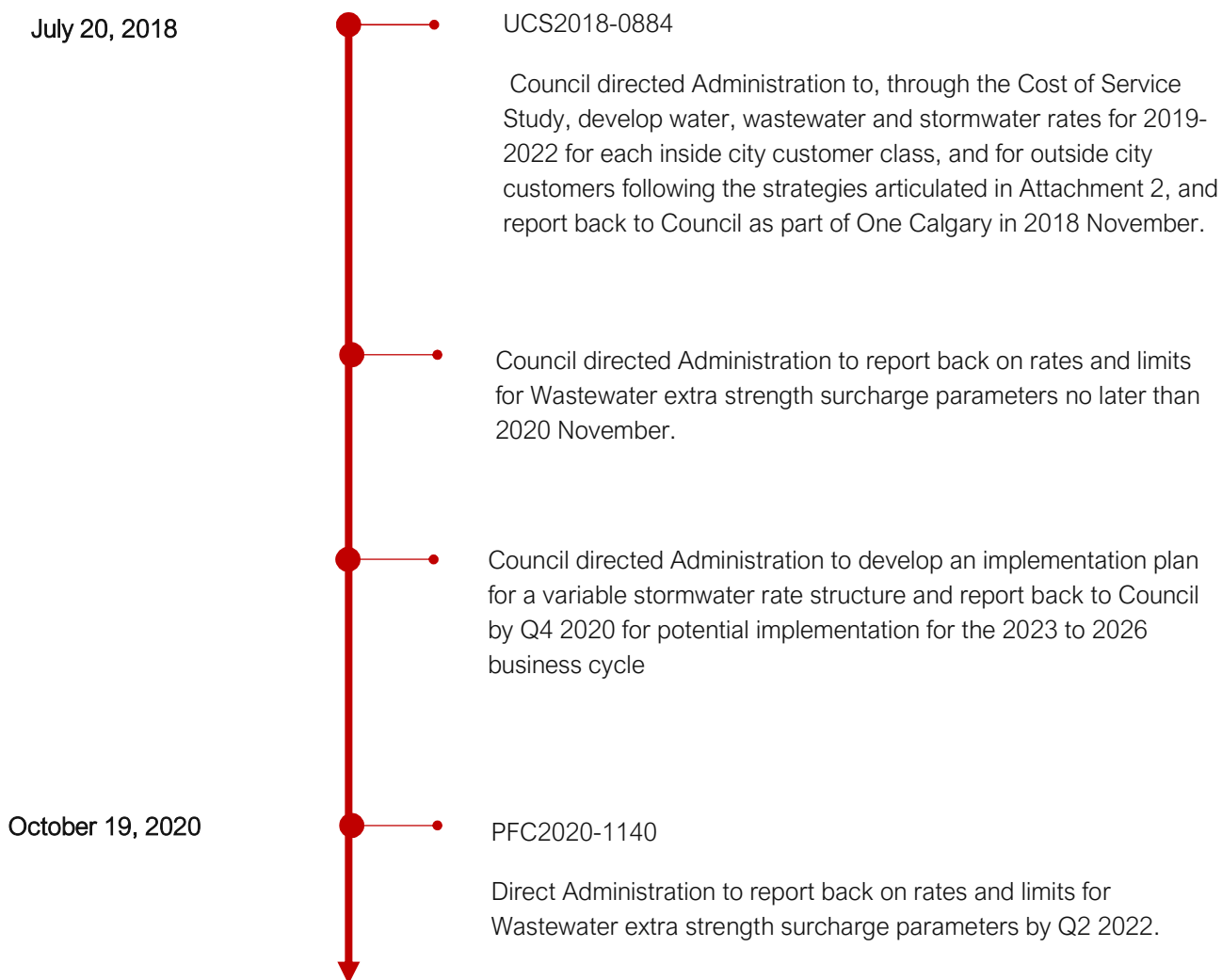
- Residential Metered customers, approximately 91 per cent: e.g. single-family dwelling and duplex;
- Multi-family customers, approximately 2 per cent: e.g. condominium and apartment buildings; and
- General Service customers, approximately 6 per cent: e.g. industrial, commercial and institutional.

Water and Wastewater services are also provided to municipalities and general service customers outside of Calgary.

In providing Water, Wastewater, and Stormwater services to customers, the Water Utility incurs ongoing operating and capital expenses. These costs are impacted by growth, inflation, and rising capital investments to continue to deliver reliable services to customers, protect the rivers and the environment, and meet regulatory requirements. These costs are recovered through rates charged for self-supported services, as well as non-rate revenues such as off-site levies. A Cost of Service Study (COSS) determines the revenue required to deliver utility services and allocates costs to customer classes in proportion to the water, wastewater, and stormwater services used by that customer class, in a fair and equitable way.

The rates for utility customer classes, based on the cost recovery strategy by customer class recommended through cost of service will generate the revenue required to operate the lines of service. The requirements for operating and investing in these services will be included in the One Calgary service plans and budgets. The fixed and variable rates by customer class will be presented for council's consideration also through service plans and budget in the respective water, wastewater, and stormwater bylaws.

Previous Council Direction



Bylaws, Regulations, Council Policies

Bylaws impacted by this report are:

- 40M2006 The Water Utility Bylaw
- 14M2012 The Wastewater Bylaw
- 37M2005 The Drainage Bylaw