

Chief Administrative Officer's Report to
Infrastructure and Planning Committee
2024 July 03

ISC: UNRESTRICTED
IP2024-0806

Bearspaw South Feeder Main Break - Independent Review

PURPOSE

The purpose of this report is to share the draft Guidelines for an independent third-party review (Review) of the Bearspaw South Feeder Main Break. The review will assess and understand what happened and why, the response to the incident, and how The City can learn and improve.

PREVIOUS COUNCIL DIRECTION

This is a new report without previous Council direction.

RECOMMENDATIONS:

That the Infrastructure and Planning Committee:

1. Direct this item to the 2024 July 16 Public Hearing Meeting of Council, and
2. Recommend that Council:
 - a. Receive the draft Guidelines of the Bearspaw South Feeder Main Break Independent Review (Attachment 1),
 - b. Direct Administration to undertake the necessary measures to implement the independent Review Panel, as an Administration Committee, and support the work as outlined in the draft Guidelines (Attachment 1), and
 - c. Direct Administration to enable a verbal progress update to Council no later than 2024 September to be led by the Review Panel Chair.

CHIEF ADMINISTRATIVE OFFICER COMMENTS

The City's Chief Administrative Officer David Duckworth concurs with the recommendations in this report.

HIGHLIGHTS

- Administration's recommendations reinforce the need for an independent third-party review to consider factors that contributed to the feeder main break, possible root cause of the break, and incident response. The Review will also assess asset management practices and overall system resilience of the drinking water distribution system to inform its recommendations.
- The Review Panel will be an Administration Committee reporting to the Chief Administrative Officer. This structure along with the draft Guidelines and periodic reports to City Council supports a quick response, accountability, and openness.
- The Review Panel Chair will be responsible to confirm the objectives, scope, and guiding principles of the Review, and bring any recommended changes to City Council for information.
- The final report including recommendations and findings will be delivered to the Chief Administration Officer by 2024 October 31, prior to Committee or Council in November 2024.
- The independent third-party review is integral for Calgarians, Council, and Administration to understand what happened and how our water distribution system can be improved going forward.

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- The draft Guidelines provide significant value to Calgarians, Council and Administration by identifying key objectives like maintaining and enhancing public confidence in our water distribution system, ensuring continuous improvement of both our drinking water system and ability to manage future emergency events.

DISCUSSION

On 2024 June 5, a critical water main break occurred to the Bearspaw South Feeder Main. This water supply pipe carries water from the Bearspaw water treatment plant across the city. This incident impacted water availability to Calgary and regional municipalities. In response to the water main break, Calgarians, businesses and regional neighbours were asked to reduce their indoor water use by 25%, Stage 4 Outdoor Water Restrictions were enacted, and a city-wide fire ban was put in place. While inspecting and repairing the pipe, five additional 'hotspots' were discovered, and a State of Local Emergency was declared on 2024 June 17.

An independent third-party review of the Bearspaw South Feeder Main Break and ensuing response will aim to understand what happened and why. The Review Panel will be established in 2024 July. The final report including recommendations and findings are expected to be delivered by 2024 October 31.

In developing the draft Guidelines, Administration reviewed Terms of Reference, such as the Financial Task Force, the Housing Affordability Task Force, and the Economic Resilience Task Force. Administration also sought feedback from the Canadian Water Network through a peer review of the Guidelines as they were being drafted.

Upon Council approval of the recommendations, an independent Selection Committee will select and appoint a Review Panel Chair. The Selection Committee will comprise four or five individuals, including representation from The Calgary Chamber of Commerce and the Utilities Sector. Once selected, the Chair will be responsible to establish the Review Panel, and confirm the objectives, scope, and guiding principles of the Review. Any changes to the Guidelines by the Review Panel Chair will be presented to Council for information.

EXTERNAL ENGAGEMENT AND COMMUNICATION

- | | |
|--|---|
| <input type="checkbox"/> Public engagement was undertaken | <input type="checkbox"/> Dialogue with interested parties was undertaken |
| <input type="checkbox"/> Public/interested parties were informed | <input checked="" type="checkbox"/> Public communication or engagement was not required |

IMPLICATIONS

Social, Environmental, and Economic Implications

The findings and recommendations of the independent review will allow The City to learn and improve its practices and procedures. This learning and improvement will be to the benefit of Calgarians, businesses and regional customers supporting social, environmental, and economic outcomes.

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Service and Financial Implications

Self-supported funding

This is a net new request and will be funded from the Utility Reserve. These funds would otherwise be held in the Reserve and earn investment income.

RISK

There is risk to the Review Panel's ability to deliver a fulsome review by 2024 October 31 and it is dependent on the timing of securing a Panel Chair by 2024 July 31. To manage this risk, Administration has identified an Administrative Liaison to work with the Chief Administrative Officer to ensure this review is a high priority in the Corporation. To support expediting this, Administration also can use existing requests for standing offer (RFSO) that have pre-qualified consultants.

ATTACHMENT

1. Bears paw South Feeder Main Break – Independent Review Draft Guidelines -

Department Circulation

General Manager/Director	Department	Approve/Consult/Inform
David Duckworth	Chief Administrative Officer	Approve
Stuart Dalgleish	Chief Operating Officer	Consult
Carla Male	Chief Financial Officer	Consult
Katie Black	General Manager, Community Services	Consult
Michael Thompson	General Manager, Infrastructure Services	Consult
Doug Morgan	General Manager, Operational Services	Consult
David Mercer	Manager, Planning & Real Estate Law	Consult

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