

Operational Services Report to
Executive Committee
2025 March 11

ISC: UNRESTRICTED
EC2025-0225

Water Utility, Wastewater, and Stormwater Bylaw Amendments

PURPOSE

The purpose of this report is to recommend that Council approve operational changes to the Stormwater Bylaw (Attachment 2), Wastewater Bylaw (Attachment 3) and Water Utility Bylaw (Attachment 4). The proposed changes will improve clarity, fairness and respond to important feedback from citizens and business, while maintaining the purposes of bylaws to protect public health, infrastructure, and the environment.

PREVIOUS COUNCIL DIRECTION

At the 2024 June 18 Meeting, Council referred Reports EC2024-0674 and EC2024-0665 back to Administration to incorporate learnings from the Bearspaw South Feeder Main (BPSFM) break, and to report back to Council no later than Q1 2025.

RECOMMENDATION(S):

That the Executive Committee recommend that Council:

1. Give three readings to the proposed bylaw in Attachment 4 to amend Bylaw 40M2006, Water Utility Bylaw
2. Give three readings to the proposed bylaw in Attachment 3 to amend Bylaw 14M2012, Wastewater Bylaw
3. Give three readings to the proposed bylaw in Attachment 2 to amend Bylaw 37M2005, Stormwater Bylaw

CHIEF ADMINISTRATIVE OFFICER/GENERAL MANAGER COMMENTS

This section will remain blank until reviewed by the General Manager or Chief Administrative Officer. Expected information in this section is that the Chief Administrative Officer/General Manager concurs with this report. May also include information on direct connections to other lines of work/initiatives..

HIGHLIGHTS

- Amendments to the Water Utility (40M2006), Wastewater (14M2012), and Stormwater (37M2005) bylaws to improve clarity, fairness and respond to important feedback from citizens and business.
- Amendments to the Water Utility Bylaw (40M2006) include minor yet impactful changes to outdoor water use restrictions in Schedule E and allow additional watering activities.
- Amendments to the Water Utility Bylaw do not include a permanent seasonal outdoor watering schedule as previously recommended in report EC2024-0665. The Water Efficiency Plan, when it comes to Community Development Committee by the end of Q2 2026 will include water conservation tools and may include a proposal for permanent seasonal outdoor watering schedules.
- Bylaw amendments integrate learnings from citizen and business feedback, regular interactions between Bylaw Enforcement Officers, as well as learnings from the Bearspaw South Feedermain event.

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DISCUSSION

The City is continually responding to the needs of Calgarians seeking to increase efficiency and effectiveness in the provision of services, while making sure that social, environmental, and economic factors are understood and considered.

The proposed bylaw amendments include:

- Housekeeping updates providing clear definitions and requirements to protect public health, infrastructure, and the environment.
- Updating Director references that have authority in each bylaw section.
- Clarifying responsibility for bylaw enforcement in Stormwater and Utility bylaw.
- Updating activities and permissions in Water Utility Bylaw Schedule E - Outdoor Water Restrictions
- Clarifying the requirements for operating and maintaining grease interceptors, which are devices that prevent fats, oil, and grease from entering the wastewater system and play an important role in preventing system backups.
- Ensuring full-service food vehicles have proper grey water disposal connections to prevent pollution resulting from improper or leaky connections.

A summary of the changes to the three bylaws is provided in Attachment 5.

Outdoor water restrictions are used only when necessary. They are an important tool that may be declared if demand for water is higher than what The City can supply. They have been declared during periods of drought when there is less water available in the river (2023), when The City is repairing or upgrading infrastructure (2024, 2005), when there is an emergency requiring longer water treatment times (2013) or when demand is high due to extended hot temperatures, straining the capacity of treatment plants. Administration continuously evaluates supply and demand to ensure a safe and reliable water supply.

EXTERNAL ENGAGEMENT AND COMMUNICATION

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

Water Services staff interact with industrial, commercial, and institutional customers daily, and these bylaw changes are based on information and feedback received through these customer interactions. Communication regarding the requirements of food service truck operators has been completed in 2024 through The City's annual Food Truck Blitz.

Internal engagement has been undertaken with City business units that use these bylaws.

A Water customer research survey was completed in fall 2024, and customer understanding was measured. 91% of customers surveyed had a good understanding what to do to reduce indoor water usage. 85% of customers surveyed understood the different stages of outdoor

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water restrictions. There was also engagement with external customers through over 700 inquiries received during the 2023 outdoor water use restrictions and 6,722 inquiries during the 2024 restrictions from both the break and repair phases of the Bearspaw South Feedermain event. These inquiries were received via 311, Councillor / Ward Offices, the Water Service Key Accounts team, and the Community Standards team that enforces these bylaws with customers.

The Canadian Prairie Chapter of the Irrigation Association (CPCIA) has also been engaged on the water managed sites program and has provided input on the proposed bylaw updates related to this program and general requirements related to outdoor water use.

IMPLICATIONS

Social

These amendments will provide clarity on bylaw requirements and will contribute to increased transparency, open channels of communication and collaboration with citizens and businesses. The amendments recognize that Calgarians value water for many purposes.

Environmental

These amendments encourage and support education and regulatory compliance programs as part of The City's commitment to protecting the environment. These amendments also enable The City to be more responsive and take actions to protect our infrastructure.

Economic

Updates to Outdoor Water Use Restrictions (Schedule E) of the Water Utility bylaw will help increase equity for customers during outdoor water restrictions. For example, customers will be able to wash their own windows instead of being required to hire a licensed professional and renovation businesses will be able to have the same permissions as the construction industry.

Service and Financial Implications

No anticipated financial impact

This report recommendation has no direct financial implications to The City's capital or operating budgets. However, clear rules for customers can reduce operations and maintenance costs, for example when restaurants properly maintain grease interceptors The City will see less sewer blockages related to grease in the wastewater collection system over time.

RISK

If these bylaw changes are not approved there will be a higher risk of non-compliance, which could have consequences such as sewer backups and the release of prohibited materials into the stormwater system and the environment. Additionally, not approving changes to Schedule E - Outdoor Water Use restrictions could signal a lack of responsiveness to community and industry feedback and learnings during the Bearspaw South Feedermain event.

ATTACHMENT(S)

1. Background and Previous Council Direction
2. Proposed Wording for a Bylaw to Amend Bylaw 37M2005 – Stormwater Bylaw

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3. Proposed Wording for a Bylaw to Amend Bylaw 14M2012 - Wastewater Bylaw
4. Proposed Wording for a Bylaw to Amend Bylaw 40M2006 - Water Utility Bylaw
5. Summary of Amendments to Stormwater, Wastewater and Water Utility Bylaws
6. Presentation

Department Circulation

General Manager/Director	Department	Approve/Consult/Inform
Doug Morgan, General Manager	Operational Services	Approve
Nancy Mackay, Director	Operational Services - Water Services	Approve
Debra Hamilton, Acting General Manager	Planning and Development Services	Inform
Carolyn Bowen, Director	Planning and Development Services – Climate and Environment	Approve

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