



Report Number: EC2025-0427

Meeting: Executive Committee

Meeting Date: 2025 April 15

NOTICE OF MOTION

RE: Customer service standards for essential water service disruptions

Sponsoring Member(s) of Council: Sonya Sharp

WHEREAS Calgary residents and businesses are impacted greatly by water infrastructure failures, planned or unplanned infrastructure repairs, boil water advisories or any other causes of disruption to essential water services;

AND WHEREAS, Administration has a target of 48 hours, under normal circumstances, to return a water disruption back to normal service and provide impacted customers with access to temporary water service (water wagons), whenever possible during the service disruption;

AND WHEREAS the customer experience of residents and businesses is currently inconsistent when essential water services are disrupted, for example:

- Essential water service disruptions may occur at any time of the day or night, and day of the week.
- Many customers do not know they do not have water until they try to turn on their taps or flush their toilets.
- Many customers do not know how to find more information on the water service disruption.
- Customer supports, such as City Recreation passes, are provided in some circumstances but not others.
- The City website and 311 information does not provide all of the information Calgarians are looking for, such as estimated return to service times and timely updates on the repair progress.
- Some customers are able to access alternate water sources while others are not.

AND WHEREAS Calgarians expect a clearly communicated measurable service level during a water disruption;

AND WHEREAS vulnerable populations such as seniors and Calgarians with reduced mobility are particularly at risk when essential water services are disrupted;

AND WHEREAS many Calgary businesses rely on essential water services in order to operate, and suffer financially and reputationally when unable to operate;

NOW THEREFORE IT BE RESOLVED That Council directs Administration to review and strengthen current customer service standards when essential water services to Calgarians is disrupted;

AND FURTHER BE IT RESOLVED That Council directs Administration to report back to the 2025 July 29 Regular Meeting of Council and provide the following:

- A summary of Administration's current practices and performance targets for managing water disruptions and any improvement initiatives that are currently underway.

- A summary of practices used by other utilities and municipalities to communicate with and support customers during a water outage.
- Recommendations for improvements to the current water outage practices, including timelines and cost of implementation, which may include alternate water sources provided in a timely manner that are easily accessible to all customers including seniors and those with mobility challenges.
- Customers affected by essential water service disruptions given complimentary daily recreation passes in order to access essential services.
- And a measurement tool (number and duration of water service disruptions each year as well as feedback from customers impacted by water service disruptions) that is reported back to Council on an annual basis starting in Q4 2025.