

Water Services' Service Descriptions

The following services and sub-services will form the basis for the Water Services Zero-Based Review.

<i>Alignment with division in 2012-2014 Business Plans and Budget</i>	1. Collect and treat stormwater	2. Produce and deliver clean drinking water	3. Collect and treat wastewater
	<i>Sub-Services</i>	<i>Sub-Services</i>	<i>Sub-Services</i>
Water Treatment		Operate the water treatment plants	
		Maintain the water treatment plants	
		Transmit and store water	
		Maintain pumping and storage	
Wastewater Treatment			Operate the wastewater treatment plants
			Maintain the wastewater treatment plants
			Dispose of biosolids
			Maintain and operate the wastewater collection system
Field Services	Operate and maintain retention facilities	Maintain the water distribution system	Maintain and operate lift stations
	Operate and maintain the stormwater collection system	Distribute water	Maintain sanitary services
	Operate and maintain stormwater lift stations	Meter water consumption	
	Repair the stormwater collection system	Repair the distribution system	Repair the wastewater collection system

4. Support the delivery of services to customers	
<i>Sub-Services</i>	
Provide strategic direction and management for the business (i.e., Director's office)	
Provide operational business support services	

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1. Collect and treat stormwater:

The stormwater drainage system helps prevent environmental and property damage by diverting rain and snowmelt into the nearest river or creek through curbside drains and underground pipes. The system uses retention ponds to hold excess water during heavy rainstorms events. It also removes debris and sediment from urban runoff to help protect the water quality of the Elbow and Bow Rivers' and downstream, support the health of the ecosystem and meet regulatory requirements. The service is provided through the operation and maintenance of the stormwater collection systems, which includes over 4,800 km of pipe, 200+ storm ponds, 55,000+ catch basins, 68,000+ manholes, 800+ outfalls and 32 stormwater lift stations (7 lift stations belong to Transit and 2 belong to Parks).

2. Produce and deliver clean drinking water:

A critical aspect of public health is the provision of clean drinking water. Each day, 420 million litres of clean drinking water are produced and delivered to more than a million Calgarians and surrounding communities (Airdrie, Chestermere, Strathmore and T'suu Tina.) The service includes the operation and maintenance of two water treatment plants: Bearspaw and Glenmore Water Treatment Plants. There is also 4,610 km of pipe distributing water to 23 reservoirs using 23 pump stations. The service includes minimizing interruptions and leakages, maintaining adequate pressure to continually meet customer needs and meeting regulatory requirements. Accurately measuring the water delivered to customers through metering supports sustainability of the water supply now and for the future.

3. Collect and treat wastewater:

This service includes the collection and treatment of wastewater for Calgary and surrounding communities (Airdrie, Cochrane, South West Elbow Valley, and T'suu Tina). The combined treatment averages 452 million litres of residential and commercial wastewater per day and over 165 billion per year through 3 wastewater treatment plants: Bonnybrook, Fish Creek and Pine Creek. The service is provided by operating and maintaining wastewater collection systems, which includes over 4,000 km of pipe that move wastewater using 40 sanitary lift stations. The system is accessed with 49,000 manholes. Treating municipal wastewater creates two products: treated, clean water that is returned to the Bow River and on average 20,000 dry tonnes of biosolids, a nutrient-rich organic material. The collection and treatment of wastewater must meet regulatory requirements.

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4. Support the delivery of services to customers:

This service provides oversight for the management and operation of the Water Services business unit. It ensures strategic alignment with business unit, Utilities, departmental, Administrative and Council direction. It provides leadership and operational support for employee engagement, workforce management, and a culture of continuous improvement.