

**Policy statement**

Leduc County recognizes the value of providing a framework for the effective management of utility services.

**Definitions**

*Administration* means the staff of Leduc County under the direction of the county manager.

*Council* means the duly elected council of Leduc County.

*County* means the municipal district of Leduc County in the Province of Alberta.

*Utility* means the water, wastewater, or **stormwater** utilities under Leduc County jurisdiction **as set out in County bylaws.**

**Policy authority**

*Legislative implications:*

- Municipal Government Act, R.S.A. 2000. ~~Latest revision thereof~~

*Bylaw implications:*

- Leduc County Fees and Charges Bylaw. ~~Latest version thereof~~
- Water Services Bylaws. ~~Latest version thereof~~
- Wastewater Services Bylaws. ~~Latest version thereof~~

*Policy implications:*

- **FP-01 Financial Reserves Policy.**

**Policy standards**

Utility management objectives that will act as guiding principles for utility management:

1. Public health and safety:
  - Meet or exceed regulatory requirements ~~consistent with economic needs.~~
  - Facilities shall be managed and maintained at such a level that it provides for the public well-being and safety of customers.
2. Environmentally conscious services:
  - Limit negative impact to the environment.
3. Customer service Service:
  - ~~Endeavour~~ **Endeavor** to deliver efficient and courteous customer service to utility customers.
  - Minimize customer complaints.
  - Achieve and maintain positive customer perceptions.
  - Set and maintain service levels.

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4. Community sustainability:
  - The utility shall be managed in such a way to promote community sustainability through collaboration with local and regional stakeholders ~~endeavouring~~ **endeavoring** to support the economic, environmental and social health for county residents.
5. Financial sustainability:
  - Maintain adequate reserve ~~balances as per the FP-01 Financial Reserves policy. Policy(s)~~
  - ~~Maintain~~ **Develop** a Utility Fiscal policy further outlining the financial management of the utility.
  - ~~Develop a financial strategy that strives to provide sufficient funding~~ **Sufficient funding shall be available** for adequate maintenance and replacement of capital infrastructure.
  - Develop and maintain a rate structure consistent with this policy and County council rate setting objectives.
  - Support staff development and operator certification **in order** to meet regulatory requirements and improve utility operations and planning.
6. Operational optimization:
  - Allows for ongoing operational improvements.
7. ~~Asset Infrastructure~~ management strategy:
  - Develop and implement a strategy to effectively manage utility assets.

### **Policy responsibilities**

#### *Council responsibilities:*

Council will,

- ~~Review and approve this policy~~ **Approve the Utility Governance policy.**

#### *Administration responsibilities:*

Director, Engineering and Utilities will,

- Maintain, update and adhere to ~~this the~~ policy
- ~~Provide~~ **Ensure that** the appropriate resources ~~that~~ are available to meet the service levels.
- **Advise staff of this policy and its contents.**

#### *Utilities responsibilities:*

~~Manager,~~ Utilities will,

- Implement and adhere ~~the policy to the policy~~
- ~~Ensure staff adheres to the policy.~~

#### *Finance responsibilities:*

~~Director,~~ Finance will,

- **Support** ~~Supporting~~, track, and report the financial requirements of the policy.

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~~Leduc County staff will,~~

- ~~• Be aware of and follow the policy~~

**Monitoring and updating**

- This policy will be posted on Leduc County's website.
- This policy will be reviewed at least once every four ~~three~~ years.
- This policy will be reviewed in conjunction with UT-05 Utility Fiscal Policy.