



Water Demand Management Policy

POLICY NUMBER: 236-OP-24

Approval Date: March 26, 2024

Revise Date:

Motion Number: CRM20240326.1007

Repeal Date:

Supersedes: Policy No. 082-OP-04

Review Date:

1.0 Policy Intent

The City of Cold Lake Water Demand Policy ensures water demand measures are implemented to safeguard adequate water supply and to protect public health and safety.

2.0 Purpose

2.1 The purpose of this policy is to set guidelines for Water Demand Management with the intent of:

2.1.1 Enabling informed decision-making by staff, administration, CAO, Council and community;

2.1.2 Improving decision-making accountability and transparency;

2.1.3 Supporting a culture where staff, administration, CAO, Council and community take part in incorporating the water demand management;

2.1.4 Ensuring that risk, approved levels of service, condition, and water supply and quality are considered to inform and prioritize decisions for water demand management at all levels of decision making;

2.1.5 Meeting federal, provincial and local legislative and regulatory requirements for water demand management as applicable.

2.2 The establishment of the priorities for water management as follows:

2.2.1 Public health and safety;

2.2.2 Fire Protection;

2.2.3 Commercial and industrial: maintain jobs and economic base;

- 2.2.4 Mitigate additional charges from Cold Lake Regional Utility Service Commission the responsible party of the public drinking water system;
- 2.2.5 Existing landscaping; especially trees and shrubs; and
- 2.2.6 New demand: projects without permits when shortage declared.

3.0 Policy Statement

- 3.1 The City shall comply with this policy both internally and in its engagements with property owners, developers, contractors, and consultants. The City will contribute towards continuous improvement in Water Demand Management. If any provisions of this policy are held invalid, the remainder of this document shall be valid.

4.0 Managerial Guidelines

4.1 Definitions:

- 4.1.1 **“City”** means the municipal corporation of the City of Cold Lake, or the geographical area falling within the corporate limits of the City of Cold Lake as the context requires.
- 4.1.2 **“CAO or Designate”** means the person appointed by the Council of the City as Chief Administrative Officer (CAO) or that person’s designate.
- 4.1.3 **“Cold Lake Regional Utility Services Commission”** the responsible party for treating and supplying public drinking water to the City of Cold Lake.
- 4.1.4 **“Policy”** means the City of Cold Lake Water Demand Management Policy.
- 4.1.5 **“Utility”** means the water and wastewater utilities under Cold Lake jurisdiction as set out in the City bylaws.
- 4.1.6 **“Utility Bylaw”** is the City of Cold Lake Water and Sewer Bylaw No. 441-UT-12 as amended or repealed and replaced.
- 4.1.7 **“Water Demand Management Levels”** means the incremental degrees of water conservation in the efforts required by the City of Cold Lake water utility users.
- 4.1.8 **“Water Shortage Plan”** is a plan based on the Policy and the Utility Bylaw which provides water demand measures for the City Designate to carry out during or prior to potential water shortage incidents.

4.2 Policy Authority:

4.2.1 Legislative Implications:

4.2.1.1 *Municipal Government Act, R.S.A. 2000, Chapter M-26*

4.2.2 Bylaw Implications:

4.2.2.1 Utility Bylaw No. 441-UT-12 as amended or repealed or replaced.

4.3 **Water Curtailment:**

4.3.1 **Implementation, Notification and Enforcement**

4.3.1.1 The CAO may, when deemed necessary or advisable, declare in writing under 4.3.4 that water demand measures are implemented or declare in writing under section 4.3.5 a change to or termination of previously implemented water demand management measures as per the City's Water Shortage Response Plan as amended from time to time.

4.3.1.2 A CAO declaration in respect of water demand management measures shall be effective upon the date of public notice thereof unless a later effective date is stated by the CAO in the declaration, and shall remain in effect until the CAO declares that the water demand management measures are changed or are terminated in whole or in part.

4.3.1.3 A declaration of water demand measures by the CAO may apply to the entire City, to identified zones or geographic areas of the City, or to other locations as specified by the CAO. The CAO may apply different water demand measures in different parts of the City.

4.3.1.4 If the CAO makes a declaration under section 4.3.1 to implement water demand measures, the CAO shall cause public notice to be given indicating the water demand management measures implemented, what residents must do or refrain from doing to comply with the measures, and the date the measures will come into effect if different from the date of the public notice, by any one or more of the following means:

4.3.1.4.1 City news release;

4.3.1.4.2 Notice on the City's public website;

4.3.1.4.3 Post on social media;

4.3.1.4.4 Advertise in a newspaper in circulation in the City;

4.3.1.4.5 Circulation of flyers; or

4.3.1.4.6 Signage.

- 4.3.1.5 In addition to Section 4.3.1.4, the CAO shall cause public notice to be given by any one or more of the means set out in Section 4.3.1.4 in the event of any of the following types of declarations:
- 4.3.1.5.1 A declaration of changing the areas of application of water demand management measures;
 - 4.3.1.5.2 A declaration changing the details of the water demand management measures in any area; and
 - 4.3.1.5.3 A declaration that water demand management measures are terminated in whole or in part.
- 4.3.1.6 No person shall use water in contravention of a water demand measure for which public notice has been given. Penalties will be applied as stated in the Utility Bylaw No. 441-UT-12 as amended or repealed or replaced.
- 4.3.1.7 Every person is responsible for determining whether water demand management measures are in effect and failure to receive notice of water demand measure is not a valid defense for contravention of the water demand management measures.

4.4 Response Stages:

Water shortage responses are presented in four (4) stages, Advisory, Voluntary, Mandatory and Emergency-Rationing.

- **1: Advisory Stage:** In the first stage, customers are informed as early as meaningful data is available that water supply and demand conditions may result in less than normal supply of water.
- **2: Voluntary Stage:** If the supply and demand situation at the Advisory stage then deteriorates, the next step in the Water Shortage Response Plan is the Stage Two, the “Voluntary” stage, which relies on the voluntary cooperation and support of customers to meet water use reduction goals. Water users are given the opportunity contribute their “share” of water saving to achieve a municipal goal of reduced consumption.
- **3: Mandatory Stage:** If the Voluntary Stage measures have not or are not able to provide the necessary reduction in the water use, the Water Shortage Response Plan moves to Stage Three “Mandatory” stage. The City provides a mandatory water use reduction goal and may utilize techniques such as written warnings and ticketing to reach the required goal.
- **4: Emergency-Rationing Stage:** Stage Four, the “Rationing” stage is used when extraordinary levels of reduction are required to ensure demand does not exceed supply that public health and safety are not compromised.

4.5 Water Conservation:

- 4.5.1 The City will aim to develop and advance long-term programs structured to encourage customers to reduce water waste and increase water sufficiency in a sustainable measure.

5.0 References

- 5.1 City of Cold Lake Utility Bylaw No. 441-UT-12
- 5.2 Water Shortage Response Plan

6.0 Persons Affected

City of Cold Lake Infrastructure Services Department
City of Cold Lake Community Services Department
City of Cold Lake Corporate Service Department
City of Cold Lake Emergency Services Department
City of Cold Lake Planning, Development & Regulatory Services Department
City of Cold Lake Economic Development, Strategy & Communications
Members of the Public

7.0 Revision/Review History

The Council and the CAO or their designate, shall review this policy every three (3) years and revise as required. Such reviews may be done in conjunction with budget deliberations and fee schedule amendments or following changes to the operating environment of any of the divisions of the City; or at such other times as the Council and or CAO considers appropriate.

April 16, 2024
Date

April 17, 2024
Date



Chief Administrative Officer

Mayor