



## Industry Bulletin

March 2021

**On behalf of the Water Utility, Water Services has two important updates for our indemnified contractors. An open house is scheduled for April 15, 2021 to discuss.**

### **14-Day Main Control Changes**

**CHANGE:** Mains will no longer be allowed to be controlled for longer than **14 days**.

The City works to ensure all Calgarians have a safe and reliable supply of drinking water. The City, specifically Water Services, is the permit holder for the treatment and supply of drinking water in The City of Calgary.

Strict regulations are in place for the protection of public health. To maintain regulated water quality levels, Water Services is required to return the main to service within 14 days. Mains that are controlled for longer than 14 days pose a risk to our system, water quality and public health. The City wants to work with contractors to eliminate mains controlled for longer than 14 days.

**Effective When?** May 10, 2021

**What does this change look like for you?** Water Services is starting a new system to better track contractor appointments including the status of mains and number of days controlled. The new tracking system will send you a reminder email at 7 days, 10 days and 13 days until the main has been returned to service. We will work together to help ensure we do not have controls over 14 days. In the first year we will work to better understand the process and potential pinch points to this new process.

The number of appointments as well as how appointments are made, cancelled or rescheduled are not changing. Water Services Customer Care at 403-268-4355 is still the main contact for appointments.

**Will we be given more appointments?** No more appointments will be granted due to this process change.

**Are there any fines for going over 14 days?** The City is not putting any fines in place when this process is live; however, in the fall we will be looking at the data to see how many mains were controlled for longer than 14 days to identify any trends that need to be resolved. The City wants to work with the indemnified contractors to identify pinch points and work together to solve any issues.

**What if I am not on a job before the 14 days?** Please call in to get the main returned to service and book another appointment for the control. The time commitment and effort required to return a main to service at 13 days is much less than at 14 days in order to mitigate the risk to our water quality.

**What if I am still working on the main at 14 days?** Please call Water Services Customer Care and complete your work. We will work closely together to manage the timelines and follow the proper process for return to service.

## **Service Disconnection Deposit Changes**

**CHANGE:** City is exploring process changes to **eliminate service disconnection deposits**.

To better manage the water quality risks associated with service disconnections, we are exploring connecting disconnection requests to a development permit. In cases where there is no development permit, we are looking at changes to require disconnection prior to demolition.

**When?** Tentative date: July 1, 2021

**Can we get more details?** The City is currently working through the details and business rules. Once we have more information, we will provide it. We are hoping to have the details worked out by June 2021.