

**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 or wastewater utilities under Leduc County jurisdiction as set out in County bylaws.

**Policy authority**

Legislative implications:

- Municipal Government Act, R.S.A. 2000.

Bylaw implications:

- Leduc County Utilities Fees and Charges Bylaw.
- Water Services Bylaws.
- Wastewater Services Bylaws.

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.
  - Facilities shall be managed and maintained at such a level that it provides for the public well-being and safety of the customers.
2. Environmentally conscious services:
  - Limit negative impact to the environment.
3. Customer service:
  - 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 to support the economic, environmental and social health for county residents.
5. Financial sustainability:
  - Establish adequate reserve balances as per the FP-01 Financial Reserves Policy.
  - Maintain a utility fiscal policy further outlining the financial management of the utility.
  - Develop a financial strategy that strives to provide sufficient funding 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 to meet regulatory requirements and improve utility operations and planning.
6. Operational optimization:
  - Allows for ongoing operational improvements.
7. Asset management strategy:
  - Develop and implement a strategy to effectively manage utility assets.

**Policy responsibilities***Council responsibilities:*

Council will,

- Review and approve this policy.

*Administration responsibilities:*

Administration will,

- Maintain, update, and adhere to this policy.
- Provide the appropriate resources that are available to meet the service levels.
- Support, track, and report the financial requirements of 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 years.
- This policy will be reviewed in conjunction with UT-05 Utility Fiscal Policy.

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