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| Department: Public Works and Engineering | Section: Utilities |
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UT-04 Utility Governance Policy

Policy Statement

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

Definitions

County means the municipal district of Leduc County.

Policy means the Leduc County Utility Governance Policy.

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

Policy Authority

The Director of Public Works and Engineering is responsible for maintaining and updating the *Policy* and ensuring that the appropriate resources are available to meet service levels.

The Manager of Utilities is responsible for implementing the *Policy* and ensuring that the appropriate staff adheres to the *Policy*.

The Director of Finance is responsible for supporting, tracking and reporting the financial requirements of the *Policy*.

County staff is responsible to be aware of and follow the *Policy*

Utility Management Standards

The *County* identifies the following *Utility* management objectives that will act as guiding principles for *County 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 the customers.
2. Environmentally conscious services: limit negative impact to the environment
3. Customer Service:
 - 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.
4. Community sustainability: the *Utility* shall be managed in such a way to promote community sustainability through collaboration with local and regional stakeholders endeavoring to support the economic, environmental and social health for *County* residents.
5. Financial sustainability:
 - Maintain adequate reserve policy(s).
 - Develop a utility fiscal policy further outlining the financial management of the *Utility*.

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- 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. Infrastructure management strategy: develop and implement a strategy to effectively manage *Utility* assets.

Monitoring & Updating

This policy should be reviewed every 2 years.

References

Water Research Corporation. (2017). Effective Utility Management, A Primer for Water and Wastewater Utilities.

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