

North Red Deer River Water Services Commission



Regular Meeting Agenda

Date:	February 20, 2025	Time:	9:00am
Location:	COUNCIL CHAMBERS LACOMBE AB		
Invitees:	<p>Members: Mayor Grant Creasey, City of Lacombe – Chair Mayor Jamie Hoover, Town of Blackfalds – Vice-Chair Councillor John Ireland, Lacombe County – Director Councillor Clayton Nelson, Town of Ponoka – Director Councillor Mark Matejka, Ponoka County – Director</p> <p>Others: Jordan Thompson, NRDRWSC CAO Sandra Lund, CAO, Town of Ponoka Peter Hall, CAO, Ponoka County Kim Isaak, CAO, Town of Blackfalds Matthew Goudy, CAO, City of Lacombe Tim Timmons, County Manager, Lacombe County Michael Minchin, Director of Corporate Services, Lacombe County Preston Weran, Director of Infrastructure and Planning Services, Town of Blackfalds Manager Tracey McKinnon, City of Lacombe Manager Amber Mitchell, City of Lacombe Manager Chris Huston, City of Lacombe Manager Angela Smith, City of Lacombe Operator Matt Sawitsky, City of Lacombe Legislative Coordinator, Denise Bellabono, City of Lacombe</p> <p>Guests: Mitchell Kennedy, Senior Manager, BDO Canada LLP Rebecca Marcotte, Manager, BDO Canada LLP Albert Frootman, MPA, RPP, MCIP, Principal, Localis Michelle Tetreault, BA, Localis Michael Wuetherick, Peng, Localis Darwin Durnie, RET, Localis</p>		
Recorded by:	Iwa Post – NRDRWSC Executive Assistant		
1. Call to Order by Chair			
2. Adoption of Agenda			
3. Adoption of Minutes			
3.1 Regular Meeting Minutes – December 16, 2024			
4. Presentations			

4.1 BDO 2024 Audit Plan
4.2 Waterline Extension Project Manager Introduction - Localis
5. Reports
5.1 Administration
5.2 Chair
6. New Business / Emergent Items
6.1 Water Conservation Policy - Final
7. Correspondence
8. In Camera
9. Next Meeting Date
April 22 nd , 2025, in Council Chambers, City of Lacombe, at 9:00am
10. Adjournment

NORTH RED DEER RIVER WATER SERVICES COMMISSION
MEETING MINUTES
December 16, 2024

In Attendance: Mayor Grant Creasey, NRDRWSC Chair, City of Lacombe
Mayor Jamie Hoover, NRDRWSC Vice-Chair, Town of Blackfalds
Councillor John Ireland, NRDRWSC Director, Lacombe County
Councillor Clayton Nelson, NRDRWSC Director, Town of Ponoka
Councillor Mark Matejka, NRDRWSC Director, Ponoka County

Others Present: Jordan Thompson, NRDRWSC Manager, City of Lacombe
Sandra Lund, CAO, Town of Ponoka
Matthew Goudy, CAO, City of Lacombe
Tim Timmons, County Manager, Lacombe County
Preston Weran, Director of Infrastructure and Planning Services, Town of Blackfalds
Amber Mitchell, Engineering Manager, City of Lacombe
Chris Huston, Manager of Utilities, City of Lacombe
Iwalani Post, NRDRWSC Executive Assistant, City of Lacombe

Guests: Joe Ireland, P.Eng, Civil Engineer, Stantec Consulting Ltd.
Todd Simenson, P.Eng, FEC, FSS (Hon), ENV SP, Project Manager, Stantec Consulting Ltd.

Regrets: Peter Hall, CAO, Ponoka County
Kim Isaak, CAO, Town of Blackfalds
Michael Minchin, Director of Corporate Services, Lacombe County
Tracey McKinnon, Manager of Finance, City of Lacombe
Angela Smith, Regional Utilities Foreman, City of Lacombe
Matt Sawitsky, Operator, City of Lacombe
Denise Bellabono, Legislative Coordinator, City of Lacombe

1. Call to Order:

Chair Creasey called the meeting to order at 9:00 am.

2. Adoption of the Regular Meeting Agenda:

MOVED by Councillor Ireland that the regular meeting agenda for December 16, 2024, be adopted as presented.

CARRIED UNANIMOUSLY

3. Adoption of the Minutes:

3.1. Regular Meeting Minutes of November 4, 2024

MOVED by Councillor Nelson that the minutes for November 4, 2024, be adopted as presented.

CARRIED UNANIMOUSLY

4. Presentations

5. Reports:

5.1. Regional Water/Wastewater Commissions Forum

Manager Thompson presented a verbal report on the Regional Commissions Forum attended by Chair Creasey and Manager Thompson. Topics presented at the Forum included rate models, the challenges with hub facilities, long-term financial planning, droughts, water licensing, and ongoing collaboration. Minister McIver and Minister Dreeshan were in attendance for the first hour.

Manager Thompson noted that the City of Red Deer has tentatively scheduled the water rate general information meeting for January 20th. Manager Thompson will be attending along with representatives from the South Commission, Sylvan Lake Commission and Red Deer County.

6. New Business / Emergent Items:

6.1. Second/Third Reading 2025 Utility Rate Bylaw

Manager Thompson presented for second and third reading of Bylaw 3.9, an amendment to the Commission's Water Rate Bylaw 3, for the 2025 Water Rate to members be set to \$2.45/m³, consistent with the 2025 Operating Budget.

MOVED by Vice-Chair Hoover that the Commission give second reading to Bylaw 3.9.

CARRIED UNANIMOUSLY

MOVED by Councillor Nelson that the Commission give third reading to Bylaw 3.9.

CARRIED UNANIMOUSLY

6.2. Officer Elections Policy

Manager Thompson presented the Officer Elections Policy 12 (2024) for adoption.

MOVED by Councillor Ireland that the Commission adopt the Officer Election Policy 12 (2024) as presented.

CARRIED UNANIMOUSLY

6.3. Water Conservation Policy - Draft

In response to the Board's resolution directing Administration to propose updates to Policy 6: Water Rationing, including steps to mitigate the impact of a possible multi-year drought, Manager Thompson presented a draft of the updated Water Conservation Policy for review by the Board, Commission Member CAOs, and City of Red Deer.

MOVED by Councillor Matejka that the Commission direct Administration to seek feedback on the draft Water Conservation Policy from Member CAOs and the City of Red Deer.

CARRIED UNANIMOUSLY

7. Correspondence:

7.1. Water Availability Engagement

Manager Thompson submitted correspondence from Environment and Protected Areas regarding a water availability engagement opportunity where they are seeking input from the Water Sharing Agreement participants.

8. In Camera

9. Next Meeting:

Thursday, February 20th, 2025, at 9:00 am, City of Lacombe Council Chambers.

Adjournment:

MOVED by Councillor Ireland to adjourn the meeting at 9:34 am.

CARRIED UNANIMOUSLY

Chairperson

Manager

North Red Deer Regional Water Services Commission

Audit planning communication to the Members
of the Commission for the year ended
December 31, 2024

START



To the Members of the Commission of North Red Deer River Water Services Commission

We are pleased to provide you with this planning communication to highlight and explain key issues which we believe to be relevant to the audit of North Red Deer River Water Services Commission (the “Commission”) financial statements for the year ended December 31, 2024.

The enclosed planning communication includes our approach to your audit, the significant risks we have identified and the terms of our engagement. At the year-end meeting, we will provide you with a copy of our draft audit opinion and discuss the nature, extent and results of our audit work. We will also communicate any significant internal control deficiencies identified during our audit and reconfirm our independence.

Our audit and therefore this communication will not necessarily identify all matters that may be of interest to the Members of the Board in fulfilling its responsibilities. This communication has been prepared solely for the use of the Members of the Commission and should not be distributed without our prior consent. Consequently, we accept no responsibility to a third party that uses this communication.

We look forward to completing our draft audit report opinion and discussing our conclusions with you. In the meantime, please feel free to contact us if you have any questions or concerns.

Yours truly,


BDO Canada LLP
February 20, 2025



Table of Contents

- 1 Your dedicated BDO audit team
- 2 Audit timeline
- 3 Auditor's responsibilities
- 4 Significant risks and planned responses
- 5 Planned scope
- 6 How we audit financial statements
- 7 Our audit approach
- 8 BDO's digital audit suite
- 9 Recommended resources

Audit at a glance

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- 6
- 9
- 10  February 2025
- 11
- 14
- 15  April 2025
- 17

Your dedicated BDO audit team



Lorraine L. Walker, MA, CPA, CA

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Lorraine Walker is a partner with over 30 years of audit experience, working in various Not-for-Profit/Public Sector/Education Industry Group Audits. She specializes in Public Sector Accounting Standards and the audit of Municipalities and their related entities.

Lorraine Walker will be the Engagement Partner for your assurance services. She will assume ultimate responsibility for the provision of all services, monitoring and controlling costs to ensure you receive quality, effective and value-added service.



Mitchell Kennedy, CPA, CA

T: (403) 342-8078
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Mitchell Kennedy is a senior manager with 10 years of experience providing audit and accounting services to many public sector and educational organizations, not-for-profit organizations, as well as a range of private sector companies. This experience allows him to address the unique audit and operating needs his clients have.

Mitchell Kennedy will be the Engagement Manager for your assurance service and take a lead role in coordinating the in-field engagement team.

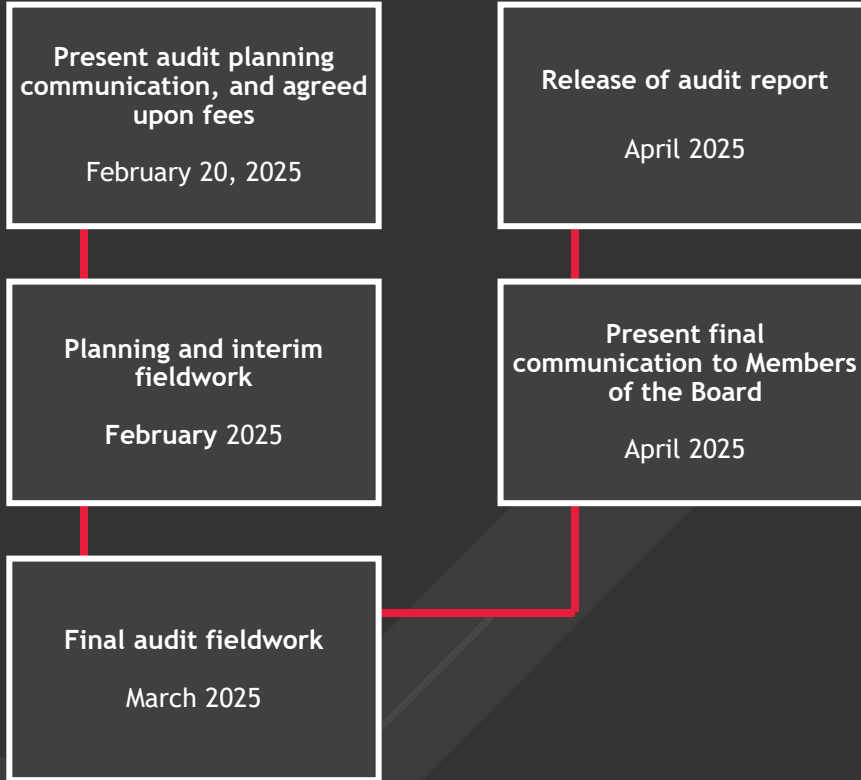
Our independence



We have complied with relevant ethical requirements and are not aware of any relationships between North Red Deer River Water Services Commission and our Firm that may reasonably be thought to bear on our independence.



Audit timeline



BDO'S DIGITAL AUDIT SUITE APT Next Gen

We use our APT Next Gen software and documentation tool to save time, streamline processes, and go paperless with your audit.

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DISCOVER THE
DIGITAL DIFFERENCE





Auditor's responsibilities: financial statements

We are responsible for forming and expressing an opinion on the financial statements that have been prepared by management, with oversight by those charged with governance. The audit of the financial statements does not relieve management or those charged with governance of their responsibilities. The scope of our work, as confirmed in our engagement letter attached as Appendix A to this letter, is set out below:

Year-End Audit Work

- ▶ Work with management towards the timely issuance of the financial statements.
- ▶ Provide timely and constructive management letters. This will include deficiencies in internal control identified during our audit.
- ▶ Present significant findings to the Members of the Board including key audit and accounting issues, any significant deficiencies in internal control and any other significant matters arising from our work.



We are required to obtain an understanding of the system of internal control in place in order to consider the adequacy of these controls as a basis for the preparation of the financial statements, to determine whether adequate accounting records have been maintained and to assess the adequacy of these controls and records as a basis upon which to design and undertake our audit testing.

We are required to report to you in writing about any significant deficiencies in internal control that we have identified during the audit.



Auditor's responsibilities: fraud risks

We are responsible for planning and performing the audit to obtain reasonable assurance that the financial statements are free of material misstatements, whether caused by error or fraud, by:

- ▶ Identifying and assessing the risks of material misstatement due to fraud;
- ▶ Obtaining sufficient and appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses; and
- ▶ Responding appropriately to fraud or suspected fraud identified during the audit.

The likelihood of not detecting a material misstatement resulting from fraud is higher than the likelihood of not detecting a material misstatement resulting from error because fraud may involve collusion as well as sophisticated and carefully organized schemes designed to conceal it.

Behind the audit report



Learn how we audit your financial statements

[SEE OUR PROCESS](#)



Auditor's responsibilities: fraud risks

Throughout our planning process, we performed risk assessment procedures and related activities to obtain an understanding of the entity and its environment, including the Commission's internal control, to obtain information for use in identifying the risks of material misstatement due to fraud and made inquiries of management regarding:

- ▶ Management's assessment of the risk that the financial statements may be materially misstated due to fraud, including the nature, extent and frequency of such assessments;
- ▶ Management's process for identifying and responding to the risks of fraud in the Commission, including any specific risks of fraud that management has identified or that have been brought to its attention, or classes of transactions, account balances, or disclosures for which a risk of fraud is likely to exist;
- ▶ Management's communication, if any, to those charged with governance regarding its processes for identifying and responding to the risks of fraud in North Red Deer River Water Services Commission; and
- ▶ Management's communication, if any, to employees regarding its view on business practices and ethical behavior.

We are not currently aware of any fraud affecting the Commission. If you are aware of any instances of actual, suspected, or alleged fraud, please let us know.



Significant risks and planned responses

We have identified the following significant risks that require special audit consideration. These risks were identified based on our knowledge of the Organization, our past experience, and input from management and the Members of the Commission. Please review these significant risks and let us know your thoughts on these or any other areas of concern.

Financial statement areas	Risks noted	Proposed Audit approach
Revenue Recognition and new revenue standard PS 3400	There is an inherent fraud risk associated with revenue recognition and ensuring it is recorded in the correct period.	<ul style="list-style-type: none"> We will review the revenue recognition policy for consistency with the public sector accounting standards. For a sample of grants and other revenues we will agree them to source documents and ensure they are appropriately recorded. We will review the design and implementation of controls around revenue recognition and ensure they are appropriate in the circumstances.
Management Override of Controls	In all organizations, management is in a unique position to override or circumvent the controls in place over the financial reporting process.	<ul style="list-style-type: none"> Manual journal entries will be reviewed using analytical procedures and vouching to supporting documentation as required. We will review the design and implementation of controls surrounding the posting of adjusting entries. We will test significant estimates and ensure there is no management bias imposed to manipulate financial results.
Asset Retirement Obligation (ARO)	There is a risk that the new asset retirement obligation standard, PS 3280, is not correctly adopted.	<ul style="list-style-type: none"> We will review the scoping process performed by the management to identify potential ARO's. We will compare scoped in assets to the tangible capital asset listing to ensure all ARO's have been identified. We will review the process to determine ARO's and determine if it's in compliance with PS 3280. We will recalculate the ARO and analyze the estimated liability.

Materiality

We determined preliminary materiality to be \$187,000 based on 2.75% of Revenue.

Misstatements are considered to be material if they could reasonably be expected to influence the decisions of users based on the financial statements.

Our materiality calculation is based on the Commission's preliminary results. If actual results change significantly, we will communicate those changes to the Members of the Board as part of our year-end communication.

We will communicate all corrected and uncorrected misstatements identified during our audit to the Members of the Board, other than those which we determine to be "clearly trivial."

We encourage management to correct any misstatements identified throughout the audit process.



How we audit financial statements: Our audit process

IDENTIFY AND ASSESS RISK

Focus on those areas of financial statements that contain potential material misstatements as a consequence of the risks you face

OBTAIN AUDIT EVIDENCE

Perform audit procedures while maintaining appropriate degree of professional skepticism, to conclude whether or not the financial statements are presented fairly

COMMUNICATION

Communicate our opinion and details of matters on which we are required to communicate





How the firm's system of quality management (SoQM) supports the consistent performance of quality audit engagements

The firm is committed to maintaining high standards of audit quality that meet stakeholders' expectations and serve the public interest. We foster a culture where audit quality is at the center of our strategy and priorities. All partners and staff are accountable for performing quality engagements and upholding professional ethics, values, and attitudes.

The firm invested significant time and resources to establish and operate a SoQM that complies with the requirements set out in Canadian Standard on Quality Management 1 - Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements (CSQM 1) as issued by the Auditing and Assurance Standards Board (AASB). The SoQM ensures the firm and its personnel meet professional standards, legal and regulatory requirements, and conduct engagements accordingly, with reports issued appropriately for the circumstances.

Taken together our system of quality management supports consistent performance of audit engagements by focusing on eight components that operate in an iterative and integrated manner. These include:



Standard for Audit Quality



CSQM 1

The quality of an audit depends not only on the people conducting it—but also on the systems underpinning it. These new rules up the ante for your audit quality.



Establishing and improving the firm's SoQM

In establishing and continuously improving our firm's SoQM, we carried out the following for each of the SoQM components:

OBJECTIVES

We established the quality objectives required by CSQM1 in the core components of our SoQM and any additional quality objectives as appropriate.

QUALITY RISKS

We identified the quality risks that may adversely affect achieving these objectives. These consider the nature and circumstances of the firm and the engagements it performs and the conditions, events or circumstances that may impact its SoQM.

RESPONSES

We designed and implemented appropriate responses (policies, procedures and controls) to mitigate the assessed quality risks to an acceptable level.

MONITORING

We monitor the design, implementation and operating effectiveness of the firm's SoQM to identify areas for improvement. Root cause analysis is performed on deficiencies identified and remedial actions are implemented on a timely basis. This robust monitoring and remediation process is important for continuous improvement in quality processes.

On at least an annual basis the firm evaluates whether these deficiencies have a severe and/or pervasive impact on the achievement of the quality objectives in the SoQM.

We identify emerging developments and changes in the circumstances of the firm or its engagements and adapt the SoQM to respond to such changes.

Evaluating SoQM:

Our annual SoQM evaluation involves reviewing information about the system's design, implementation, and operation through monitoring activities. It includes testing response effectiveness, reviewing findings from inspections, and other relevant SoQM information. Using professional judgment, we assess whether identified findings represent deficiencies in the SoQM, investigating their root causes and evaluating their severity and pervasiveness.



Our audit approach: Responsiveness in action

Our firm is deliberately structured to allow one partner to every six staff members. This means easy access to senior staff and the lead partner throughout your audit. It also helps our team gain a better understanding of your organization. Our audit process differs from the typical audit in our use of in-field reviews. The benefit of these in-field reviews is that final decision-makers are on site ensuring issues are resolved and files closed quickly. We offer clients the full-service expertise of a national firm. Yet we maintain a local community focus. The comprehensive range of services we deliver is complemented by a deep industry knowledge gained from over 100 years of working within local communities.



Discover how we're accelerating audit quality



Audit Quality Report

We collected our core beliefs around audit quality, the very practical steps we take to sustain it, and the progress we have made to accelerate its quest.

[Follow our progress](#)



BDO's digital audit suite

Our digital audit suite of technologies enables our engagement teams to conduct consistent risk-based audits, both domestically and internationally, with maximum efficiency and minimal disruption to our clients' operations and people.

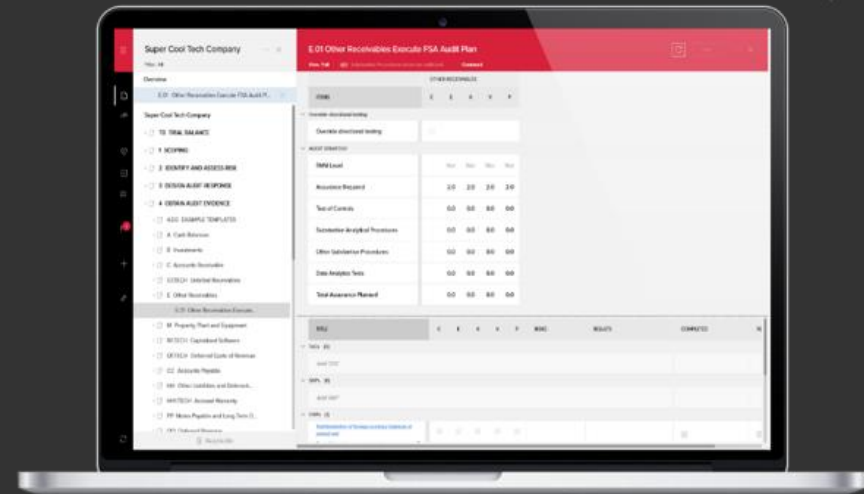
APT Next Gen

Our audit software and documentation tool, APT, is an integral part of our audit methodology. Our professionals engage APT to devise and perform appropriate, risk-based audit procedures and testing based on applicable Canadian Auditing Standards (CASs), as well as to factor in engagement and industry-specific objectives and circumstances.

APT enables us to deliver an audit that fits your organization—whether large or small; complex or basic.

This sophisticated tool also amplifies two key attributes of our audits: consistency and quality. The quality framework that we developed measures our audit performance with hard quality indicators and reflects our indispensable culture for quality. To see our audit quality and consistency in action, look no further than how our teams share best audit practices for continuous improvement.

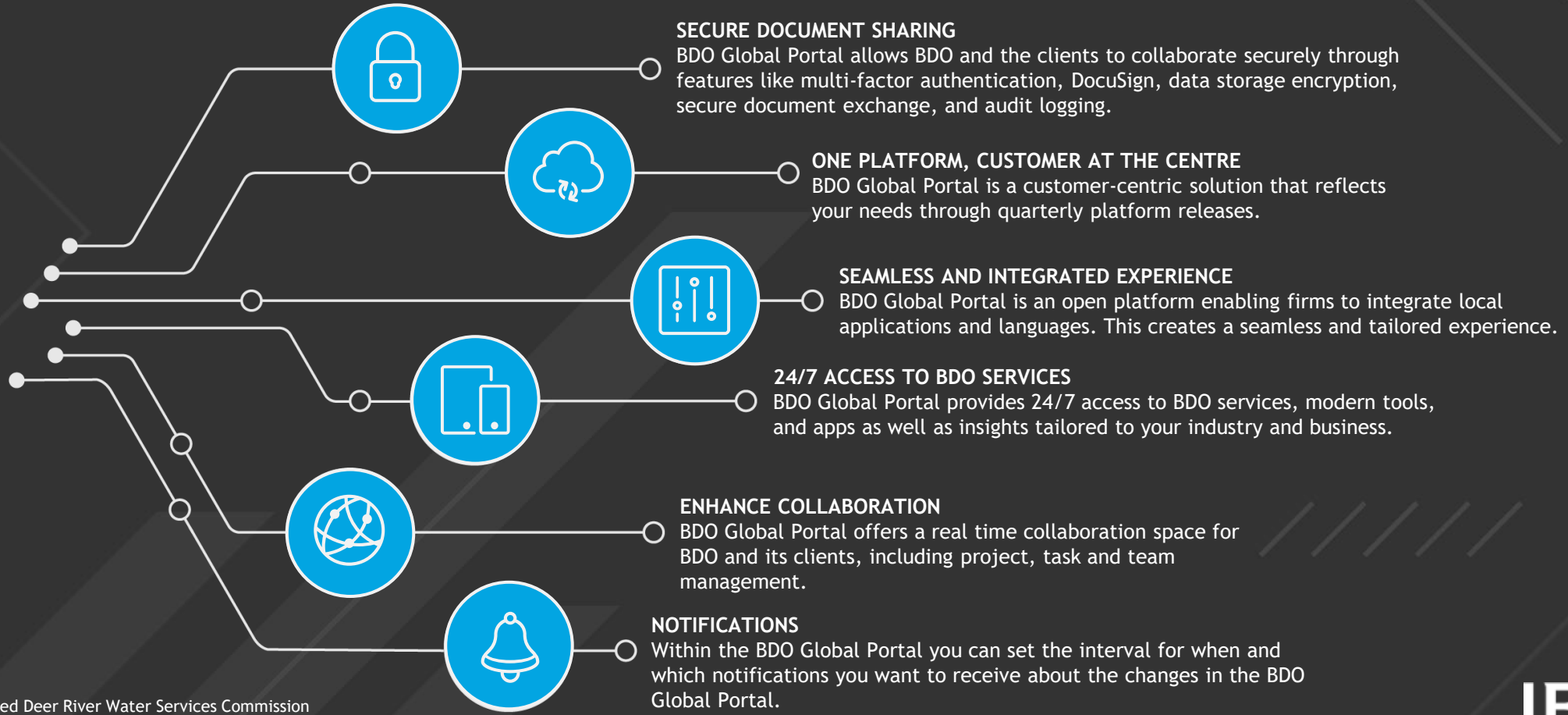
Through a strategic alliance with Microsoft and the introduction of new technology, this global, cloud-based application can now streamline and focus the audit process in even more ways for BDO professionals and their clients.





BDO Global Portal

BDO Global Portal transforms and enhances your digital experience with your BDO advisors. Available at any time, Portal enables you to access all services, tools, apps, and information and to collaborate with your advisors in a seamless way through a flexible, appealing, and secure environment.

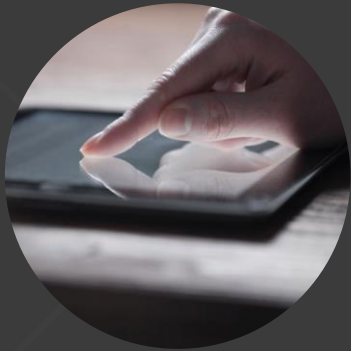




Recommended Resource

Staying in the know with knowledge and perspective

Key changes to financial reporting



When the rules of reporting change, you may need to fine-tune how to present financial statements and govern the organization.

[ACCESS OUR KNOWLEDGE CENTRE](#)

2024 Federal Budget



Understand the key elements of the 2024 Federal Budget and how it will impact you and your business

[STAY ON TOP OF TAXES](#)

Trending topics



As a community of advisors with the best interests of our clients in mind, we keep our ear to the ground to bring insights and perspectives related to key business trends to you.

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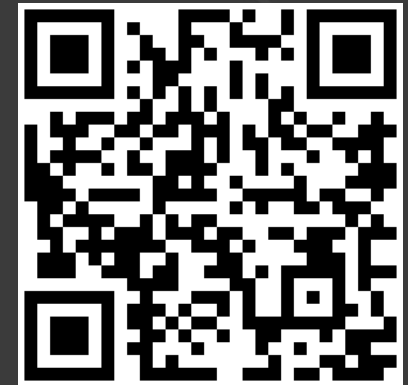
Spotlight on ESG



Transformative world events—an international health crisis, social movements, shareholder and investor values, global supply chains, energy transition, smart cities, and sustainable finance—are transforming Canadian business.

Standards and regulations are rapidly changing to reflect the goals of all of your stakeholders. Organizations, investors, and customers are embracing environmental, social, and governance (ESG) considerations as important measures of success. Non-financial and financial information is becoming more interconnected.

ESG Insights



Sector insights at your convenience

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North Red Deer Regional Wastewater Services Commission

Audit planning communication to the Members
of the Commission for the year ended
December 31, 2024

START



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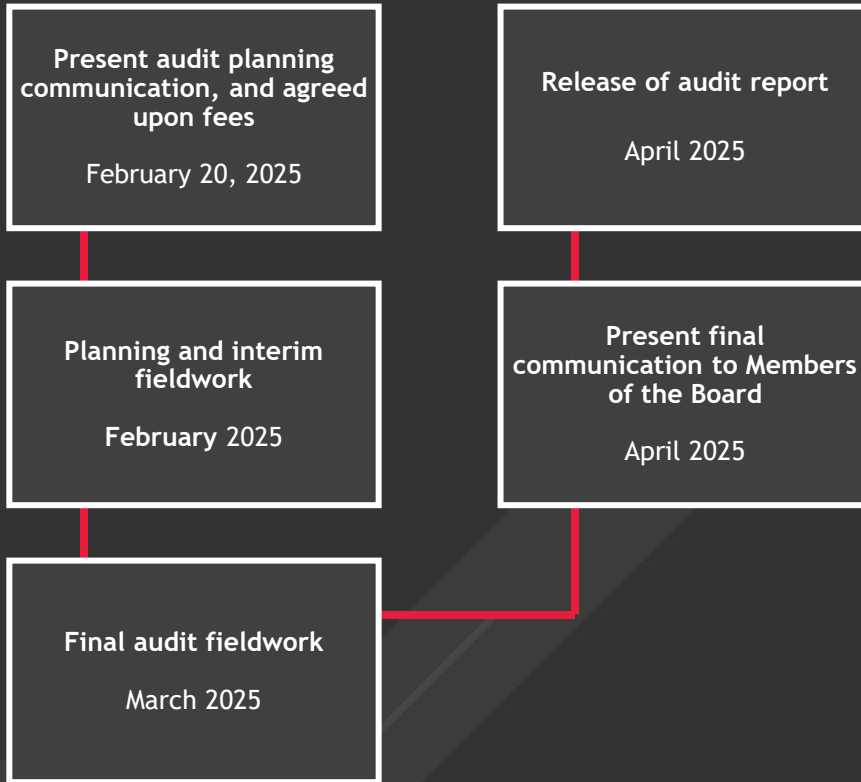
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Audit timeline



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Behind the audit report



Learn how we audit your financial statements

[SEE OUR PROCESS](#)



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How we audit financial statements: Our audit process

IDENTIFY AND ASSESS RISK

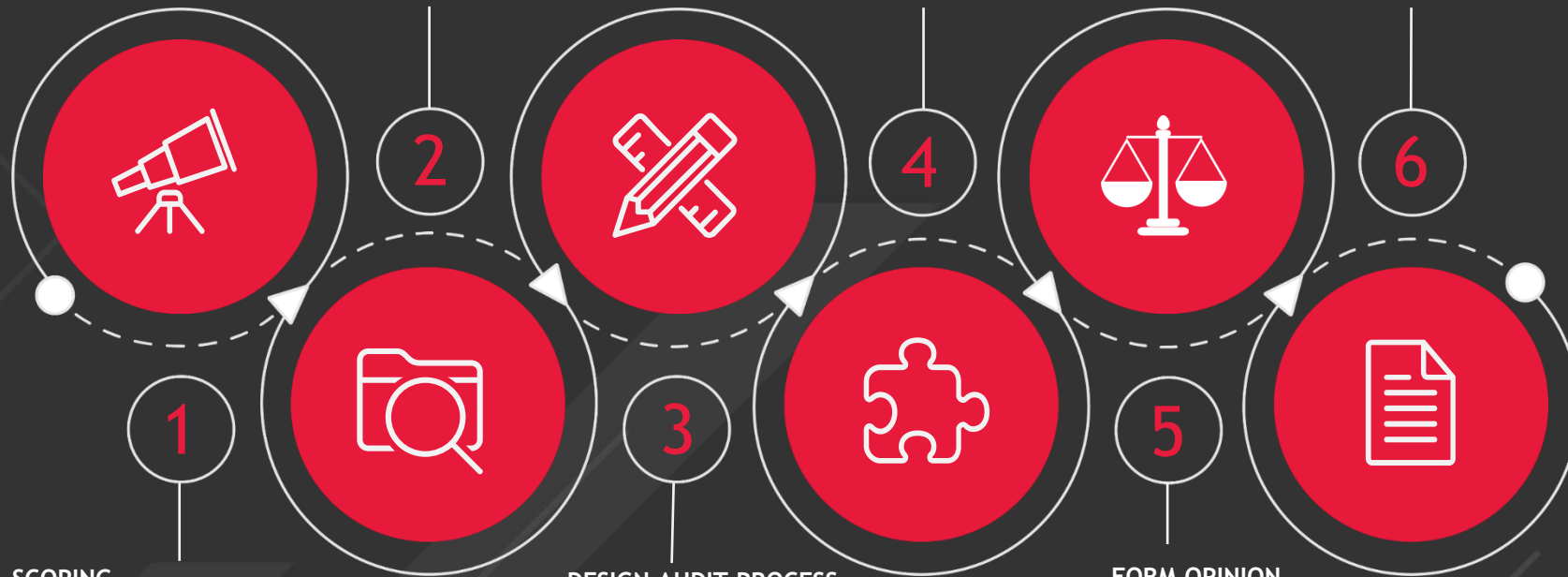
Focus on those areas of financial statements that contain potential material misstatements as a consequence of the risks you face

OBTAIN AUDIT EVIDENCE

Perform audit procedures while maintaining appropriate degree of professional skepticism, to conclude whether or not the financial statements are presented fairly

COMMUNICATION

Communicate our opinion and details of matters on which we are required to communicate



SCOPING

Complete a preliminary review to plan the audit, determine the materiality level, and define the audit scope

DESIGN AUDIT PROCESS

Design an appropriate audit strategy to obtain sufficient assurance and enable us to report on the financial statements

FORM OPINION

Evaluate whether we have enough evidence to conclude that the financial statements are free from material misstatement, and consider the effect of any potential misstatements found



How the firm's system of quality management (SoQM) supports the consistent performance of quality audit engagements

The firm is committed to maintaining high standards of audit quality that meet stakeholders' expectations and serve the public interest. We foster a culture where audit quality is at the center of our strategy and priorities. All partners and staff are accountable for performing quality engagements and upholding professional ethics, values, and attitudes.

The firm invested significant time and resources to establish and operate a SoQM that complies with the requirements set out in Canadian Standard on Quality Management 1 - Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements (CSQM 1) as issued by the Auditing and Assurance Standards Board (AASB). The SoQM ensures the firm and its personnel meet professional standards, legal and regulatory requirements, and conduct engagements accordingly, with reports issued appropriately for the circumstances.

Taken together our system of quality management supports consistent performance of audit engagements by focusing on eight components that operate in an iterative and integrated manner. These include:



Standard for Audit Quality



CSQM 1

The quality of an audit depends not only on the people conducting it—but also on the systems underpinning it. These new rules up the ante for your audit quality.



Establishing and improving the firm's SoQM

In establishing and continuously improving our firm's SoQM, we carried out the following for each of the SoQM components:

OBJECTIVES

We established the quality objectives required by CSQM1 in the core components of our SoQM and any additional quality objectives as appropriate.

QUALITY RISKS

We identified the quality risks that may adversely affect achieving these objectives. These consider the nature and circumstances of the firm and the engagements it performs and the conditions, events or circumstances that may impact its SoQM.

RESPONSES

We designed and implemented appropriate responses (policies, procedures and controls) to mitigate the assessed quality risks to an acceptable level.

MONITORING

We monitor the design, implementation and operating effectiveness of the firm's SoQM to identify areas for improvement. Root cause analysis is performed on deficiencies identified and remedial actions are implemented on a timely basis. This robust monitoring and remediation process is important for continuous improvement in quality processes.

On at least an annual basis the firm evaluates whether these deficiencies have a severe and/or pervasive impact on the achievement of the quality objectives in the SoQM.

We identify emerging developments and changes in the circumstances of the firm or its engagements and adapt the SoQM to respond to such changes.

Evaluating SoQM:

Our annual SoQM evaluation involves reviewing information about the system's design, implementation, and operation through monitoring activities. It includes testing response effectiveness, reviewing findings from inspections, and other relevant SoQM information. Using professional judgment, we assess whether identified findings represent deficiencies in the SoQM, investigating their root causes and evaluating their severity and pervasiveness.



Our audit approach: Responsiveness in action

Our firm is deliberately structured to allow one partner to every six staff members. This means easy access to senior staff and the lead partner throughout your audit. It also helps our team gain a better understanding of your organization. Our audit process differs from the typical audit in our use of in-field reviews. The benefit of these in-field reviews is that final decision-makers are on site ensuring issues are resolved and files closed quickly. We offer clients the full-service expertise of a national firm. Yet we maintain a local community focus. The comprehensive range of services we deliver is complemented by a deep industry knowledge gained from over 100 years of working within local communities.



Discover how we're accelerating audit quality



Audit Quality Report

We collected our core beliefs around audit quality, the very practical steps we take to sustain it, and the progress we have made to accelerate its quest.

[Follow our progress](#)



BDO's digital audit suite

Our digital audit suite of technologies enables our engagement teams to conduct consistent risk-based audits, both domestically and internationally, with maximum efficiency and minimal disruption to our clients' operations and people.

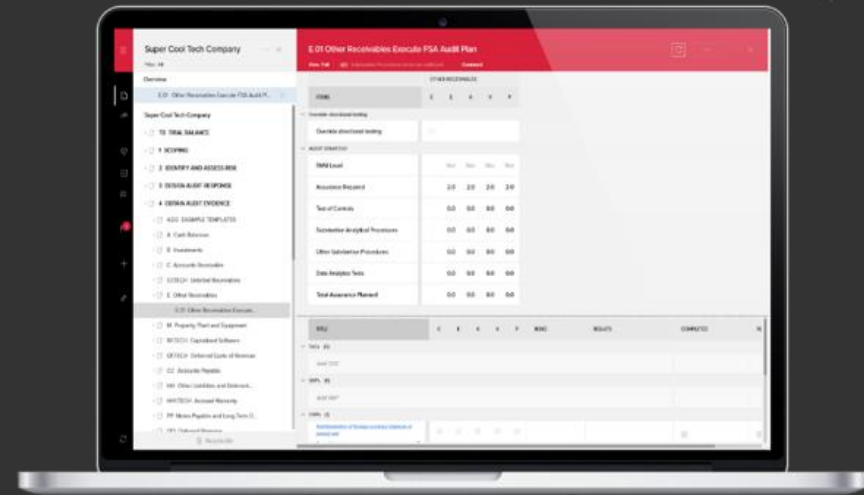
APT Next Gen

Our audit software and documentation tool, APT, is an integral part of our audit methodology. Our professionals engage APT to devise and perform appropriate, risk-based audit procedures and testing based on applicable Canadian Auditing Standards (CASs), as well as to factor in engagement and industry-specific objectives and circumstances.

APT enables us to deliver an audit that fits your organization—whether large or small; complex or basic.

This sophisticated tool also amplifies two key attributes of our audits: consistency and quality. The quality framework that we developed measures our audit performance with hard quality indicators and reflects our indispensable culture for quality. To see our audit quality and consistency in action, look no further than how our teams share best audit practices for continuous improvement.

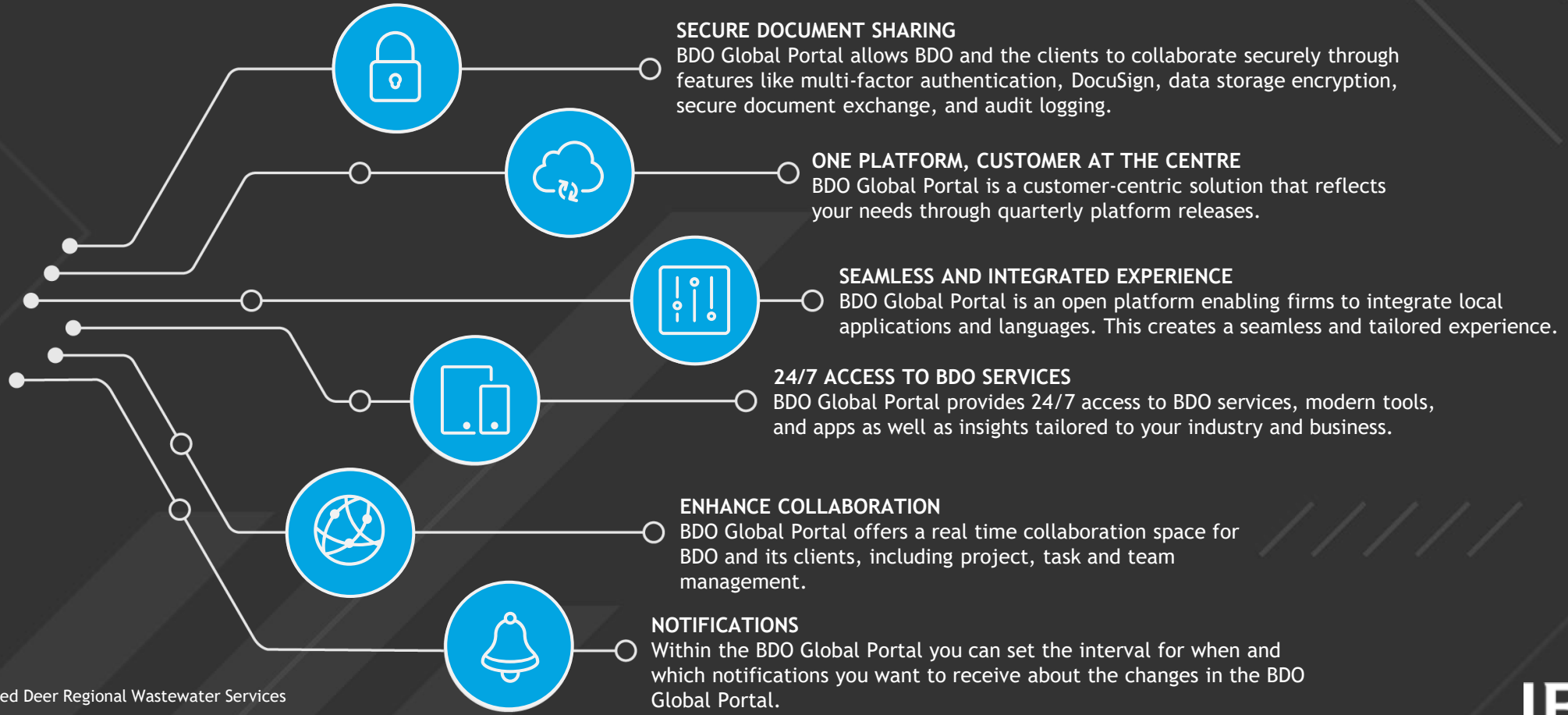
Through a strategic alliance with Microsoft and the introduction of new technology, this global, cloud-based application can now streamline and focus the audit process in even more ways for BDO professionals and their clients.





BDO Global Portal

BDO Global Portal transforms and enhances your digital experience with your BDO advisors. Available at any time, Portal enables you to access all services, tools, apps, and information and to collaborate with your advisors in a seamless way through a flexible, appealing, and secure environment.



SECURE DOCUMENT SHARING

BDO Global Portal allows BDO and the clients to collaborate securely through features like multi-factor authentication, DocuSign, data storage encryption, secure document exchange, and audit logging.

ONE PLATFORM, CUSTOMER AT THE CENTRE

BDO Global Portal is a customer-centric solution that reflects your needs through quarterly platform releases.

SEAMLESS AND INTEGRATED EXPERIENCE

BDO Global Portal is an open platform enabling firms to integrate local applications and languages. This creates a seamless and tailored experience.

24/7 ACCESS TO BDO SERVICES

BDO Global Portal provides 24/7 access to BDO services, modern tools, and apps as well as insights tailored to your industry and business.

ENHANCE COLLABORATION

BDO Global Portal offers a real time collaboration space for BDO and its clients, including project, task and team management.

NOTIFICATIONS

Within the BDO Global Portal you can set the interval for when and which notifications you want to receive about the changes in the BDO Global Portal.

Recommended Resource

Staying in the know with knowledge and perspective

Key changes to financial reporting



When the rules of reporting change, you may need to fine-tune how to present financial statements and govern the organization.

[ACCESS OUR KNOWLEDGE CENTRE](#)

2024 Federal Budget



Understand the key elements of the 2024 Federal Budget and how it will impact you and your business

[STAY ON TOP OF TAXES](#)

Trending topics



As a community of advisors with the best interests of our clients in mind, we keep our ear to the ground to bring insights and perspectives related to key business trends to you.

[EXPLORE NOW](#)

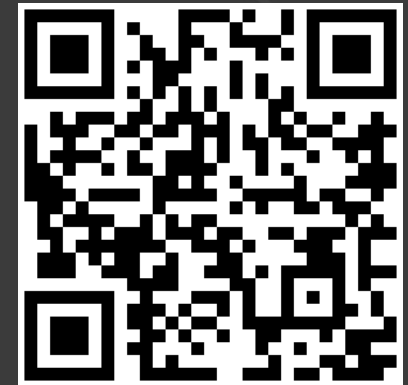
Spotlight on ESG



Transformative world events—an international health crisis, social movements, shareholder and investor values, global supply chains, energy transition, smart cities, and sustainable finance—are transforming Canadian business.

Standards and regulations are rapidly changing to reflect the goals of all of your stakeholders. Organizations, investors, and customers are embracing environmental, social, and governance (ESG) considerations as important measures of success. Non-financial and financial information is becoming more interconnected.

ESG Insights



Sector insights at your convenience

[EXPLORE NOW](#)

Administration Reports

Administrative, Financial & Operational

Date: February 20th, 2025

Presented by: CAO, Manager of Finance, Operations Supervisor



ADMINISTRATIVE

Waterline Extension

- Meeting with ECN and other project stakeholders took place January 24th, 2025.
- ECN's legal Counsel advises that the MOU will be reviewed by their Band Council in March 2025.

Joint Steering Committee (JSC)

- CAO Thompson and Chair Creasey met with CAO Wuetherick and Chair Albers from the South Red Deer Regional Wastewater Services Commission to discuss topics of mutual interest.
- City of Red Deer rescheduled the water rate information session to February 21st, 2025. CAO Thompson and Chair Creasey will attend along with representatives from the South Commission, Sylvan Lake Commission and Red Deer County.

FINANCIAL

As seen in Table 1, 2024 water volumes as of December are higher by 0.97% than the 2023 levels for the same period.

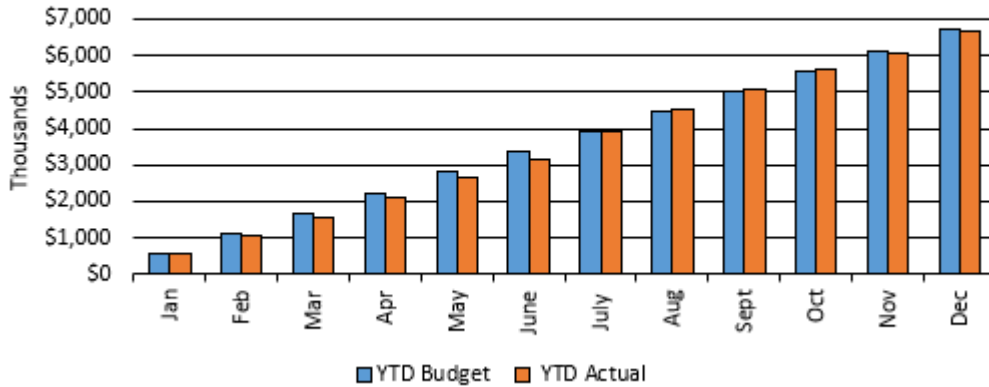
Table 1 - Water volumes (in cubic meters) - January to December

Member	2023	2024
City of Lacombe	1,280,461	1,274,851
Blackfalds	831,488	850,377
Lacombe County	67,605	60,388
Ponoka	733,723	757,322
Ponoka County	9,042	7,820
Total	2,922,319	2,950,758

Revenue

As of December, year-to-date (YTD) actual revenues are lower than the YTD budgeted revenues by \$27,269 or 0.41%.

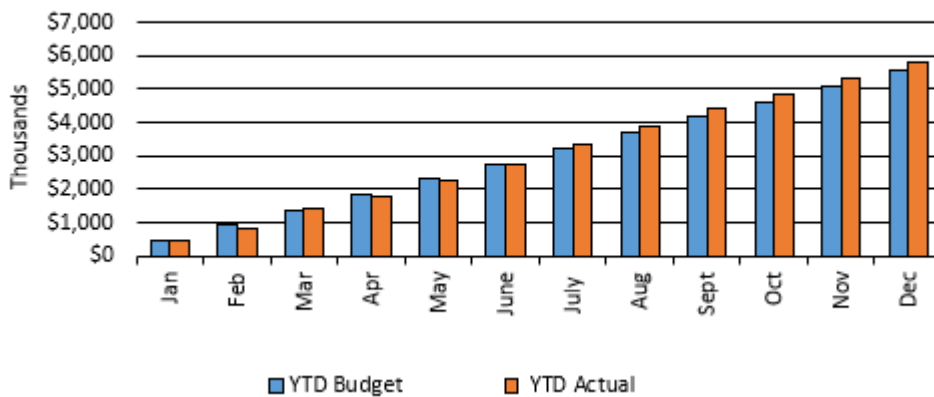
Revenue YTD vs Budget



Expenses

As of December, the YTD actual expenses are higher than YTD budgeted expenses by \$290,589 or 4.98%.

Expenses YTD vs Budget



Surplus/Deficit

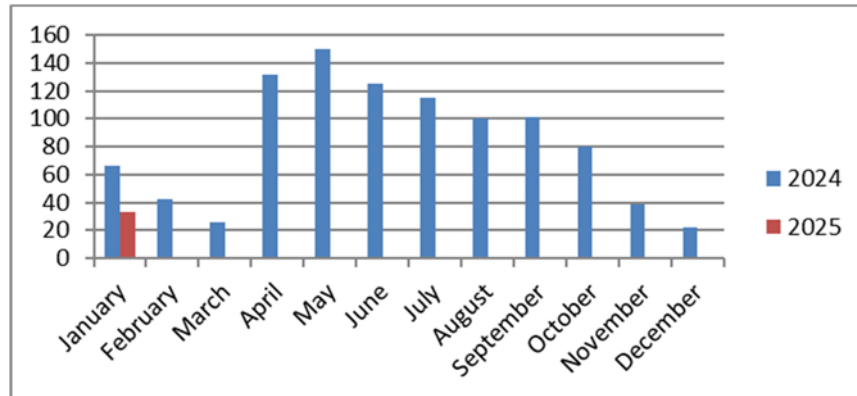
As of December 2024, the Water Commission has incurred a **YTD net operating deficit of approximately \$318K** prior to routine year-end adjustments and audit. The key contributing factors are as follows:

1. **Water Expansion Costs – \$175K**
 - a. These costs are **recoverable** from the **Provincial Grant** and will not contribute to the final deficit. Offsetting revenue will be recognized through year-end adjustments.
2. **Increased Water Rates from the City of Red Deer – \$102K**
 - a. The actual rate increase implemented by the **City of Red Deer** exceeded the budgeted projections, resulting in an unanticipated additional expense of **\$102K**.

The remaining **\$41K deficit** is attributed to various operational cost variances, including Audit Fees and SCADA costs.

OPERATIONAL

Alberta One-Call Locate Requests:



2024 = 998 (2023 = 966)

2025 to date = 33

Notable activities since the last report:

- Ordered a replacement water meter for Lacombe Pump House C. The meter components are obsolete, Operations will draft a 2026 replacement plan for the remaining meters at Ponoka – Lucas and 39th Ave, Lacombe B & C, Wolf Creek, Ponoka - Railway and Broadway reservoirs.

Upcoming Activities:

- Spring Air Release Chamber inspection and equipment check.

Request For Decision

Water Conservation Policy

Date: February 20, 2025

Prepared by: Jordan Thompson, CAO

Presented by: Jordan Thompson, CAO



PURPOSE:

To seek the Board's approval of the revised *Water Conservation Policy* after receiving feedback from member CAOs, and the City of Red Deer.

ACTION/RECOMMENDATION:

1. THAT the Commission approves the Water Conservation Policy 6 (2025).

AND

2. THAT the Commission rescinds [Policy 6 \(2009\)– Water Rationing Policy](#).

ISSUE ANALYSIS:

At its meeting in December 2024, the North Red Deer River Water Services Commission Board adopted the following resolution:

THAT the Commission directs Administration to seek feedback on the Draft Water Conservation Policy from Member CAO's and the City of Red Deer.

We greatly appreciate the feedback from the CAOs of member municipalities on the draft water conservation policy. The feedback is summarized below.

1. **Notification Process:** Members seek more specificity regarding how and when notifications will be sent to CAOs and when a Water Condition Level is triggered.

Response: The conservation level triggers have been revised based on operator feedback and the trigger values have now been incorporated into Schedule A of the policy. An expanded explanation of the triggers is also attached to this report. When a trigger value aligns with a specific conservation level, the Commission will take the corresponding action outlined in the policy.

Schedule A serves as a reference framework for the Commission's response rather than a detailed, situation-specific playbook. Instead, the policy recommends developing a Standard Operating Procedure (SOP) to expand on this framework. If approved, the NRDRWSC will work collaboratively with member operators to further define the response process.

Attached are **NOTICE**, **ADVISORY** and **ORDER** templates. These templates are reference tools to be tailored by the NRDRWSC based on the specific condition type and situation before being sent to member municipality CAOs. A notice, advisory or order may be issued to one or more member municipality.

2. **Commission's Role:** The Commission should maintain its current role as provider of wholesale water services to its Members¹. Municipalities with multiple water sources and customers prefer to manage their own water issues.

Response: The Policy preserves member autonomy in water shortage preparedness, the implementation of conservation measures, and overall response to water shortages. The Commission primarily serves as a communicator of situational information and may recommend targets or objectives through Water Rationing Notices, Advisories, and Orders.

For example, as the Policy is written now, the member's "local emergency response" is responsible to source alternative water in the event of a major water shortage (i.e., trucking water to reservoirs), not the Commission.

3. **Dickson Dam Triggers:** A request was made to incorporate defined Dickson Dam diversion rates, aligning with existing practices in the City of Red Deer.

Response: The Policy now includes a specific trigger for the outflow at Dickson Dam. The Definition of Emergency Type 3 is also amended to include Dickson Dam outflow in addition to drought. The dam operator actively manages the outflow down to the regulated minimum rate of 16m³/s². Due to Alberta's First in Time, First in Right water license system, the Province would exercise their authority to reduce water demand by restricting junior (newer) licenses to maintain 16m³/s at the dam outflow. For this reason, the Policy proposes that a lower outflow rate would mean a severe situation is underway requiring a Level 3 response.

We welcome any additional questions or discussions on the proposed policy and are happy to engage further as needed.

Standard Operating Procedure (SOP)

Collaborating as a region on emergency management is an eligible activity under the Intermunicipal Collaboration Stream of the [Alberta Community Partnership Grant](#). The ACP-IC grant provides up to \$200K per project which would enable the SOP to be developed in a highly collaborative way with member operators. Administration will be following up with member CAOs to explore interest in serving as the managing partner for the grant application (Regional Services Commissions are ineligible to apply directly).

¹ [Bylaw 1 s2.1\(a\)](#)

² "The highest priority in the operation of the Dickson Dam is to provide a year-round minimum release of 16cms. This is the flow presently required for meeting water quality standards for dissolved oxygen during the winter and is necessitated by historic, natural, winter water quality problems and current nutrient loadings from point and non-point sources." – [Approved Water Management Plan for the South Saskatchewan River Basin \(Alberta\)](#)

NRDRWSC would be the effective lead on the project - preparing the grant application, developing the Request for Proposals, and coordinating the work throughout. The member's role would primarily be as the eligible applicant to facilitate the funding process.

ALTERNATIVES:

1. **[Recommendation]** THAT the Commission approves the Water Conservation Policy 6 (2025).

AND

2. **[Recommendation]** THAT the Commission rescinds [Policy 6 \(2009\) – Water Rationing Policy](#).

OR

3. **[Alternative]** THAT the Commission directs Administration how it wishes to proceed.

ATTACHMENTS:

- Explanation of Water Conservation Triggers
- Water Conservation Policy 6 (2025)
- Water Conservation Notice Template
- Water Conservation Advisory Template
- Water Conservation Order Template

Explanation of Water Conservation Triggers

Triggers	Why this trigger?	How the trigger is measured
RD River Basin Drought Stage	Drought in the Red Deer River Basin increases the risk of source water shortage for the NRDRWSC. The Commission is party to the RD River Basin Water Sharing MOU .	https://www.alberta.ca/lookup/alberta-drought-map.aspx
Dickson Dam Outflow	A sustained outflow rate below 16m ³ /s means there is a severe water shortage in the Red Deer River and the province is likely to impose water conservation mandates or “call” junior licenses.	https://rivers.alberta.ca/
Estimated Supply Outage Time	Planned or unplanned supply outages (no flow) mean member water reservoirs are not being replenished. Short term outages are routine.	Reported by City of Red Deer to NRDRWSC
Reservoir Level	Member reservoir storage capacity allows for daily demand variations and availability of water for firefighting operations. Reduced reservoir levels mean an increased risk of a local shortage.	NRDRWSC SCADA
Reservoir Inlet Pressure	A low pressure situation at one reservoir suggests a lateral connection leak; at more than one reservoir suggests a leak in the transmission main or CRD supply issue.	NRDRWSC SCADA
Chlorine Residual Bacteriological Test Positive	These are key indicators that water supplied meets minimum quality standards going into the member’s reservoir.	NRDRWSC Operators test levels weekly



POLICY

WATER CONSERVATION POLICY

Policy Number:	6 (2025)
Policy Review:	Every 5 Years or upon Legislative Change
Reference(s):	Water Supply Agreement Provincial Drought Response Plan Water Sharing Memorandum of Understanding

1. PURPOSE OF POLICY

- 1.1. To minimize the impact of water shortages on Members.
- 1.2. To define roles and responsibilities and ensure consistent decision-making during times of emergency, disasters, and drought.

2. POLICY STATEMENT

- 2.1. The North Red Deer River Water Services Commission recognizes:
 - 2.1.1. The importance of the Province maintaining adequate raw water reserves in the Glennifer Reservoir (Dickson Dam).
 - 2.1.2. The importance of Members maintaining adequate treated water reserves in their community reservoirs.
 - 2.1.3. The importance of the NRDRWSC and Members being prepared to respond to operational emergencies that may lead to a shortage of treated water.
 - 2.1.4. The importance of the NRDRWSC and Members responding to drought conditions so that as many water users as possible will continue to have water for essential purposes.
 - 2.1.5. The importance of communicating water shortages and emergencies to its Members.
 - 2.1.6. The importance of treating each Member, fairly, equitably, and without preference.
- 2.2. The Commission will collaborate with its Members to develop a water shortage regional Standard Operating Procedure (SOP).
- 2.3. Notwithstanding anything in this Policy, the NRDRWSC will comply with Provincial Orders.

3. APPLICABILITY

- 3.1. This Policy applies to the Commission, and the Member communities of the Commission.
- 3.2. This Policy comes into effect upon approval of Board of Directors.

4. DEFINITIONS AND ABBREVIATIONS

Definitions outlined in Bylaw 1 apply to this Policy. Policy-specific definitions are listed below.



POLICY

- 4.1. **Advisory** – means a precautionary notice when a potential problem exists, or only applies to a small section of the transmission/distribution system.
- 4.2. **AHS** – means Alberta Health Services.
- 4.3. **CRD** – means City of Red Deer.
- 4.4. **Drought Condition** – means, for purpose of this Policy, Drought Stages 3, 4, or 5 as determined by the Government of Alberta.
- 4.5. **Drought Stages** – means the degrees of drought severity determined by the Government of Alberta and described in the Alberta Drought Response Plan 2024.
- 4.6. **Emergency Water Condition Type 1** – means situations where the City of Red Deer is unable to fully meet the Commission’s treated water demand due to factors such as planned or unplanned mechanical downtime, water quality issues, mechanical failure, insufficient treated water reserves to meet fire flow requirements, or other emergencies or disasters that disrupt the operation of the City’s treatment and distribution/conveyance systems.
- 4.7. **Emergency Water Condition Type 2** – means situations where the Commission is unable to fully meet the Member’s treated water demand due to factors such as a transmission line break, lateral line break, planned or unplanned mechanical downtime or other emergencies or disasters that disrupt the operation of the Commission’s transmission system.
- 4.8. **Emergency Water Condition Type 3** – means situations involving the outflow at Dickson Dam and a Stage 3, 4, or 5 drought declared by the Government of Alberta for the Red Deer River Basin. This condition may involve activating a Water Sharing Memorandum of Understanding or the Province issuing a provincial order regarding water diversion.
- 4.9. **EPA** – means Alberta Environment and Protected Area.
- 4.10. **Notice** – means any type of water advisory, order, or information.
- 4.11. **NRDRWSC** – means North Red Deer River Water Services Commission.
- 4.12. **Order** – means a mandatory order when water reserve supplies are threatened, and conservation measures must be undertaken.
- 4.13. **Water Conservation Levels** – means the Commission’s progressive response framework based on the Emergency Water Condition Type and associated triggers, defining the roles and responsibilities of the Commission and its Members during water shortages.

5. ROLES AND RESPONSIBILITIES

- 5.1. Board of Directors
 - 5.1.1. Approve this Policy.
 - 5.1.2. Comply with this Policy.
- 5.2. Manager/CAO



POLICY

- 5.2.1. Ensure Commission Administration compliance with this Policy.
- 5.2.2. Comply with this Policy.

6. POLICY DETAILS

6.1. Responding to Emergency Water Conditions

- 6.1.1. **Schedule A** outlines the Water Conservation Framework for our progressive response to the Emergency Water Conditions.
- 6.1.2. **Schedule B** is an interim Emergency Water Condition Action Plan to be replaced with a water shortage regional Standard Operating Procedure (SOP) in the future.
- 6.1.3. **Schedule C** outlines the scope of the NRDRWSC Notices, Advisories and Orders within the context of this Policy.

7. END OF POLICY

Signature of Chair

Signature of Manager

Date

Date

POLICY RECORD

Approval and Amendment History

Date of Board Meeting	Description
February 20, 2025	Replaces Policy 6 (2009)

Review History

Date of Policy Owner's Review	Description/Action Taken or Required
December 2024	Update Policy to replace Policy 6 (2009)

Schedule A: Water Conservation Framework

Water Conservation Levels								
Triggers	Level 0		Level 1		Level 2		Level 3	
RD River Basin Drought Stage	0 to 2		3		4		5	
Dickson Dam Outflow	-		-		-		Less than 16m ³ /s	
Estimated Supply Outage Time	-		10-12 Hours		12-30 Hours		30+ Hours	
Reservoir Level	-		-		Less than 50% (35% Wolf Creek)		Below Minimum Fire Level	
Reservoir Inlet Pressure	-		Less than 150 kPa		Less than 130kPa		Less than 100 kPa	
Chlorine Residual	-		-		Less than 1.00 mg/L at Reservoir		Less than 0.5 mg/L at Reservoir	
Bacteriological Test – Fail	-		-		1 Member Affected		More than 1 Member Affected	
	NRDRWSC	Members	NRDRWSC	Members	NRDRWSC	Members	NRDRWSC	Members
Emergency Water Condition Type 1: City of Red Deer	Monitor	Monitor	Issue Notice to Member(s)	Prepare Local Water Conservation Tactics	Issue Advisory to Member(s)	Implement Local Water Conservation Tactics	Issue Order to Member(s)	Local Emergency Response
Emergency Water Condition Type 2: NRDRWSC	Monitor	Monitor	Issue Notice to Member(s) Investigate & Mitigate	Prepare Local Water Conservation Tactics	Issue Advisory to Member(s) Supplement with Contract Resources.	Implement Local Water Conservation Tactics	Issue Order to Member(s)	Local Emergency Response Comply with Provincial Orders
Emergency Water Condition Type 3: Government of Alberta	Monitor	Monitor	Issue Notice to Member(s)	Prepare Local Water Conservation Tactics	Issue Advisory to Member(s) Activate Water Sharing MOU	Implement Local Water Conservation Tactics	Issue Order to Member(s) Comply with Provincial Orders	Comply with Provincial Orders

Schedule B: Interim Emergency Water Condition Action Plan

1. Emergency Water Condition Type 1

In the event of an Emergency Water Condition Type 1, the following actions will be taken:

- 1.1 The CRD identifies a problem with the water supply affecting the NRDRWSC system.
- 1.2 CRD contacts NRDRWSC by all emergency numbers provided.
- 1.3 NRDRWSC notifies Member CAOs of the water emergency and initial response.
- 1.4 NRDRWSC determines response in accordance with the Water Conservation Framework.
- 1.5 CRD acts in its discretion to mitigate the issue causing the water shortage.
- 1.6 Members determine community level response in accordance with their local emergency response plans.
- 1.6 NRDRWSC proactively seeks regular updates from CRD.
- 1.7 NRDRWSC issues Water Conservation Notice to Members if warranted.
- 1.8 NRDRWSC issues Water Conservation Advisory to Members if warranted.
- 1.9 NRDRWSC issues Water Conservation Order to Members if warranted.

2. Emergency Water Condition Type 2

In the event of an Emergency Water Condition Type 2, the following actions will be taken:

- 2.1 Commission staff identify a problem with Commission infrastructure based on SCADA system data or field inspection.
- 2.2 Commission CAO to be advised immediately.
- 2.3 NRDRWSC determines response in accordance with Schedule A: Water Conservation Framework.
- 2.4 Members determine community level response in accordance with their local emergency response plans.
- 2.5 NRDRWSC issues Water Conservation Notice to Members if warranted.
- 2.6 NRDRWSC issues Water Conservation Advisory to Members if warranted.
- 2.7 NRDRWSC issues Water Conservation Order to Members if warranted.

3. Emergency Water Condition Type 3

Commission Administration will monitor communications from the Government of Alberta, and take action based on the Dickson Dam Outflow and Drought Stages identified in the Alberta Drought Response Plan, and actual flow rates in the Red Deer River. The following actions will be taken:

- 3.1. Drought Stage 0
Business as usual. Water usage as per Member bylaw requirements.
- 3.2. Drought Stage 1
Business as usual. Water usage as per Member bylaw requirements.
- 3.3. Drought Stage 2
Business as usual. Water usage as per Member bylaw requirements.

- 3.4. Drought Stage 3
Administration to Communicate to Members the details of the identified concerns and will participate in Water Sharing MOU meetings as required. NRDRWSC recommends Members **prepare for** potential water conservation measures.
- 3.5. Drought Stage 4
Administration to issue an Advisory to Members with details of the identified concerns and will recommend the Water Sharing MOU signatories activate their non-binding water use reduction commitments. NRDRWSC recommends Members **implement** water conservation tactics.
- 3.6. Drought Stage 5
Administration to issue Order with details of the escalating situation. and will participate in Water Sharing Agreement meetings as required. NRDRWSC recommends Members **escalate and enforce** local water conservation tactics.

Schedule C: NRDRWSC Notices, Advisories and Orders

The Water Conservation Notices, Water Conservation Advisories, and Water Conservation Orders are critical tools to guide our collective response during times of water shortage. These measures aim to encourage Members to reduce water consumption during times of water shortage.

1. Water Conservation **Notices** to Members may include:
 - Recommendations to prepare local water conservation tactics
2. Water Conservation **Advisories** to Members may include:
 - Recommendations to implement local water conservation tactics
 - A water conservation target
 - Suggested key public messaging
3. Water Conservation **Orders** to Members may include:
 - The imposition of reasonable restrictions on the delivery of Water
 - Recommendations to escalate and enforce local water conservation tactics
 - A water conservation target
 - Recommendations for the Members to work directly with major water customers to reduce consumption
 - Suggested key public messaging
 - i. Residential customers
 - ii. Industrial and commercial, customers
 - iii. High-risk facilities such as hospitals, long-term care facilities and childcare centres.

Water Conservation Notice



Date: [DD MMMM, YYYY]

Current Water Conservation Level: 1

Emergency Water Condition: [Type 1: City of Red Deer, Type 2: NRDRWSC, Type 3: Government of Alberta]

Trigger Condition: [RD River Basin Drought Stage, Dickson Dam Outflow, Estimated Supply Outage Time, Reservoir Level, Reservoir Inlet Pressure, Chlorine Residual, Bacteriological Test - Fail]

Dear North Red Deer River Water Services Commission Member,

Notice: Water conservation conditions are now at Level 1. Public water conservation action is not yet required, but you are encouraged to review your local water conservation tactics in the event the situation escalates.

[Explain the situation and triggers leading to the need for the Notice]

SUGGESTED ACTIONS:

1. Review your local water conservation tactics such as reducing discretionary municipal water use from the NRDRWSC system.
2. Plan for the possibility of implementing local water conservation measures.

NEXT STEPS: The NRDRWSC and our partners are monitoring the situation. Information will be provided as it becomes available.

Water Conservation Advisory



Date: [DD MMMM, YYYY]

Current Water Conservation Level: 2

Emergency Water Condition: [Type 1: City of Red Deer, Type 2: NRDRWSC, Type 3: Government of Alberta]

Trigger Condition: [RD River Basin Drought Stage, Dickson Dam Outflow, Estimated Supply Outage Time, Reservoir Level, Reservoir Inlet Pressure, Chlorine Residual, Bacteriological Test - Fail]

Dear North Red Deer River Water Services Commission Member,

NOTICE: Be advised, water conservation conditions are now at Level 2, requiring additional public efforts to conserve water.

[Explain the situation and triggers leading to the need for the Advisory.]

Your participation is highly encouraged to help us manage our water resources effectively and reduce the risk of disruptions to our communities' water supply.

GOAL: [Implement Local Water Conservation tactics aimed at reducing your consumption by 5-10% from the NRDRWSC system.]

SUGGESTED ACTIONS:

1. Implement local water conservation tactics such as reducing discretionary municipal water use from the NRDRWSC system.
2. Communicate the situation to your utility customers. Here are some suggested key messages to send to your utility customers:

Industrial, Commercial:

- Check for leaks and effect repairs.
- Install water efficient fixtures and equipment.
- Shut off the water supply to any unused equipment or fixtures.
- Install shutoff valves to prevent freezing in water pipes instead of running water through the pipes continuously.
- Shut off unused or unneeded water-cooled air conditioning units to reduce water loads.
- Educate employees about water conservation at the workplace.
- Emphasizes efficient water use at all levels of operation.

Residential

- Fix leaks, including leaky toilets and faucets.
- Take shorter showers to reduce water usage.
- Fill the sink instead of letting the water run when washing dishes.

North Red Deer River Water Services Commission

5432 56th Avenue

Lacombe, Alberta T4L 1E9

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- Use dishwashers and washing machines with full loads only.
- Reduce lawn watering and water sparingly in the morning or evening to reduce evaporation.
- Check for leaks in outdoor pipes, faucets, and hoses.

3. Plan for the possibility of an escalated response.

NEXT STEPS: The NRDRWSC and our partners are monitoring the situation. Information will be provided as it becomes available.

Water Conservation Order



Date: [DD MMMM, YYYY]

Current Water Conservation Level: 3

Emergency Water Condition: [Type 1: City of Red Deer, Type 2: NRDRWSC, Type 3: Government of Alberta]

Trigger Condition: [RD River Basin Drought Stage, Dickson Dam Outflow, Estimated Supply Outage Time, Reservoir Level, Reservoir Inlet Pressure, Chlorine Residual, Bacteriological Test - Fail]

Dear North Red Deer River Water Services Commission Member,

URGENT: Be advised, water conservation conditions are now at Level 3, and **immediate** action is required to limit water consumption. Your cooperation is requested and crucial.

[Explain the situation and triggers leading to the need for the Order.]

GOAL: [Escalate Local Water Conservation tactics aimed at reducing your consumption by - 10-15% from the NRDRWSC system.]

ACTIONS REQUIRED:

1. Escalate your local water conservation tactics and eliminate discretionary municipal water use from the NRDRWSC system.
2. Communicate the urgent situation to your utility customers. Here are key messages for you.

Industrial, Commercial:

- Significantly reduce water consumption in non-essential operations.
- Shut off the water supply to any unused equipment or fixtures.
- Check for leaks and effect repair.s
- Install shutoff valves to prevent freezing in water pipes instead of running water through the pipes continuously.
- Shut off unused or unneeded water-cooled air conditioning units to reduce water loads.
- Educate employees about water conservation at the workplace.
- Emphasizes essential water use only at all levels of operation.

Residential:

- Fix leaks, including leaky toilets and faucets.
- Take shorter showers to reduce water usage.
- Fill the sink instead of letting the water run when washing dishes.
- Use dishwashers and washing machines with full loads only.
- Significantly reduce lawn watering.
- Repair leaks in outdoor pipes, faucets, and hoses.

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High-risk Facilities (Hospitals, Long-Term Care Facilities, Childcare Centres):

- Prioritize water use for essential health and safety needs.
- Implement water-saving measures without compromising care quality.
- Coordinate with local authorities for additional support and resources.

3. Plan for the possibility of a prolonged water shortage situation.

NEXT STEPS: The NRDRWSC and our partners are monitoring the situation. Compliance to this order will help ensure our communities' water supply and the safety of residents. Information will be provided as it becomes available.