# Annual Report 2013







It takes a lot of people to build a community.

Aquatera is proud to sponsor the Aquatera Tube Zone at Nitehawk Recreation Area.

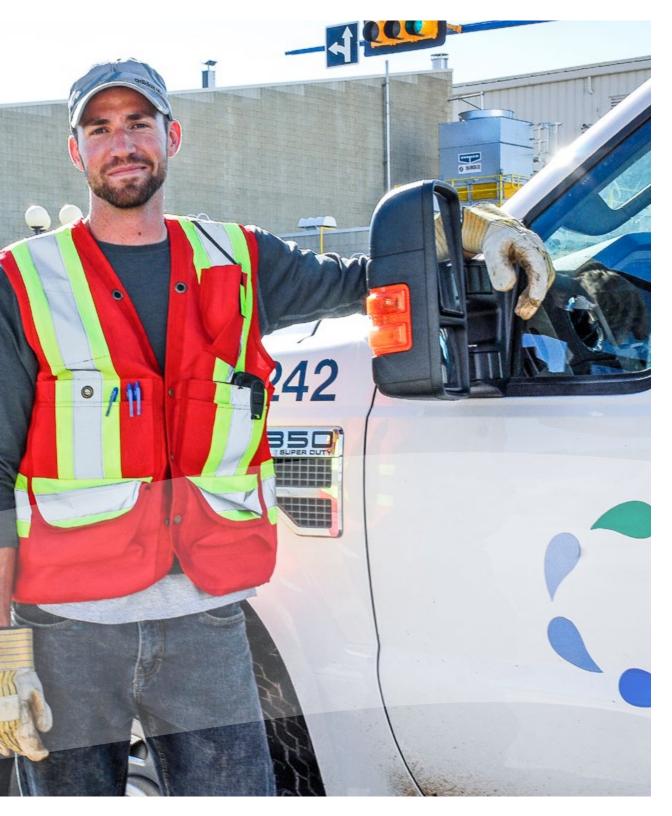


A strong community is the result of the pride and caring of those within it.

Aquatera employees support our communities, both on-shift and off.









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City of Grande Prairie

**City of Grande Prairie** 

County of Grande Prairie No.1 County of Grande Prairie

Town of Sexsmith Sexsmith

Town of Wembley

Wembley

Town of Beaverlodge

Beaverlodge

Town of Grande Cache

**Grande Cache** 

Town of Claresholm

Claresholm

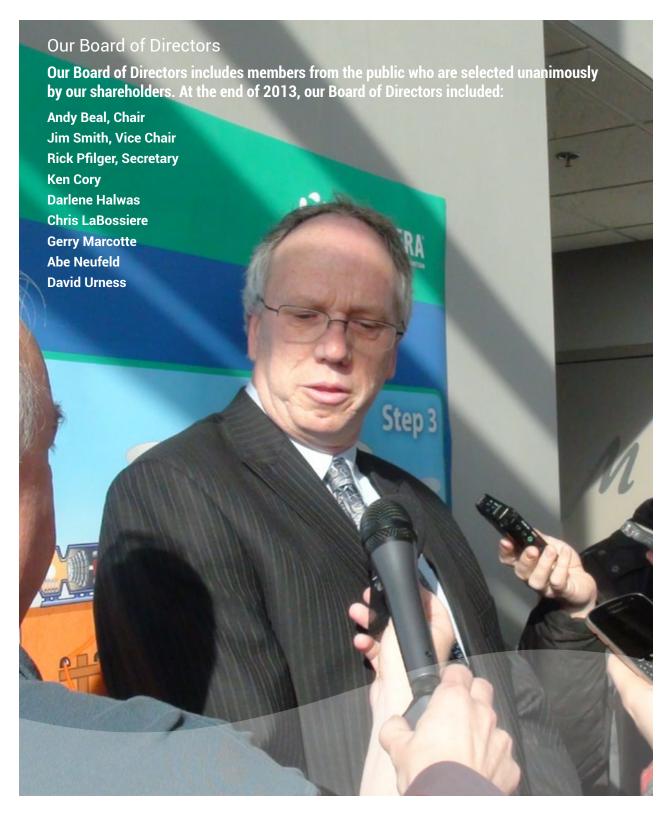
Village of Hythe

Hythe

Village of Rycroft

Rycroft

Note: The municipal terms in blue will be used in this report.



# Message from the Board Chair



This year's annual report focusses on community, a theme that could not be more appropriate for our company. Through a continued commitment to sustainable and innovative business practices, expansion of services for our customers, and active community investment and sponsorship programs, Aquatera aims to strengthen and enrich the communities in which we operate.

I would like to share some of my thoughts about Aquatera in the community. Inside the report you will find stories about our sponsorship programs, our recycling programs and environmental initiatives, our operational support to neighbouring communities, the flood disaster relief we provided in 2013 – and much more.

One of our main priorities for our communities and our customers is to keep our rates below the median rate in Alberta. To achieve this goal we are taking a number of steps. Firstly, we are streamlining operations. We are achieving this through "Lean" programs, which are aimed at operational excellence and effectiveness. Secondly, we are increasing revenues from non-traditional sources. This is an important step to help offset rates. Thirdly, we are reducing costs. The bioreactor landfill gasto-energy project (methane gas electrical generation) will save millions in operational power costs. These examples are just a few of the steps we are pursuing as a commitment to our rate payers and shareholders.

Our commitment to community is also evident in our commitment to the environment. Methane gas harvesting, management of the Wapiti River, increased recycling opportunities and safe drinking water outside the bottle are just a few examples.

Another area of commitment to our communities is our ability to accommodate growth while maintaining a high level of service. From pipe in the ground, to the building of an upgraded wastewater treatment facility, we operate in one of the busiest economies in Canada. We are committed to keeping up with this growth and development while providing excellent service. And we are continuously exploring ways to improve.

As the communities we serve grow, Aquatera's Board of Directors is excited to work alongside our employees to move the company and our communities forward. We are committed to continuing to make positive contributions to the well-being of the residents and businesses we serve long into the future.



Andy Beal
Chair, Aquatera Board of Directors



# Message from the CEO

2013 was a successful year focussed on building a foundation for long-term growth in our region and for Aquatera.

Increasing value is being created by increasing services and generating revenues outside our traditional utility customer base.

Shareholders and the Province approved our first acquisition, Watchorn Rentals Ltd., a company providing water and wastewater services to industry – primarily work camps. This acquisition, in providing complimentary services, increases our overall capacity to provide quality and valued water and wastewater services to an expanding clientele.

The scope and reach of service offerings increased with Aquatera assisting more municipalities

with their utility needs. This was achieved through Aquatera employee commitment and flexibility in responding to new service requests and through the creation of a remote operations team.

Aquatera hosted another successful Water Week North, providing quality training and networking opportunities locally that attracted attendees throughout the north. The conference had an expanded focus on council, board and CAO responsibilities in protecting public health and environmental compliance.

"Lean" principles of continuous improvement were introduced and embraced by Aquatera employees. Some notable successes included improvements

by reducing water and chemical usage in the water treatment process and a compressed work week in Distribution/ Collection operations reducing overtime expenses and job set up and take down times. As well, improvements in development processes helped streamline approval processes while assuring construction of quality infrastructure. Customer Billing improvements made in 2013 will see online access to utility accounts and e-billing available in early 2014.

Access to a high quality water supply is essential for public health and economic growth. Aquatera secured a new water diversion licence for the Wapiti River, supporting a projected 25-year demand in regional growth.

This licence incorporates Return Flow Compensation, a provincial first, protecting a healthy aquatic ecosystem while deferring the need for expensive off-stream storage.

Regional growth and a healthy environment are also supported with the upgrading of the wastewater treatment plant, which began in 2013. This \$58 million project will increase capacity to accommodate another 25 years of anticipated regional growth while improving water quality - reducing nutrient loadings on the Wapiti River in accordance with our operating approval.

Increased economic activity saw an upswing in new development and an increase in serviced lots. An update to long

range infrastructure plans to accommodate a growing region began in 2013.

Tangible progress to implement a bioreactor landfill gas-to-energy project occurred with the drilling of wells and installation of related piping. Starting operation later in 2014, this innovation will significantly reduce greenhouse gas emissions, as well as power and heating costs at adjacent treatment plants – a significant benefit to both the environment and operations.

Customers continue to embrace recycling with a record number of customers visiting the Eco Centre and continued increases in materials recycled and diverted from the landfill.

We are pleased to declare additional dividends once again and provide \$3.5 million in cash dividends to shareholders. As a demonstration of service value, Grande Prairie utility charges were at the median of comparable Alberta cities surveyed.

I appreciate Board members' continued collaboration, insight and direction in growing the company and increasing value to customers and shareholders. Our success is the result of the engagement and dedication of Aquatera employees. Thanks to you all.

Bernd Manz, P.Eng CEO, Aquatera Utilities Inc.

## **Mission**

Our business is to provide high quality utility services and optimize value to the consumers, the environment and shareholders.

## Vision

Aquatera Utilities Inc. is a full service utility corporation the provider of choice for governments, businesses and communities.

#### By 2020, we will:

- generate \$25 million in cash flow
- be below the median Alberta utility rate
- double our dividends to shareholders

# **Principles**

All Aquatera employees endorse and commit to exemplifying the following principles that have been established by our Board. These principles will guide our actions and ensure our success.

Be an exemplary employer

Model environmental stewardship

Provide first class customer service

Ensure an appropriate balance between profitability and affordability

Innovate and lead in the development of best practices

Expand markets within the bounds of a sound business approach

Communicate to enhance understanding, acceptance and support



## **Core Values**

We commit to the following Core Values, which guide our day-to-day operations and our interactions with our customers, partners, suppliers and each other.

### Quality

We provide quality customer service by:

- · doing the right job right the first time
- demonstrating pride in our work
- · always meeting our standards
- delivering high quality products and services

Our "Lean" culture of continuous improvement provides increasing customer value and effectiveness.

### **Teamwork**

We practice teamwork by:

- · helping and supporting each other
- · working together to achieve common goals
- recognizing that everyone's skills and abilities contribute to the competency and success of the team
- ensuring that we are flexible in our approach to work
- listening to understand
- · contributing openly and honestly
- ensuring ongoing communication with customers and other stakeholders
- eliciting new ideas and valuing the input and opinions of employees and stakeholders

### Respect

We are environmental stewards, always meeting and striving to exceed environmental standards while seeking to minimize the environmental impact of our services.

We practice respect by:

- honouring our commitments and providing consistent, reliable products and services on time
- being accountable for all we do
- acknowledging and building upon successes and learning from mistakes
- · practicing confidentiality
- · expressing a willingness to learn and accept help
- valuing the differences and opinions of all stakeholders
- · treating others the way they want to be treated

### Safety

We value each other's safety and the safety of our community and customers.







Pay to the Order of The Rainhow Society
The Sum of Six Thousand and Sixty-Two

Bottle Donation Program

**Building Community** 

The bottle donation program reached a major milestone in 2013. Over \$500,000 has been donated back to the community since 2004.

Date November

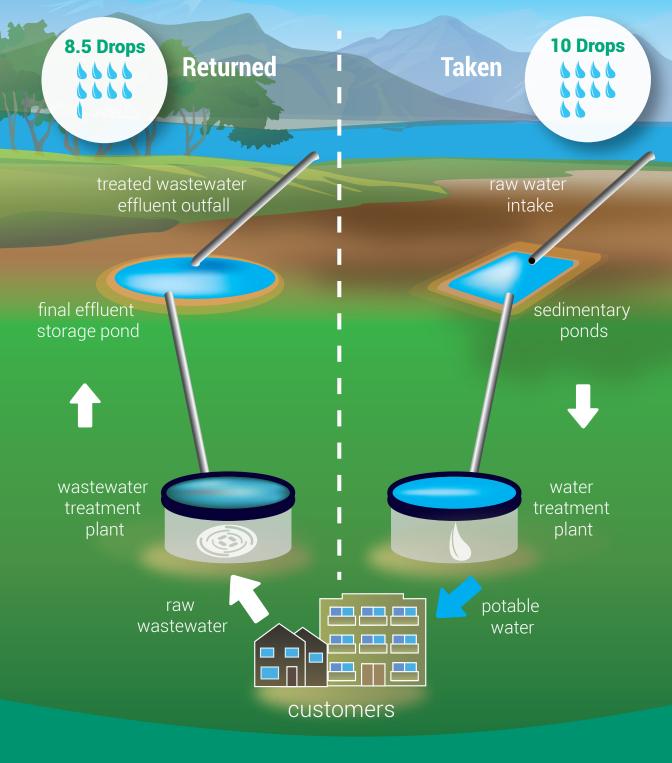
# Be a model of environmental stewardship; Lead by example

quatera obtained a long-term diversion licence incorporating Return Flow Compensation (RFC). This is the first such licence in the Province. The process to obtain the licence took 10 years and consisted of various regulatory steps, including that of an interim diversion licence that also incorporated RFC. Under RFC, any withdrawals during low flow periods require that an equivalent volume of high quality treated effluent be returned simultaneously. This will ensure a healthy aquatic ecosystem. This also reduces the need to build raw water storage – significantly reducing capital costs, which in turn helps reduce customer rate impacts.

As a member of the Wapiti Corridor Planning Society, Aquatera participated in the creation of a

Multi-Use Plan to develop a long-term vision for a 300 square kilometre area from Pipestone Creek to the Smoky River. We also participate in the Mighty Peace Watershed Alliance and the Wapiti River Water Management Plan to promote sustainable practices in managing our water sources.

Aquatera continually looks for opportunities to help our customers reduce their environmental impact. In 2013, we changed how one pound propane tanks are recycled. Using a closed-loop process, left-over propane in the tank is captured and reused instead of being flared. The metal and plastic are also recycled. This process is more eco-friendly and has a cost-savings of 55% per propane bottle.





### Be committed to first class customer service

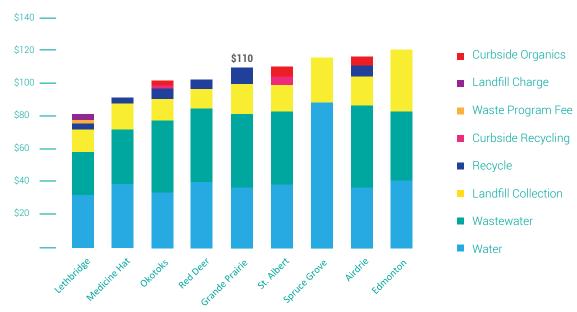
Providing our residential, commercial and industrial customers with safe, quality water long into the future is a key priority for Aquatera. We highly value the development of specialized employee skills to ensure that our people have the expertise to meet the demands of our region's rapidly increasing population and growing economy. Aquatera employees' high water and wastewater certification levels exceed provincial guidelines, setting us apart as a provincial leader. Landfill operator certifications also exceed provincial minimum guidelines.

# Ensure an appropriate balance between profitability and affordability

The approved Capital Budget for 2013/14 totals \$73 million with a five year projection of over \$140 million. The Capital Plan includes investments to accommodate a growing region, as well as upgrades to meet new, more stringent regulations and to achieve overall business goals.

Aquatera's goal is to be below the median Alberta utility rate by 2020. Our City of Grande Prairie monthly utility charges in early 2014 were at the median of eight comparable Alberta cities. Aquatera rates are set to fully recover the cost of service. Many municipalities subsidize utility costs from their general tax base.

### **Utility Rate Comparison - Early 2014**



Graph is based on typical monthly residential consumption of 20 cubic metres. Landfill Collection in Grande Prairie includes landfill carts and yard waste collection. Recycle in Grande Prairie includes blue bag recycling, Eco Centre services, school recycling program, and support for Habitat for Humanity ReStore.

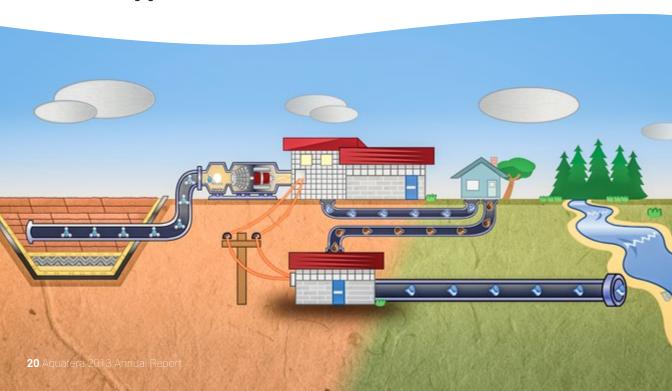
### Innovate and incorporate best practices

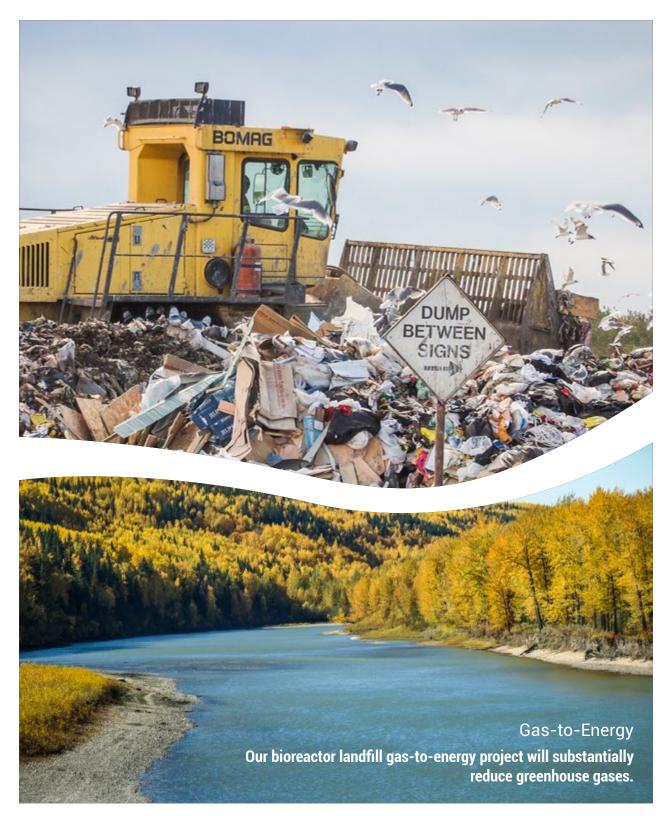
A quatera encourages employee innovation and highly values knowledge-sharing with other communities. We hosted Water Week North in Grande Prairie, providing northern communities in the water treatment, water distribution, wastewater treatment and wastewater collection industries with an opportunity for education, exposure to new products and technology, and peer networking. This conference includes a half-day session geared toward CAOs, council members and water owners learning jointly with operators. Aquatera also supported other communities with operator training, drinking water safety plan sessions and an innovative wastewater treatment seminar.

Aquatera collaborated with the "Closer to Home" initiative, assisting with course development, safety task analysis, customized coaching and community outreach and engagement.

Our bioreactor landfill gas-to-energy project, currently under construction, will see our water and wastewater treatment plants largely powered and heated by converting landfill gas to electricity and capturing the heat from generators, beginning in 2014. The project will substantially reduce greenhouse gases – equal to removing as many as 18,800 vehicles from the road each year.

"Lean" principles of continuous improvement were introduced across the organization. Some notable successes include reduced water use in the treatment process, reductions in treatment chemicals and related costs, a compressed Distribution/ Collection work week reducing overtime and set up/take down time, and streamlining of the development process.





### Be an exemplary employer

safe working environment for our employees is a priority for Aquatera. As part of this commitment, we provide ongoing safety training for all of our employees. In 2013, we also served our neighbouring communities of Rycroft and Grande Cache by providing them with safety support for their water and wastewater operations.

Aquatera's Workers' Compensation premiums have been reduced from \$1.12 per \$100 of payroll to \$0.68 per \$100 of payroll for 2014. This is the lowest premium available in our industry.

2013 saw ongoing investment in staff development, with employees accessing a variety of training and educational opportunities. Enhancing employee skills and increasing our operator certifications ensures that Aquatera can continue to effectively meet the needs of our growing customer base and equips our company with the expertise to provide support to other communities and industries.

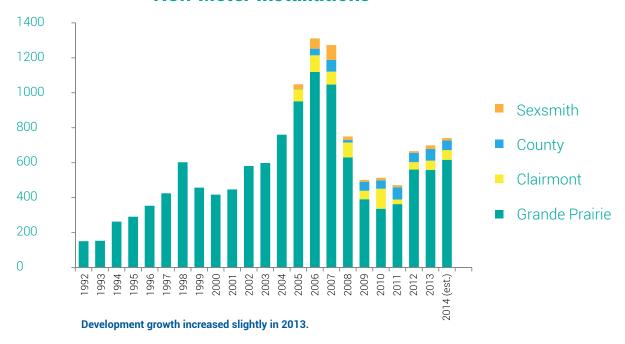
## Communicate to enhance understanding, acceptance and support

quatera continues to be an active partner in the Andigenous Employment Coalition. In 2013, we hosted two students in the Aboriginal Job Shadow program, providing the opportunity for Aboriginal youth to learn employability skills and gain valuable work experience.

Aquatera believes in strengthening our communities and our region. One of the ways we do this is by investing in programs and initiatives that have a positive impact on the well-being of those who live and work here. Our sponsorships include:

- Aquaterasaurus Land (Eastlink Centre)
- · Aquatera Speed Skating Oval (Community Knowledge Campus)
- Aquatera Learning Zone (Safety City)
- Aguatera Tube Zone (Nitehawk Recreation Area)
- Aquatera and Recycle Plus Bottle Donation Program, supporting local charities

### **New Meter Installations**



### **Expand Utility Markets**

A quatera's new strategic direction, set in 2012, aims to grow the business by expanding operations outside our traditional operating activities and boundaries – generating revenue outside our existing utility customer base. In 2013, Aquatera successfully obtained provincial government approvals for:

- an expanded scope of service for Aquatera
- approval to create a subsidiary company
- approval for the subsidiary company to acquire control of Watchorn Rentals Ltd.
   (Watchorn is a Fairview, Alberta-based company that provides potable water and packaged wastewater treatment solutions, primarily for industrial work camp services.)

To increase our capacity for business growth, Aquatera formed a Remote Operations Team, made up of certified operators, that provides operational support to other communities. In 2013, Aquatera provided business or remote operations support to two new communities (Grande Cache and Claresholm) and continued to provide contract operations to Rycroft.

Strong growth in new development continued in 2013, with 19 residential and 5 commercial/industrial subdivision phases in the City of Grande Prairie, the County of Grande Prairie and Sexsmith. All indications point toward another busy year of development in 2014.

Water and wastewater infrastructure for new developments, valued at \$9.6 million, was transferred to Aquatera in 2013.

# 2013 Highlights

### **Solid Waste**

n September of 2013, construction commenced on Aquatera's bioreactor landfill gas-to-energy project. By late summer of 2014, we will convert landfill gas (methane) into electricity to heat and power our water and wastewater treatment plants. The project will increase the life of the landfill, reduce greenhouse gases and, through offset credits earned from reducing our environmental footprint combined with cost-savings from generating our own heat and power, provide an opportunity to stabilize rates.

# Average Weight of Materials Collected Per Dwelling

#### **Yard Waste**

(single-family dwellings, landfill) 2013 – 148 kg/dwelling

2012 - 106 kg/dwelling

#### Recycling

(single-family, multi-family dwellings, landfill)

2013 – 289 kg/dwelling

2012 – 246 kg/dwelling

#### **Residential Landfilled Waste**

(single-family dwellings, landfill)

2013 – 653 kg/dwelling

2012 - 641 kg/dwelling

### **Recycling Highlights**

Aquatera is an environmental leader in waste diversion, providing many opportunities for recycling. Some of these highlights are:

The Yard Waste program continues to grow. The total yard waste accepted at the landfill site and at curbside in 2013 was 3,123 metric tonnes compared to 2,780 in 2012 and 2,509 in 2011 (these figures do not include branches dropped off at our landfill).

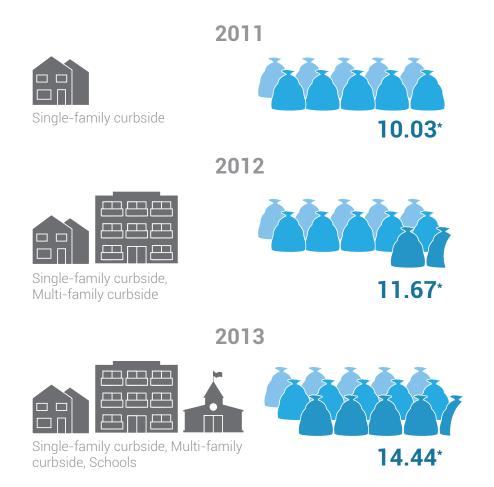
The Eco Centre, Aquatera's primary recycling dropoff centre, saw a record number of visitors in 2013, with 18% more visitors over 2012.

In November 2013, Aquatera's Eco Centre began accepting alkaline batteries for recycling.

Aquatera provides Styrofoam recycling to all City of Grande Prairie residents and businesses. In 2013, we diverted 13.9 metric tonnes of Styrofoam from the landfill. Equivalent to 58 school buses, the Styrofoam can be condensed into the size of 11 refrigerators. This equates to an approximate savings of 272 cubic metres of landfill space.

Curbside recycling accepted in 2013 was 1,444 metric tonnes, a 24% increase from 1,167 metric tonnes in 2012. As additional multi-family dwelling units increase along with education and awareness, it is expected that this number will continue to rise.

### **Curbside Recycling (City of Grande Prairie)**



### \*measured in 100 metric tonnes

Note on the calculation for 2011: Four months actual data extrapolated over 12 months projects 1,003 metric tonnes annually. (Curbside recycling was launched in September 2011.)

#### Water

Providing our customers with a long-term, secure, high-quality water supply is of primary importance to Aquatera. A safe and sustainable source of drinking water is also an essential factor in helping drive economic development in our region.

In May 2013, Aquatera's new long-term (25-year) diversion licence was approved by the Province. This licence incorporates an increased focus on healthy aquatic life and the wise use of water through conservation, and requires a substantial increase in monitoring and reporting. Aquatera's grandfathered licence (dating back to 1965 and 1982) allows for an annual diversion of 7,278,000 m³. The new long-term diversion licence allows for a total diversion of 21,270,600 m³. This new licence is based on a ramped system, with Aquatera only diverting additional water when certain population levels are reached. The full allocation can be realized once a service population of more than 100,000 is reached.

Our water treatment plant can produce approximately 52 million litres per day (MLD). In 2013, the average daily usage was 22 MLD, with a summer peak of 28 MLD. Aquatera is well-positioned to serve our current and new customers into the future.

Aquatera completed a grant application on behalf of Wembley for funding of a preliminary design study. The study will look at potential sizing, alignments and delivery/governance options for the west corridor. Aquatera will continue to meet with the partnering municipalities to facilitate this process in 2014.

Aquatera is working with municipalities west of Grande Prairie (County of Grande Prairie, Wembley, Beaverlodge, Hythe and Horse Lake First Nations) to provide potable water via transmission line from Grande Prairie.

Preliminary design for the west trunk transmission water line was undertaken in 2013. This line will provide a second water feed from the water treatment plant to the distribution network, as well as an increased reliability of supply.

East of Grande Prairie, extension of water distribution systems for new rural residential subdivisions has created interest for service to other existing acreage developments. The County of Grande Prairie has updated a servicing study to assess these services. Service to existing developments will be dependent upon their success with petitions for local improvement levies through the County.

To increase treatment capacity for industrial developments in the south area of Clairmont, preliminary and detailed design and construction took place in 2013 to address needed upgrades to the industrial lift station.

In 2013, pumps at the existing Clairmont reservoir were upgraded and a water line was constructed to connect Zone 3 with the Clairmont system to provide greater reliability and meet required levels of service in the community.



#### **Wastewater**

pgrades at the wastewater treatment plant began in 2013 to address increasingly stringent provincial regulatory requirements and to expand capacity for our growing region. The upgrades are estimated to cost \$58 million by 2016. Aquatera was able to secure a \$10 million grant from the federal government, with support from Peace River MP Chris Warkentin, to alleviate increased sewer charges for customers.

Segments of the 116 Street and 88 Street trunk sewers are being constructed gradually through oversizing agreements with developers. A portion of the 116 Street trunk was completed in O'Brien Lake West in 2013. In order to service much of the northwest quadrant of the City of Grande Prairie, the construction of this trunk needs to be accelerated. Doing so will also allow for the decommissioning of two temporary lift stations and provide relief for the 108 Street trunk.



The devastation was staggering. After the water receded, street after street was covered in mud, silt and sewage. Mould permeated the air. The community of High River needed help and a lift in their spirits.



# A Helping Hand for our Neighbours

In June 2013, Mother Nature unleashed her forces in Southern Alberta and many areas were devastated by flooding. One of the hardest-hit areas was the community of High River, south of Calgary, where all 13,000 residents were ordered to evacuate.

Here in the north, Aquatera mobilized a team of employees who set to work collecting goods, cash and gift cards from residents and businesses throughout the Grande Prairie area. They set up a booth at a benefit concert held in Grande Prairie, asking for donations like gloves, masks, boots, tools, garbage bags, cleaning supplies and much-needed supplies. Seventy-two hours later they had amassed 5,000 pounds of gear and \$2,000 in gift cards, an amount Aquatera then matched. The generosity of people was overwhelming and donations poured in.

"...the 'Alberta spirit' was working overtime... the result was a trip to flood-ravaged High River and a load of approximately \$14,000 worth of goods and gift cards."

- Northwest Business Magazine

On July 11, the team traveled to High River to deliver the donations and to help wherever they were most needed. While working with the community (many who had lost everything in the flooding) was deeply emotional, team members were very moved by the gratitude of the locals.

Says employee Lloyd Piehl: "People would ask where we were from, and when I would tell them 'Grande Prairie,' many just broke down with sincere appreciation, knowing how far we had come and that so many others were thinking about them."

Over two dozen employees also offered to help other communities recovering from the floods. Through Alberta Municipal Affairs, employees offered to operate equipment, help in getting water and wastewater systems back online, or just lend a helping hand. Aquatera sent one water/wastewater operator to Exshaw for two weeks, to help get their systems in working order.

# Financial Overview

n 2013, Aquatera reported a net income of \$5.5 million, as calculated under International Financial Reporting Standards (IFRS).

The adherence to internal cash management policies ensures that Aquatera retains sufficient cash flow to fund operations, infrastructure growth and business development.

The cash flow from operations in 2013 was \$13.9 million, with \$3.5 million paid to shareholders in the form of cash dividends.

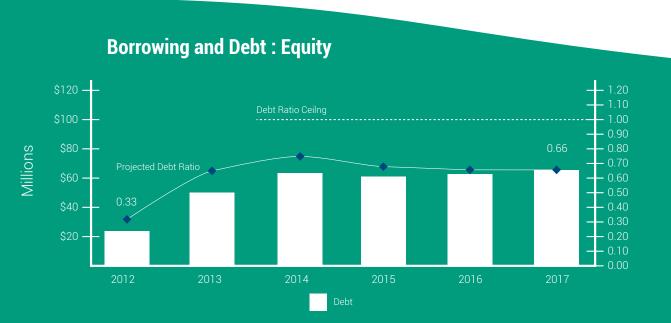
Aquatera funds its capital projects from cash (utility rates), infrastructure charges (development), debt (borrowing) and grants (government funding).

A debt to equity ratio of 1:1 is the maximum allowed under the Unanimous Shareholder

Agreement (USA) with similar banking covenants.

Debt levels are projected to rise to fund Aquatera's capital investments, as seen in the figure below. Debt to equity levels will remain within the established limit of 1:1 into the future, peaking at 0.74 in 2014. The effect of borrowing for the wastewater treatment plant upgrades has been offset by deferring projects at the Wapiti River so that compliance with the 1:1 debt to equity limit is met in future years. The federal grant funding of \$10 million has also served to reduce the debt to equity level of the business.

The current limit for the debt to equity ratio is conservative for a utility operation that is typically very capital intensive.



# Shareholder Benefits

#### **Shares**

For any assets transferred to Aquatera from a shareholder, preferred shares are issued to the shareholder. Shareholders have received almost \$74 million in direct cash benefits from Aquatera since 2003. Prior to asset transfers (other than system assets or cash), a stock dividend is declared, and shareholders receive preferred shares to the value of their proportionate share of Aquatera retained earnings.

### **Dividends**

Under the USA, cash dividends are paid at the mandatory rate of 5% on:

- preferred shares from assets transferred prior to 2010
- preferred shares issued after 2010 based on the contribution of system assets or cash

For 2013, the total for mandatory dividends was \$2.1 million. Additional cash dividends may be paid on

any preferred shares at the discretion of the Board of Directors. The Board declared discretionary dividends for the third year in a row. Dividends to shareholders totalled \$3.5 million in 2013.

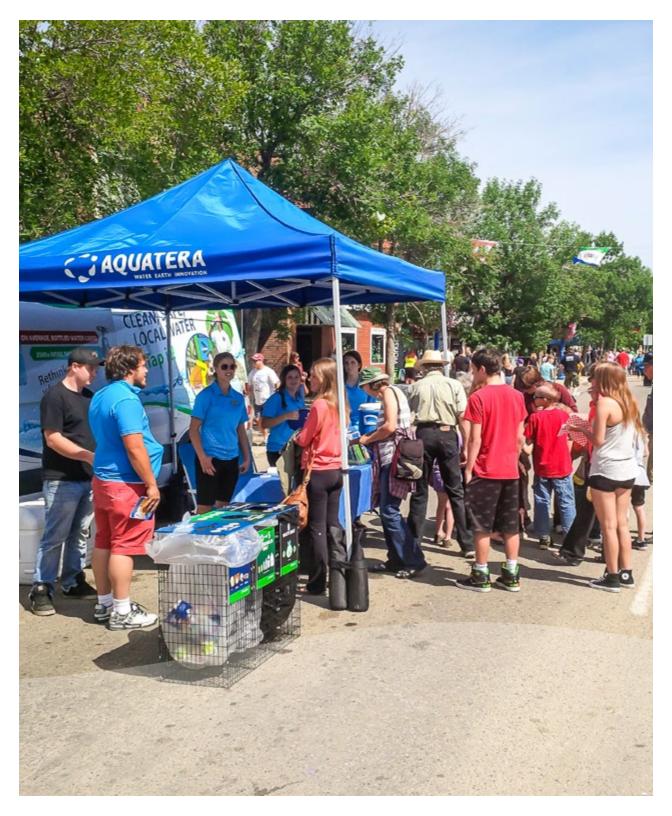
### **Franchise Fees**

Aquatera pays a franchise fee to shareholders for the right to administer water, wastewater and solid waste services on behalf of the shareholder. The current rate paid is 10% of revenues collected in each respective area of operations. Shareholders received \$2.9 million in franchise fees for 2013.

### **Fees for Service**

"Fees for service" are fees paid to shareholders for the provision of any services to Aquatera. From 2003 through 2011, financial and administrative services were provided to Aquatera by the City of Grande Prairie.





# **Looking Ahead**

Dipdates to the Water Distribution and Wastewater Collection Master Plans for the City of Grande Prairie, Clairmont and surrounding areas in the County of Grande Prairie began in early 2013. The Plans will define the infrastructure required to support growth and development in our service area for the next 50 years, including the annexation area. Work is scheduled for completion by the end of 2014.

Census data from 2011 reported population growth of 16.8% in the City of Grande Prairie and 13.5% in the County of Grande Prairie over five years. Both rates exceed the growth rates in Alberta (10.8%) and Canada (5.9%). An important priority for Aquatera is to promote and support regional growth by ensuring operational standards and services meet the needs of new subdivisions.

Detailed design will begin in 2014 for a dedicated transmission line to accommodate growth on the west side of the City of Grande Prairie and into the County of Grande Prairie. Construction will take place in late 2014 or early 2015.

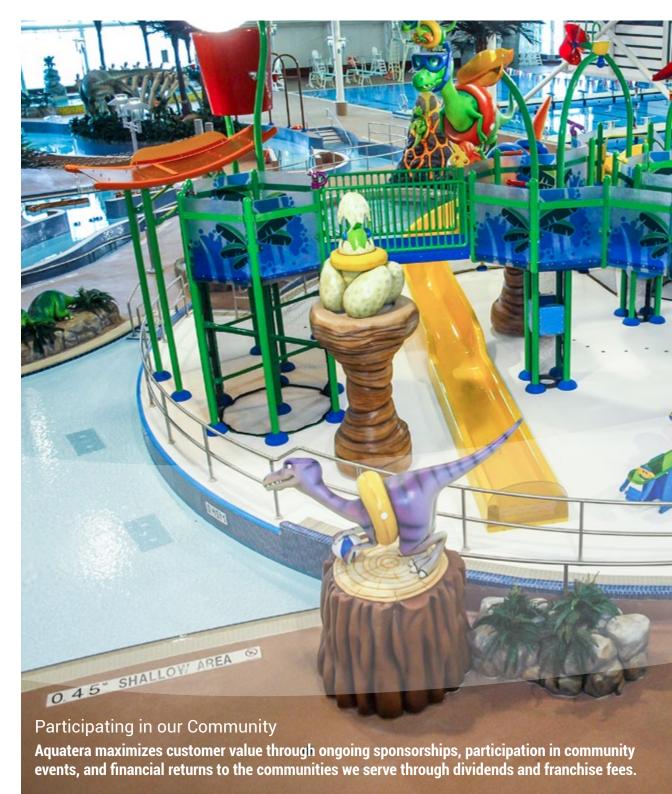
Aquatera will be conducting an Instream Flow Needs Study (IFN) in 2014/15 to determine the flow in the Wapiti River, in order to ensure a healthy aquatic ecosystem. The outcome of the IFN may affect our new diversion licence, and may reduce the need for off-site storage requirements longer-term.

The wastewater treatment plant upgrade, expected to be complete by 2016, will accommodate more stringent regulatory requirements and provide capacity for a projected 25 years of regional growth.

Commissioning of the bioreactor landfill gas-toenergy project is projected for the fall of 2014.

Aquatera will continue to grow municipal services and explore new ways to attract new municipal clients and expand services.

Aquatera will again host Water Week North in the fall of 2014, providing a regional training and networking opportunity.





It takes a lot of people to build a community.



Aquatera is the regional utility for water, wastewater, and solid waste.

Since 2003, Aquatera Utilities Inc. has contributed \$53 million in cash dividends, stock dividends, and franchise fees to tax revenues at the City, County and Town – a population in excess of 72,000.

www.aquatera.ca 780.538.0348

