

Calgary

Overview

The City of Calgary's drinking water has two sources: the Bow River which supplies the Bearspaw Water Treatment Plant and the Elbow River which flows into the Glenmore Reservoir/Treatment Plant. The City of Calgary Water Services “withdraws water from the two river systems according to demand and within parameters set out by Alberta Environment” (City of Calgary, 2007d). The population of Calgary in 2007 was 1,019,942 (City of Calgary, 2007f). Calgary water consumption in 2006 was 451 L per capita per day (including residential, commercial and municipal use). The City has set a goal to reduce water consumption to 350L per capita per day by 2033 (City of Calgary 2006).

Residential

Calgary Water Services has extensive educational material on water conservation on its website (City of Calgary, 2007a). The Waterworks 2005 Draft Water Efficiency Plan summarizes the City's water efficiency initiatives, grouped into four categories: operational strategies, regulations, education, and product promotion and financial incentives (City of Calgary, Waterworks, 2005). Operational strategies the City has implemented include system leak detection and water main replacement, and metering and water management strategy for city parks and sports fields. Regulations implemented include the universal metering program, requiring all homes be metered by December 31, 2014 (in 2006, 79 per cent of Calgary homes were metered), outdoor water use restrictions; and low-flow fixtures and water wastage bylaw which requires all new homes and commercial construction, including renovations that require a plumbing permit, to install low water use fixtures (City of Calgary, 2005, 2006). Educational initiatives include advertising and information campaigns, Team Water Wise irrigation audits, and youth programs. Product promotion & financial incentives include ICI water and wastewater audits, indoor and outdoor water saver kits, rain barrel promotion, residential toilet replacement rebate program (under which residents that replace inefficient toilets will receive \$50 credit on their water utility bill for each toilet replaced (City of Calgary, 2007c)), multi-family appliance retrofit pilot project, and residential and ICI water managed site certifications (City of Calgary, Waterworks, 2005).

ICI, Metering, Pricing

ICI customers consist of a diverse range of business types that utilize water in very different ways that Calgary Water Services is trying to better understand with the intent to develop water efficiency and conservation programs (City of Calgary, 2007b). The Calgary Water Services website includes information on conducting a water audit and conservation ideas for Commercial Buildings (City of Calgary, 2007b). All business customers are on a water meter (City of Calgary, 2006). General Service Customers are charged a basic monthly service charge based on the size of water meter (City of Calgary, 2007e):

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