

NORTH SPRINGBANK WATER CO-OP LIMITED
196 Lariat Loop, Calgary, AB T3Z 1G1
Ph: 403.286.8396 h2owater@telus.net

ANNUAL GENERAL MEETING

Wednesday, April 24, 2024 – 7:00 PM
Registration 6:30 – 7:00 PM
Call to Order – 7:00 PM

Office Building – 196 Lariat Loop, T3Z 1G1

Per the Alberta Rural Utilities Act, The Annual General Meeting of the North Springbank Water Co-op must be held within 120 days of the fiscal year end.

This requires the support of the Membership.

Per the Bylaws of the North Springbank Water Co-op, The Annual General Meeting requires a Quorum made up of 10% of the membership with a minimum of 2 members per Voting District.

There is no voting by Proxy under the Rural Utilities Act; members must be in attendance.

More than one homeowner may attend per household, however, there is only One Vote per household under the Rural Utilities Act; homeowners must decide who votes and the registered voter must be the one to use the vote.

Any member wishing to run for office may do so, however, they must be the Owner of a residence in the Voting District up for election and be nominated by a member of their Voting District. Only members of a Voting District may vote for that Director position.

For the 2024 Annual General Meeting, there are two districts voting for Director. Country Lane Estates due to the retirement of Paul MacDonnell, and, Crocus Ridge/Clover Lane Estates Director whose three year term has expired; Kim Knox is eligible to stand for re-election. Nominations will be held, and interested candidates must be nominated by members of their subdivision. Nominations require both a Mover and a Secunder.

FIVE FREE DRAWS for ONE-MONTH WATER USE

(One per subdivision)

Members Must be in Attendance

Regular monthly consumption (300 gpd/1.3636 m3pd) - No overage

Paper copies of all documents will be available at the meeting.

NORTH SPRINGBANK WATER CO-OP LIMITED
ANNUAL REPORT FOR THE ANNUAL GENERAL MEETING
WEDNESDAY, APRIL 24, 2024
OFFICE BUILDING – 196 LARIAT LOOP, T3Z 1G1

TABLE OF CONTENTS

Agenda for the Annual General Meeting of April 24, 2024Page 2
Minutes of 2023 Annual General Meeting, held May 1, 2023Page 3
Chairperson ReportPage 5
Operations ReportPage 6
Fire Underwriters Survey Insurance Information Letter.....Page 8
General Manager’s and Water Monitoring ReportPage 9
Water Use and ConservationPage 11
Operating Budget for the year 2024Page 13
Capital Budget for the year 2024Page 14
List of Directors and Support PersonnelPage 15.

Separate Documents:

Bi-Annual (winter) Water Analysis

Audited Financial Statements, Year Ended December 31, 2023

**NORTH SPRINGBANK WATER CO-OP LIMITED
ANNUAL GENERAL MEETING, APRIL 24, 2024
OFFICE BUILDING 196 LARIAT LOOP**

AGENDA

Registration	6:30 PM to 7:00 PM
Call to Order	7:00 PM - Simone Byers, Chair
Declaration of a Quorum	Simone Byers, Chair
Introduction of Board Members and Contract Personnel	Simone Byers, Chair
Appointment of Scrutineer	Simone Byers, Chair
Approval of Minutes of Annual General Meeting, held April 1, 2023	Simone Byers, Chair
Appointment of the Auditors for the 2024 Operating Year	Kim Knox, Treasurer
Review and Approval of the Audited Financial Statements	Kim Knox, Treasurer
Approval of the Operations and Capital Budgets for the year 2024	Kim Knox, Treasurer
Election of Directors	Simone Byers & Scrutineer
Crocus Ridge/Clover Lane Estates – Kim Knox	
Country Lane Estates – replace Paul MacDonell (retirement)	
Question and Answer Period	Simone Byers, Chair
Free Water Draw - Five (1 per subdivision)	Simone Byers, Chair
Adjournment	Simone Byers, Chair

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MINUTES OF 2023 Annual General Meeting - DRAFT

Present:

Simone Byers, Chair, Director, Country Village Estates (CVE)
Kim Knox, Treasurer, Director, Crocus Ridge-Clover Lane Estates (CRE-CLE)
Paul MacDonell, V-P Operations, Country Lane Estates (CLE)
Allan Logan, Insurance Rep, Director Idlewild-Idlewild S Estates (ID-IDS)
John Hersey, Director, Livingstone-Aventerra Estates (LVE-AVT)
Contract Staff: Cyndy Clarke, Jim McGillivray, Barry Okabe, Bryce Johnson, Ester Brenner (accountant)

1. Call to Order 7:11 pm
Declaration of Quorum: 10% of the membership (28), with at least 2 members from each subdivision
Members in attendance 23;
Motion to declare a quorum – Allan Logan (IDE), Seeing that there are two members from each subdivision present, those members present constitute a quorum and are empowered to transact the business of the North Springbank Water Co-op. Second Sam Gallo (LVE).
Carried.
2. Introduction of Board Members and Staff
Simone asked all to introduce themselves.
3. Appointment of Scrutineer
Jim McGillivray; accepted same.
4. Motion to Approve the Minutes of the 2022 Annual General Meeting
Motion - Don Hartviksen (CLE), Jim Junker (CRE). Carried.
5. Motion to Appoint Auditors for 2023 Operating Year
Motion - Kim Knox (CRE), Move to appoint Hamilton Rosenthal Chartered Professional Accountants LLP as auditors for the 2023 fiscal year. Second Barb Smith (CVE). Carried
6. Motion to Approve the 2022 Audited Financial Statements
Kim Knox reviewed and provided an explanation of each of the sections of the 2023 Audited Financial Statements. Kim asked for questions: Louis Auger (CLE) queried how many years Hamilton Rosenthal had audited the Co-op's financials; answer – four.
Seeing no further questions, Kim Knox Moved to approve the Audited Financial Statements for the year 2023; Second Louis Auger. Carried.
7. Budget Presentation and Approval
Operating – reduction in monthly fee \$60/month to \$50.00 per month for 300 gal/day (1.3636 m3/d), and an overage rate of \$0.01 per gallon (\$2.20 m3) for the period May 1, 2023 to April 30, 2026 (3 years). At that time, rates should be reviewed in order to make additional adjustments to the rates, if deemed necessary.
Kim pointed out that there was not much change otherwise in operating expenses and procedures;
Capital Budget – Kim explained the plans for the year.
Motion to approve Operating and Capital Budgets – Kim Knox (CRE); Second Louis Auger (CLE) - Carried.

8. Election of Directors

The term for the Director, Idlewild/Idlewild South Estates has expired; an election to replace the current Director, Allan Logan.

Nominations: Jackie Glen (IDE) nominated Kevin Wilkinson (IDE), seconded by Allan Logan (IDE); Kevin Wilkinson accepted; Simone Byers called for nominations 3x; Kevin Wilkinson by acclamation.

Kevin provided the members with a quick introduction.

9. Presentation of Water Costs

Paul MacDonell (CLE) provided the membership with a power point presentation, which included a history of the monthly charge.

Q: Louis Auger (CLE): has the Board checked with surrounding water co-ops for their fee costs; Yes (Bryce & Jim). Louis Auger (CLE) Concerned about whistle blowers and changes.

Comments by Simone Byers with respect to a previous discussion with Don Kochan, Division 2 Councillor regarding how well run North Springbank Water Co-op is, including the costs and finances.

Comments provided by Jim McGillivray with respect to Rocky View Water Co-ops fees and charges, which are many compared to North Springbank. Jim encouraged members to view Rocky View Water Co-op's substantial website.

10. Question and Answer Period

Louis Auger (CLE): when do the new water monthly rates take affect: May 1st, 2023

Jackie Glen (IDE) thanked Allan Logan for his years of service.

Louis Auger (CLE): have you looked at doing any bulk hardness removal. Paul – no. Some comments by Bryce.

Sam Gallo (LVE) – comment about the original build being well done. Comment regarding the healthy bank balance and whether fire hydrants could be installed in subdivisions that don't have any. Comment by Bryce Johnson that Livingstone doesn't have the correct lines to handle fire fighting.

Comments by Simone: The subdivision members could be canvassed and if they wished to have hydrants installed then they would be responsible for the payment with a payment plan. Kim Knox commented that North Springbank Water Co-op's mandate is to supply potable water, not fire fighting.

Some water conservation tips (rain water collection, drip line) from Simone Byers.

Gary Biagioni (CLE) – noted that he has installed reverse osmosis in his home and that is immediately resulted in much lower blood pressure immediately. The Board asked Gary to forward a submission for the next newsletter.

11. Free Water Draw

LVE-AVT – Weldon Dueck

CVE – Annemone Hagar

IDE-IDS – Jackie Glen

CLE – Murray Selzer

CRE-CLO – Jim Junker

12. Open House BBQ – New Building & Pump House, June, Sunday afternoon

A newsletter will be distributed to the membership.

2024 AGM CHAIRPERSON REPORT

This will be my last year serving on the NSWC Board of Directors. As per the updated Bylaws, Director's terms are limited to 3 consecutive terms of 3 years each so as to encourage an introduction of new ideas at the Board level. There has been a gradual transition in order to retain a measure of continuity. Paul Macdonell has represented Country Living Estates since 2008 and this year a new Director will be elected at the 2024 AGM.

The 2024 AGM will be held in the new building at 196 Lariat Loop. While the Board did contemplate providing zoom access for viewing only, the unreliable internet service in the area and the experience of conducting a zoom AGM during covid succeeded in quashing that thought.

We have come a long way from the day that a group of neighbours met in my living room to contemplate forming a neighbourhood water system! Now NSWC meets regularly at the Co-op owned boardroom rather than around Directors' dining room tables.

NSWC was established in 1985 by neighbours working together to assist those neighbours with chronic water issues. Many homes in the area were serviced by wells of poor quality or minimal output (often both). Livingstone Estates was paying to have water trucked to their holding tank since their well had gone dry. Idlewild was experiencing a similar situation. It took a great deal of co-operation and initiative to organize a system fair to all users. NSWC was the first water co-op in the province to be formed by a variety of users, 4-acre estate subdivisions (Idlewild, Livingstone), larger acreages of 15 – 20 acres (South Idlewild, Country Village) and several farms of 80 plus acres. Rocky View Water Co-op, now the largest rural water co-op in the province, used NSWC as their model. NSWC started out with 59 members and now provides water service to 279 homes.

NSWC is registered under the **Rural Utilities Act** which includes water, gas and electric co-ops in Alberta, and must follow the **Rural Utility Regulations**.

The 2010 Member Survey produced a strong encouragement from the members for NSWC to pursue and cultivate water saving measures and the Board implemented measures that have proven successful. A new Member Survey has recently been completed and John Hersey, Director for Aventerra/Livingstone Estates has included the results of the latest survey attached to this Newsletter. Thank you to all members who took the time to partake in the survey.

My most heartfelt thanks to fellow Directors and Contracted Staff for continued support and assistance in providing a valued service to the neighbourhood. NSWC continues to be the envy of the surrounding area regarding the provision of potable water.

Thank you,

Simone Byers

OPERATIONS REPORT

Past Year:

- My name is Barry Okabe I hold the Operations Manager position for the NSWC. I received certification from Alberta in July 2018. My goal is to maintain the reliable delivery of safe drinking water to all residences in the NSWC membership.
- The 7.5 HP submersible pump is operating perfectly delivering water during times of lesser water usage thus saving money for the membership on electricity usage.
- The new well has been tied in since Aug 19, 2022
- Operator Trainee Arnie Bechard is still working towards getting his Operators Certificate
- NSWC is pleased to welcome Rebecca Okabe as a new operator trainee, she started with us in December 2023 and is working to get her certificate in 2024

Capital Plans for the year:

- No major capital projects.

Miscellaneous:

- The Co-op's water system is operated by qualified operator/s who hold operator's licenses issued by Alberta Environment, which meet the requirements under the new AE Approval. Operators attend mandatory seminars and workshops throughout the year which are pertinent to the system. When the operator is away, Bryce Johnson (retired) is on call to manage operations in my absence.
- The system is inspected annually by Alberta Environment and, to date, everything is in compliance.
- The water is tested daily, at the water plant and weekly at random locations in the system, for free chlorine, and is maintained at not less than the Alberta Environment minimum of 0.2mg/l or (0.2 ppm) at the water plant and of not less than 0.1mg/l (0.1 ppm) anywhere else in the system.
- The water is also treated with ultra violet light (UV) disinfection system and has now been in operation for a few years, along with a lesser amount of chlorine. Although the UV units require cleaning from time to time, everything has operated well and has continued to do the job it was designed to do. Ultra Violet light (UV) causes permanent damage to a wide variety of nuisance organisms in water. For municipal drinking water, these organisms in some instances, can actually be pathogenic to humans such as in the outbreak of E coli in Walkerton. UV light is a physical, non-intrusive method of ensuring that organisms, which are airborne or present in most fluids, are unable to replicate, and thus remain inert. UV does not affect the taste, colour, or pH of the water being disinfected.
- Water is tested weekly for bacteria by the Provincial Laboratory of Public Health.
- A complete chemical analysis is done twice yearly. The latest analysis results are attached.
- On rare occasions, some members have experienced brownish coloured water coming from their taps. This may occur after flushing water lines (to remove sediment), after a line

repair, or after plumbing changes in your home. High flow or surging water in the water lines may cause sediment to be dislodged and the particles suspended in the water causes the brownish colour. To date all samples of this water have tested negative for bacteria. However, if you experience discoloured water, flush your lines by running an outside tap until it clears, usually 15 minutes will do, and call Barry Okabe at 403 863 9521 to report the occurrence.

Annual Reminder:

- All members should be aware of their curb stop location. A curb stop is a valve to shut off the water supply to the house and is usually found near your front property line. In the case of an emergency, a key (tool) to shut off the water can be obtained from your area representative or from Operations . A quarter turn to the right will close the curb stop. Your water can also be shut off inside your home by using the valve installed before your water meter. This valve should be exercised several times a year to ensure it is in working order. If you can't locate your curb stop call Barry. **If you are having landscaping done make sure you let the contractor know the location of your curb stop.... mark it with a stake or flag to make it more visible.**
- To protect yourself and other Co-op members, please ensure you have vacuum breaker connections on all taps (sill cocks / hose bibs) where a hose may be attached. On new homes this is a plumbing code requirement. If your home does not have this protection, the Co-op will supply them free of charge.
- Please report any abnormalities with your water (odour, taste, colour etc.) and any activity around our facilities (wells, pump house, hydrants, standpipes etc.).
- **Have you changed work locations, changed your cell phone number?** Please help us to maintain our emergency call out data base:
It's important to keep the Co-op updated at all times, if you change any of your phone numbers: home, business or cell phone. The Co-op maintains an emergency contact call out database in case of a severe emergency; we must speak to an adult as quickly as possible. **Also please ensure that we have your most frequently used email address.** Please email us at nswc@telusplanet.net for changes. All email addresses are secure with the NSWC. We do not use email addresses for any reason other than to inform the membership of water co-op business.

Barry Okabe



Fire Underwriters Survey™

March 8th, 2017

North Springbank Water Co-op Ltd.
196 Lariat Loop
Calgary, AS
T3Z1G1

Attention: Bryce Johnson, Operations Manager

Re: **Fire Underwriters Survey - North Spingbank Water Co-op Water Distribution System Fire Insurance Grading Review**

Fire Underwriters Survey is a national organization that represents more than 85 percent of the private sector and casualty insurers in Canada. Fire Underwriters Survey provides data to program subscribers regarding public fire protection for fire insurance statistical and underwriting evaluation.

Fire Underwriters Survey has completed a review of the submitted documentation for the North Spingbank Water Co-op water distribution system. Review has indicated that the water system has been designed in accordance with the Fire Underwriters Survey document entitled Water Supply for Public Fire Protection.

The North Spingbank Water Co-op water distribution system has been recognized for fire insurance grading purposes and details will be published within the Canadian Fire Insurance Grading Index for subscribers to utilize for Personal Lines and Commercial Lines insurance underwriting. Details take one to two months from the date of this letter to be promulgated to the Canadian Fire Insurance Grading Index.

Any significant change that occurs to the water distribution system should be reported to FUS to ensure fire insurance grading recognition is maintained. Within five years of the date of this letter a review of the water distribution system should occur to ensure recognition is maintained.

Please contact our office if there are any questions or comments regarding the intent or content throughout this letter.

Michael King, CTech
Public Fire Protection Specialist
Fire Underwriters Survey



Fire Underwriters Survey
A SERVICE TO INSURERS AND MUNICIPALITIES

3999 Henning Drive
SUite 101
Burnaby, British Columbia
V5C 6P9

T: 604.609.4146
Toll Free: 1.800.6655661
F: 604688.6986

A service provided by
Opta Information Ittelligenu'
www.fireunderwriters.ca
www.optaintel.ca

General Manager's Report

The 2006 Alberta Provincial Government freeze on granting new water licenses or increasing existing licenses, retroactive to May 2005, remains in effect in Southern Alberta including the Bow and Elbow Rivers. Based on this, there is a current cap on the amount of water that can be withdrawn in the Springbank area. The North Springbank Water Co-op (NSWC) has two water licenses that can provide an annual total withdrawal of 51,600,000 gallons from the aquifer.

Emerald Bay 2023 Annual Monitoring Report

Emerald Bay Water and Sewer Co-op Ltd. (EBWSC) conducts and pays for the Monitoring Program and report on a yearly basis in conjunction with Clifton Engineering Group Inc. (Clifton).

Monitoring and sampling of soil, sediment, surface water and groundwater conducted at the Springbank Links Golf Course was initiated to comply with monitoring requirements set out by Alberta Environment and Protected Areas (AEPA) in Approval No. 18892-00-00. This approval has been renewed and amended over the years to the current version No 18892-02-02 (May 19, 2022).

In June 2021 EBWSC made application to modify the Monitoring Program as set out in the original Approval. In May 2022 AEPA granted approval to EBWSC for a modified soil and groundwater program. The AEPA approval requires sampling at ten locations – four surficial and subsoil locations, two surface runoff locations, two overburden groundwater locations, and two bedrock groundwater locations. Monitoring is to be done twice a year, with the surficial and subsoil locations to be monitored only once a year, in the spring.

Conclusion

Clifton states in the 2023 Annual Monitoring Report that, based on the current monitoring results and all historic data going back to 1996, activities at the Springbank Links Golf Course using treated wastewater, diluted with river water has not impacted the local residential water supply wells. This conclusion is consistent with previous Annual Monitoring reports.

2023 Monitoring Program Results

Sampling done June 15, October 30, 2023.

Sample analysis of surficial soil and subsoil on the golf course continue to show that the soils have not been adversely impacted by irrigation with treated effluent. Golf course follows good irrigation practice and closely monitors quality of the soil, water, moisture content, and turf.

Regarding herbicides and pesticides in surface water, detectable concentrations of some parameters were found, below Provincial and Federal guidelines in June, but not October sampling. Dicamba was detected in June sample, but not the October sample, from one monitor well, concentration below Provincial and Federal guidelines. Monitor well on south

side of Emerald Bay Drive between the drive and the golf course. Diacamba is a selective systemic herbicide.

Both historic and current Trigger Level exceedances have been attributed to the golf course fertilizer applications, previous agricultural activities, septic systems, residential fertilizer, road de-icing. No changes recommended to fertilizer or chemical application. Clifton advises many Trigger Level exceedances from one sampling event were followed by no exceedances of Trigger Levels, or even non-detectable concentrations in the following sampling event.

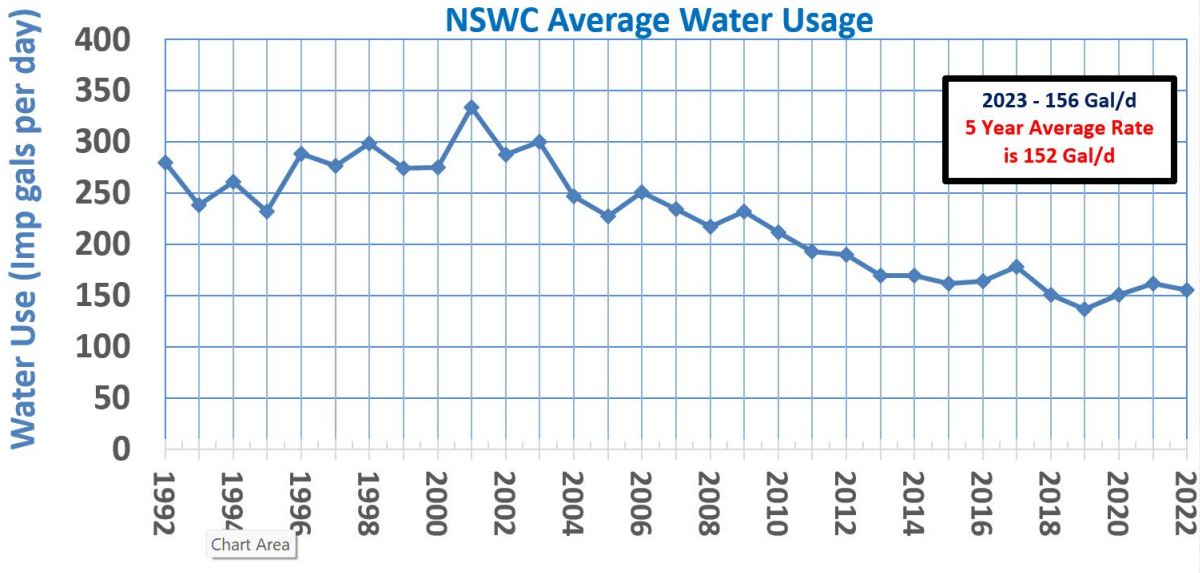
Applying Triggering contingency actions in these situations could be premature. The results are showing that Trigger Levels may not be the most appropriate assessment of potential concerns.

An updated Contingency Plan (current one developed in 2001) should include a more appropriate assessment of a follow-up to address these related Trigger Level concerns.

Jim McGillivray
General Manager

WATER USE AND CONSERVATION

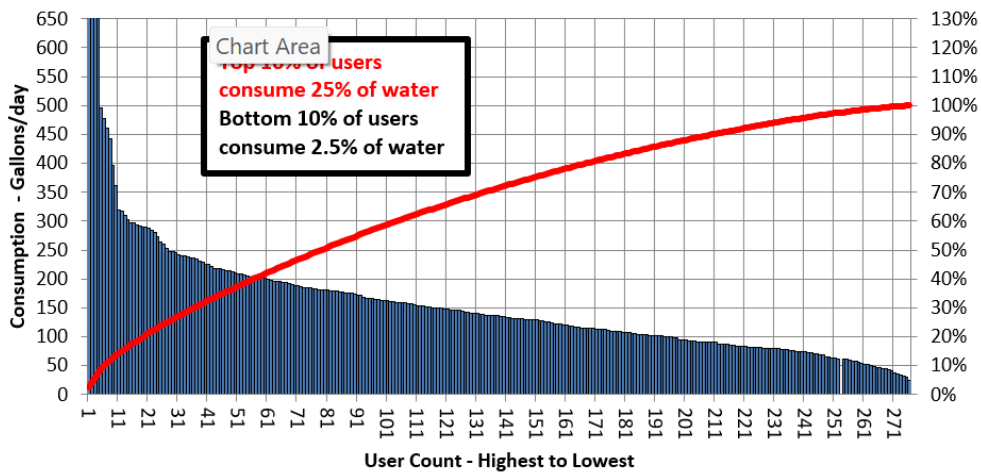
The co-op has had a busy year with several major projects completed, including a new accessory building. Entering 2024, the co-op maintains a healthy balance sheet and we have the potential to add two additional small subdivisions this year. With the help of our members, we will continue to promote conservation, leak detection and the judicious use of automatic sprinkler systems. This will allow us to continue to provide low cost water at lower rates for all members. Many members still have indications of potential leaks and we would like members to continue to track and repair their leaks (with the help of operations staff, if needed)



Average per capita water consumption for 2023 was 156 Imperial gallons per day (Cg/d). The 80th percentile user consumes 203 gallons per day. The 90th percentile user consumes 247 gallons per day.

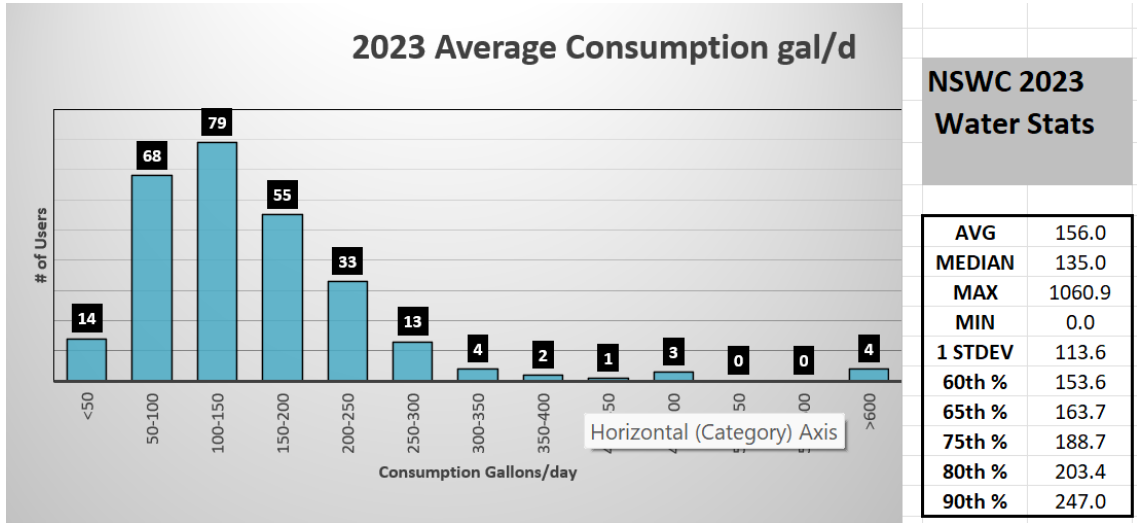
- 2023 Average Consumption – 156 gallons per day (2022 – 155 g/d)
- 2023 Median Consumption – 136 gallons per day (2022 -135 g/d)
- 2023 Highest Consumption –1091 gallons per day (2022 -809 /d)

2023 Consumption by User



Peak consumption drives rates and equipment sizing so we will continue to promote conservation in the form of leak repair and discouraging peak usage. Due to the new rate system, peak consumption has dropped

noticeably in the summer months. This is due to members fixing leaks and monitoring their watering and use of automatic sprinklers.



If you are concerned about your consumption or you would like help diagnosing and repairing your leaks, please contact our operations manager, Barry Okabe at (403) 863-9521.

Our goal continues to be to create a sustainable water coop which provides safe, potable water in the quantities required by all of our members at the lowest possible cost for all members.

At the AGM, I will be resigning my position as Board Member for Country Lane Estates which I have held for the last 15+ years. An election will be held at the AGM for my replacement.

Respectfully submitted

Paul MacDonell
Vice President, Operations

NORTH SPRINGBANK WATER CO-OP LIMITED
 PROPOSED OPERATING BUDGET FOR THE YEAR 2024
 With comparatives for the year 2023

	2024	2023
INCOME		
Water Usage	167,000.00	164,100.00
Excess Water	24,000.00	24,000.00
Interest Income	82,000.00	42,000.00
Water Access Administration Fee	2,000.00	2,000.00
Water Unit Application and Other Fees	-	-
	<u>275,000.00</u>	<u>232,100.00</u>
TOTAL INCOME		
EXPENSES		
Administration	10,560.00	10,400.00
Audit	9,500.00	9,500.00
Bank Charges	1,140.00	1,140.00
Chemical Supplies	4,500.00	4,200.00
Contracted Professional Services	93,200.00	79,000.00
Insurance	14,000.00	24,000.00
Legal-Corporate	1,000.00	1,000.00
Office Supplies, Equipment and Software	2,250.00	2,500.00
Operations Repairs & Maintenance	25,000.00	20,000.00
Telephone and Other Communications	5,700.00	4,500.00
Travel - Operations	8,400.00	8,400.00
Utilities	32,000.00	32,000.00
Water Conservation Initiatives and Education	500.00	300.00
Water Sampling/Analysis	6,000.00	6,000.00
Website	250.00	160.00
	<u>214,000.00</u>	<u>203,100.00</u>
TOTAL EXPENSE	214,000.00	203,100.00
NET INCOME BEFORE DEPRECIATION	61,000.00	29,000.00
DEPRECIATION EXPENSE	58,000.00	55,000.00
NET LOSS AFTER DEPRECIATION	3,000.00	(26,000.00)

NORTH SPRINGBANK WATER CO-OP LIMITED
PROPOSED CAPITAL BUDGET FOR THE 2024 YEAR

	<u>2024</u> <u>BUDGET</u>
Parking area enhancement (in front of building)	5,000.00
Fencing security enhancement for pumphouse site	20,000.00
Computer	1,500.00
Website development	3,000.00
	<hr/>
	29,500.00
Contingency (10%)	<hr/>
	2,950.00
	<hr/> <hr/>
	32,450.00

NORTH SPRINGBANK WATER CO-OP LIMITED,

196 Lariat Loop, Calgary, AB T3Z 1G1

403-286-8396

Email h2owater.net

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MCGILLIVARY, Jim	General Manager j_mcgill@icloud.com 58 Juneberry Hts. T3Z 0E6	C: 403-863-2636
Cyndy Clarke	Secretary/Administrative Assistant h2owater@telus.net 251242 Rocky Range View, T3Z 1K8	403-286-8396