

**NORTH SPRINGBANK WATER CO-OP LIMITED**

196 Lariat Loop, Calgary, AB T3Z 1G1

<https://northspringbankwater.com/>

[h2owater@telus.net](mailto:h2owater@telus.net)

403-232-6069

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**ANNUAL GENERAL MEETING**

**Tuesday, April 21, 2026**

at

Office Building - 196 Lariat Loop

Registration - 6:15-6:45 PM

Call to Order - 6:45 PM

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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 (December 31<sup>st</sup>).

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 member signed in, to use the vote.

Any member wishing to run for office may do so, however, they must be the registered landowner of a property in the Voting District up for election and be nominated by a member of their Voting District (requires a mover and a seconder). Only members of a Voting District may vote for that Director position.

An Election will be held for the following:

Idlewild/Idlewild S Estates – Resignation of Kevin Wilkinson

Crocus Ridge-Clover Lane – Resignation of Kim Knox

Separate documents: 2025 Audited Financial Statements; Bi-yearly Water Analysis (winter)

NORTH SPRINGBANK WATER CO-OP LIMITED  
ANNUAL GENERAL MEETING  
TUESDAY, APRIL 21, 2026  
OFFICE BUILDING – 196 LARIAT LOOP, T3Z 1G1

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**Separate Documents:**

- Bi-Annual Water Analysis (Winter)
- Audited Financial Statements, Year Ended December 31, 2025

NORTH SPRINGBANK WATER CO-OP LIMITED  
ANNUAL GENERAL MEETING  
TUESDAY, APRIL 21, 2026  
OFFICE BUILDING – 196 LARIAT LOOP, T3Z 1G1

**AGENDA**

|  |                              |
|--|------------------------------|
| Registration   | 6:15 PM to 6:45 PM           |
| Call to Order  | 6:45 PM – John Hersey, Chair |
| Declaration of a Quorum  | John Hersey, Chair           |
| Introduction of Board Members and Contract Personnel                         | John Hersey, Chair           |
| Appointment of Scrutineer  | John Hersey, Chair           |
| Approval of Minutes of 2025 Annual General Meeting                           | John Hersey, Chair           |
| Appointment of the Auditors for the 2026 Operating Year                      | Michelle Byers, Treasurer    |
| Review and Approval of the Audited Financial Statements                      | Michelle Byers, Treasurer    |
| Approval of the Operating and Capital Budgets<br>for the 2026 Operating Year | Michelle Byers, Treasurer    |
| Election of Directors  | Scrutineer                   |
| Idlewild/Idlewild S Estates – Resignation                                    |                              |
| Crocus Ridge-Clover Lane – Resignation                                       |                              |
| Question and Answer Period   | John Hersey, Chair           |
| Acknowledgement and Thank You for Cyndy Clarke                               | John Hersey, Chair           |
| Adjournment  | John Hersey, Chair           |

NORTH SPRINGBANK WATER CO-OP LIMITED  
ANNUAL GENERAL MEETING  
TUESDAY, APRIL 29, 2025  
OFFICE BUILDING – 196 LARIAT LOOP, T3Z 1G1

**2025 MINUTES – FOR APPROVAL @ 2026 AGM**

Directors Present:

Simone Byers, Country Village Estates - Chair  
Kim Knox, Crocus Ridge/Clover Lane - Treasurer  
Brad Naeth, Country Lane – VP Engineering/Operations  
Kevin Wilkinson, Idlewild/Idlewild South – Vice Chair  
John Hersey, Livingstone/Aventerra – Insurance Rep

Contract Personnel

Introduction of the new General Manager – David Crichton  
Operations – Barry Okabe, Bryce Johnson  
Secretary – Cyndy Clarke  
Retired General Manager – Jim McGillivray

Registration

6:15-6:45 PM

Call to Order - 6:50 PM, by Simone Byers.

Declaration of a Quorum – 25 members present – 3 short of a quorum.

Simone asked the Membership for a Motion to state that the members present tonight, declare a quorum, and wish to proceed with the business of the Annual General Meeting of the North Springbank Water Co-op. So moved Allan Logan (Idlewild), Jack Sampson (Country Lane).

Introduction of Board Members and Contract Personnel

Simone Byers, Chair

Simone asked each Board member and Contract Personnel to introduce themselves.

Appointment of Scrutineer

Simone Byers, Chair

Simone asked Brad Naeth if he would scrutineer; accepted by Brad Naeth.

Approval of Minutes of the Annual General Meeting, April 24, 2024

Simone Byers, Chair

Motion to approve – Art Klukas (Country Lane), Second Allan Logan (Idlewild). Carried.

Appointment of the Auditors for the 2025 Operating Year

Kim Knox, Treasurer

Kim provided a brief history and comments of the auditors for the past several years.

Motion by Kim Knox to approve Robert Neufeld, Sunstone Chartered Professional Accountants as auditors for 2025. Second Corey Bava (Country Lane). Carried.

Review and Approval of the Audited Financial Statements

Kim Knox, Treasurer

Kim provided an overview of the 2024 Audited Financial Statements and reviewed a few key items. Motion to approve the 2024 Audited Financial Statements, Kim Knox. Second Michelle Byers (Country Village). Hearing no questions, Carried.

Approval of the Operating and Capital Budgets for the 2025 Operating Year

Kim Knox, Treasurer

Operating Budget 2025

Hard copies provided for the members present.

Kim reviewed the numbers for the members present.

Capital Budget 2025

Hard copy provided for the members present.

Kim reviewed the figures for the membership present.

Motion to approve the Operating and Capital budgets for 2025, Kim Knox. Second Michelle Byers. Carried.

Election of Directors

Scrutineer – Brad Naeth

Country Village Estates – retirement of Simone Byers.

Brad Naeth called for nominations. Barb Smith (Country Village) nominated, Michelle Byers.

Seconded by Terry Dowsett (Country Village). Brad called for nominations two additional times; none put forward. Michelle Byers declared Director, Country Village Estates.

Michelle introduced herself to the membership.

Livingstone-Aventerra Estates – end of 3 year term – John Hersey.

Brad Naeth called for nominations; none brought forward. John Hersey declared Director of Livingstone-Aventerra Estates by Acclamation.

Question and Answer Period

Simone Byers, Chair

Comments by The Chair, Simone Byers, regarding the hiring of the new General Manager, reflecting on how NSWC is growing and this is resulting in an increase in day-today business matters.

Cyndy Clarke provided comments for the retirement of Simone Byers and Jim McGillivray, reflecting on their dedication and services to the North Springbank Water Co-op.

Adjournment 7:10 PM

Simone Byers, Chair

## 2026 AGM CHAIRPERSON REPORT

2025-2026 was a year of transition. There have been several people changes.

1. Cyndy has been our administrative assistant for many years and has now retired. Her service to the co-op was above and beyond a job and was a deep commitment to see the work thrive. Her knowledge and background in the workings of the co-op are invaluable.
2. Lindsey Hook, who is a Co-op member has been hired as an administrative assistant.
3. David Crichton is now fully established as General Manager. He has deep experience of operating water systems including for the City of Calgary. For NSWC, the challenges of growth and increasing scrutiny from Rocky View County has meant a very busy, but productive year for him. We are privileged to have him as our GM.
4. We are so fortunate to have operating contractors in Barry and Rebecca who care about and care for our system daily. Thank you to both of you.

We are privileged to oversee a well-run water co-op with excellent equipment and infrastructure, but we identified some risks that needed mitigating. For individual homeowners in our co-op this translates to high quality and reliable water supply at low cost that enhances the value of our properties.

1. We run the co-op with contractors and we were advised by our accountant that the CRA could audit us and find that we treated them more like employees. That could have significant tax implications for the contractors and the NSWC. We have taken the necessary steps to clarify the relationship is with contractors.
2. WCB coverage was not clear for workers entering the water treatment plant and we now have full coverage for all those we use as contractors. This protects them and us should someone be hurt while working for us.
3. Safety procedures were somewhat informal including the wearing of protective equipment. We have now proceduralized the safety requirements for anyone operating the system.
4. Some preventive maintenance issues and obsolete equipment needed attention and the team has identified them and is working through the backlog. Thanks to Bryce for his continued support and deep knowledge of our system.

David Crichton, as our General Manager, in his report, has a detailed record of the key issues we have dealt with.

Thank you to all the present people involved with keeping our system one of the best in the province, but also many thanks to the families that established the co-op many years ago and set us up for the long-term success we now enjoy.

Respectfully,

John Hersey  
Chair

## GENERAL MANAGER'S REPORT 2025

### Executive Summary

During 2025, the North Springbank Water Co-op experienced a leadership transition with the appointment of a new General Manager. The transition from the previous General Manager was completed in a structured and cooperative manner, including the transfer of key operational documents, historical records, and system information. This ensured continuity of operations and provided the necessary background required to support ongoing management of the water system.

Throughout the year, the primary focus of management activities was maintaining reliable water system operations, improving infrastructure oversight, strengthening contractor management, and advancing technical monitoring systems at the Water Treatment Plant (WTP). Significant work was completed across operations, infrastructure management, regulatory compliance, and administrative systems.

Operational performance remained stable throughout the year with no major service disruptions. Administrative and operational improvements completed during the year have strengthened the cooperative's governance structure, operational oversight, and long-term infrastructure planning capabilities.

### Key Achievements in 2025

Several important operational and organizational improvements were completed during the year:

- Completion of the cooperative hydrant inspection program, including development of new inspection procedures and in-house training for all operators.
- Implementation and improvements to WTP monitoring and PLC systems, strengthening operational oversight and system reliability.
- Capital upgrades to the cooperative office facility, including exterior building parging and construction of a parking pad with drainage swale to improve access and site drainage.
- Implementation of a Health and Safety Policy including Personal Protective Equipment (PPE) requirements, establishing mandatory safety standards for all contractors working on behalf of the cooperative.
- Strong safety performance across operations, with zero health and safety incidents and no reportable items to the Workers' Compensation Board (WCB) during 2025.
- Completion of new contractor agreements and governance improvements, including policy development and establishment of Workers' Compensation Board coverage for the cooperative.
- Regulatory compliance management, including addressing and resolving three non-compliance items in accordance with Alberta Environment and Protected Areas reporting requirements.

### System Overview

The North Springbank Water Co-op operates a potable water system serving cooperative members within the Springbank area of Rocky View County. The system includes groundwater supply wells, a Water Treatment Plant (WTP), and a distribution network consisting of transmission and distribution water mains, hydrants, valves, and associated system infrastructure.

Operations focus on maintaining regulatory compliance, ensuring reliable water service to members, maintaining system infrastructure, and coordinating with regulatory agencies and regional stakeholders. The cooperative continues to improve documentation and asset management practices through

infrastructure mapping initiatives, operational monitoring systems, and ongoing system maintenance programs.

### **Operations and Water Treatment Plant**

Routine operational monitoring and maintenance were conducted throughout the year to maintain reliable service and regulatory compliance. Key operational activities included:

- Continued review and improvement of PLC and monitoring systems at the Water Treatment Plant.
- Investigation and correction of operational issues including UV communication faults, turbidity concerns in the production well, and alarm reset logic.
- Completion of routine plant inspections, logbook reviews, and equipment maintenance activities.
- Installation of spill containment for plant chemicals and lockout of the raw water crossover valve to prevent unauthorized operation.
- Repairs and maintenance of plant infrastructure including valve repairs, signage installation, and generator system troubleshooting.
- Operational oversight ensured the system remained stable and operating within regulatory requirements.

### **Distribution System and Infrastructure**

Work on the distribution system focused on hydrant inspections, system maintenance, and infrastructure oversight. Key activities included:

- Completion of the hydrant inspection program by operations contractors.
- Development of new hydrant inspection forms and procedures, along with in-house training provided to all operators to ensure inspections were conducted consistently and according to operational standards.
- Identification of drainage challenges affecting some hydrants due to high water table conditions.
- Flushing and re-sampling of the distribution system following a failed bacteriological test, with subsequent samples meeting compliance requirements.
- Major service line repair requiring contractor support and additional materials.
- Installation of hydrant maintenance equipment including hoses, pumps, and gaskets.

These activities improved system reliability and operational readiness.

### **Capital Improvements**

Several improvements were completed to the cooperative office facility during 2025 to improve building durability, safety, and site accessibility. Key upgrades included:

- Exterior building improvements – the lower half of the office building was parged to complete the exterior finish and improve long-term building protection.
- Parking pad and drainage improvements – a parking pad was constructed along with a drainage swale to improve site drainage, parking access, and overall mobility around the office facility.

These improvements enhance the long-term condition of the cooperative's facilities and provide safer access for operations, contractors, and visitors.

## **Technology and System Monitoring**

Several improvements were made to operational monitoring systems and communications. Key developments included:

- Implementation of a new IP phone system for after-hours and emergency communications.
- Continued PLC programming improvements and integration with generator monitoring systems.
- Continued evaluation of SCADA communication issues and potential infrastructure improvements.

These improvements support better operational monitoring and response capability.

## **Regulatory Compliance and External Coordination**

Throughout 2025 the cooperative maintained coordination with several external agencies and stakeholders including Alberta Environment and Protected Areas and Rocky View County.

Three non-compliance items were identified during the year under the system approval issued by Alberta Environment and Protected Areas. These items were addressed promptly through the required reporting and corrective action procedures. Corrective measures included operational reviews, contractor retraining on sampling procedures, system monitoring adjustments, and documentation updates where required. All non-compliance items were reported and rectified in accordance with regulatory processes, and the system returned to full compliance. Additional coordination activities included:

- Monitoring subdivision and development activity within Rocky View County that could impact infrastructure planning.
- Participation in regional planning discussions related to infrastructure and franchise agreements.
- Coordination with developers and engineering firms regarding infrastructure planning and mapping.

## **Governance, Administration and Human Resources**

Significant administrative work occurred during 2025 to strengthen governance, contractor structure, and operational documentation. Key activities included:

- Development and implementation of new contractor agreements and fee structures.
- Establishment of Workers' Compensation Board coverage for the cooperative.
- Development and circulation of a Personal Protective Equipment policy.
- Recruitment process for a new Administrative Support position, including screening of over 800 applications and conducting interviews.
- Review and improvement of internal documentation, records management, and operational policies.

## **Priorities for the Coming Year**

Key priorities moving forward include:

- Continued improvement of monitoring systems and operational automation.

- Further development of the Geographic Information System (GIS) mapping platform to document and manage cooperative infrastructure, including water lines, hydrants, valves, and other system assets. This system will improve infrastructure tracking, operational planning, and long-term asset management.
- Continued hydrant maintenance and distribution system monitoring.
- Implementation of improved document management and policy systems.
- Transition of Municipal Reserve (MR) lands and associated Utility Right-of-Way areas from Rocky View County to North Springbank Water Co-op oversight and management.
- Continued coordination and planning with Riverside Development regarding future system expansion and infrastructure requirements.

Respectfully,

David Crichton  
General Manager

## WATER USE AND CONSERVATION 2025

2025 was another strong year for NSWC operations and capacity management. Water supply remained stable with **no major service disruptions**, aside from **two connection failures** and routine equipment replacements. Capital spending for facilities and infrastructure came in **below budget**, driven by efficient project execution and the deferral or cancellation of lower-priority work. All three wells remain fully operational, with only one or two required at any given time.

### Total Water Use Trends

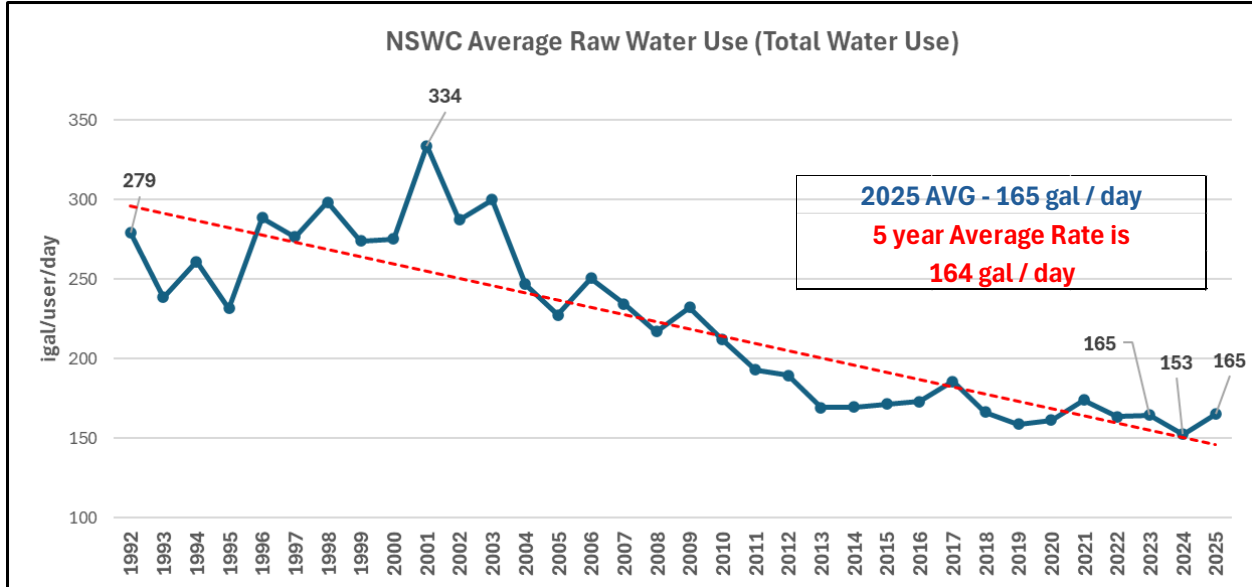


Figure 1 - Total NSWC Water Use (Including Operations Losses)

Average total monthly raw water use per household has levelled off after several years of decline.

- 2025: 165 gal/day
- Five-year average: 164 gal/day
- Ten-year reduction: ~5%

This metric reflects total water drawn from supply, including normal operational losses from maintenance, testing, and minor leakage.

To support continued conservation, members are encouraged to follow household best practices, including:

- Checking toilets, faucets, and pipes for leaks.
- Running dishwashers and washing machines only with full loads.
- Installing low-flow showerheads and toilets.
- Planting drought-resistant vegetation and optimizing watering cycles.
- Using mulch or bark to reduce evaporation.
- Considering low-water landscape design.
- Monitoring for sudden wet ground that may indicate a line leak.

## Operational Water Loss

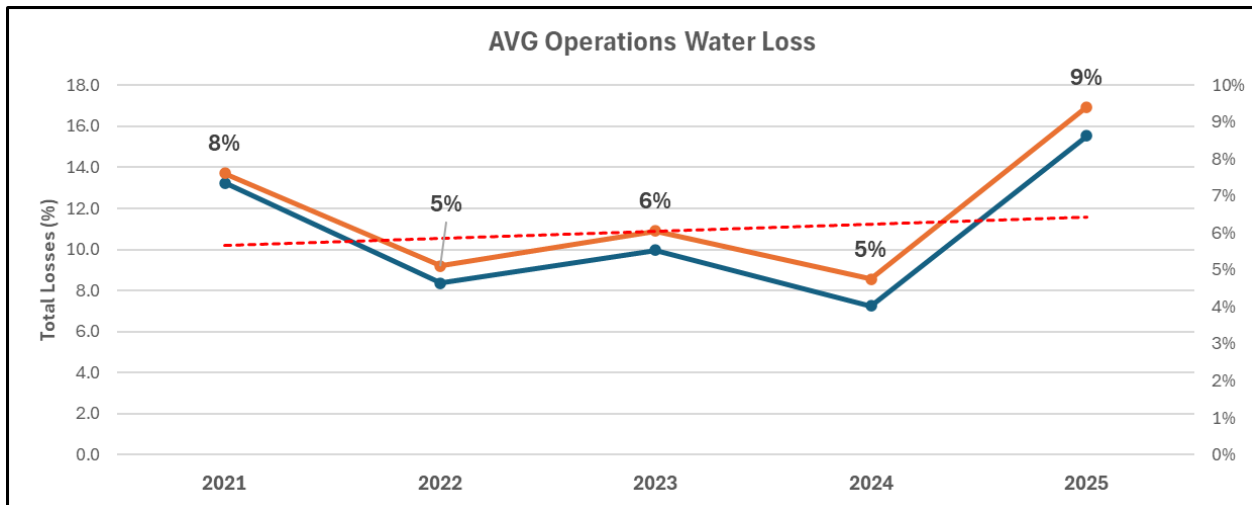


Figure 2 - Operations Water Loss (Source to Supply) – 5 Year Trend

NSWC continues to perform at best-in-class levels, maintaining water loss well below the industry benchmark of 10%.

- 2025 water loss: Slightly higher than 2024 due to two major residential line breaks.
- Five-year average: 6%

Primary contributors to water loss include:

- **Aging or poorly maintained infrastructure:** NSWC's system remains in excellent condition. Most integrity concerns relate to member-owned service connections.
- **Service line leaks on customer property:** Two events in 2025.
- **Inaccurate or aging meters:** These can distort the water-balance picture and mask real leaks. NSWC will review meter calibration practices.
- **Unmetered or unauthorized consumption:** Not an active issue.
- **Operational practices:** Includes unmetered flushing, dead-end main turnover, and tank cleaning.
- **Data and record-keeping gaps:** Not a concern under current procedures.

## Household Consumption Patterns

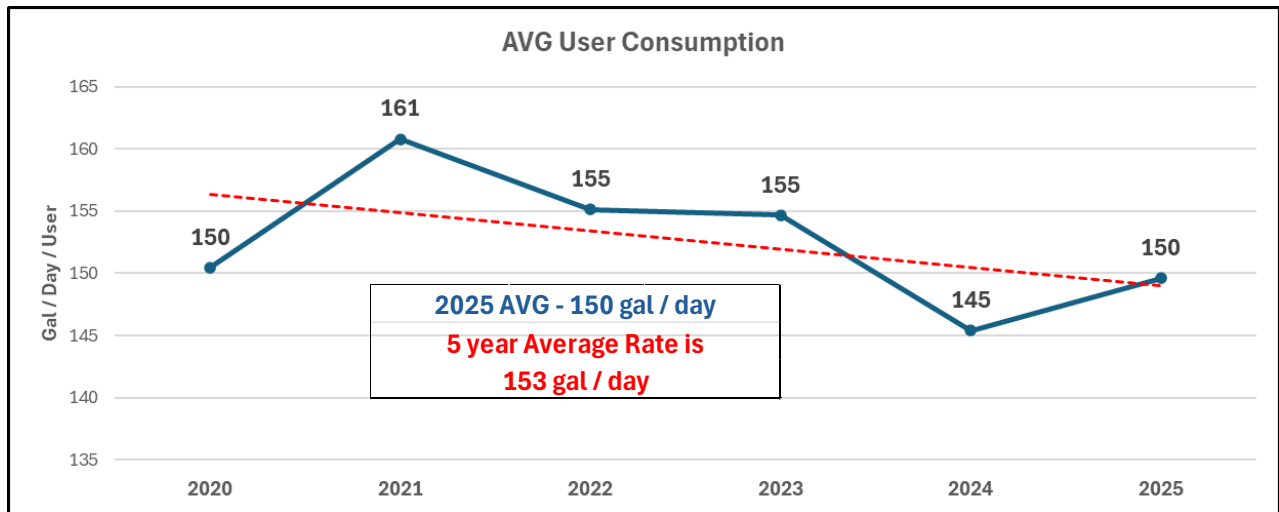


Figure 3 - AVG House Consumption (House Meters) – 6 Year Trend

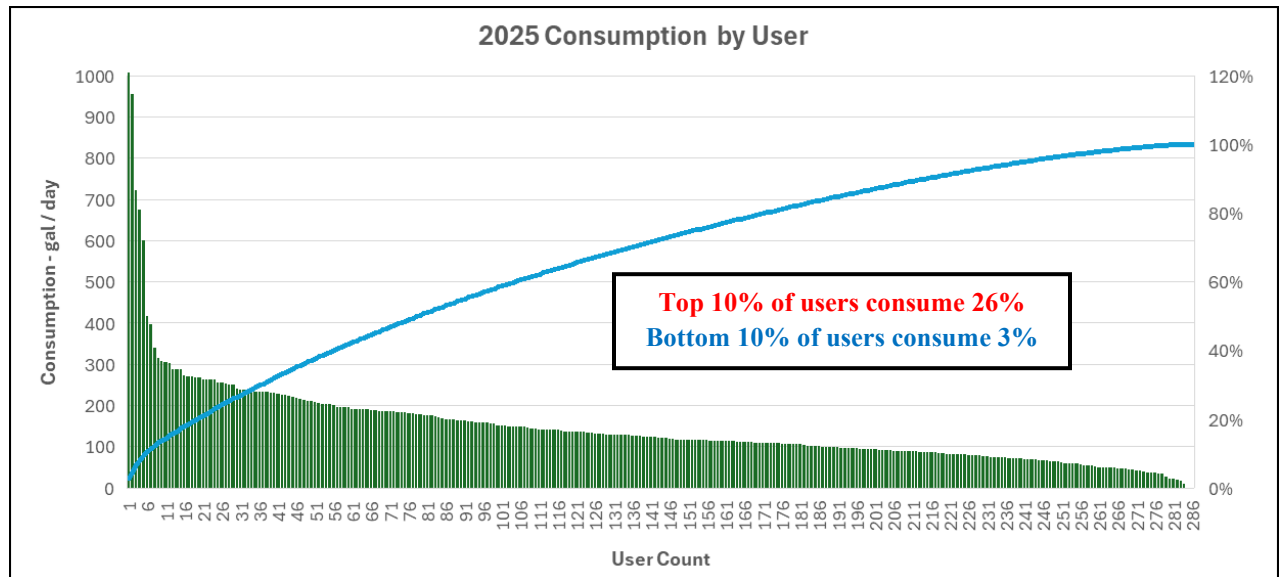


Figure 4 - 2024 Histogram Consumption by User

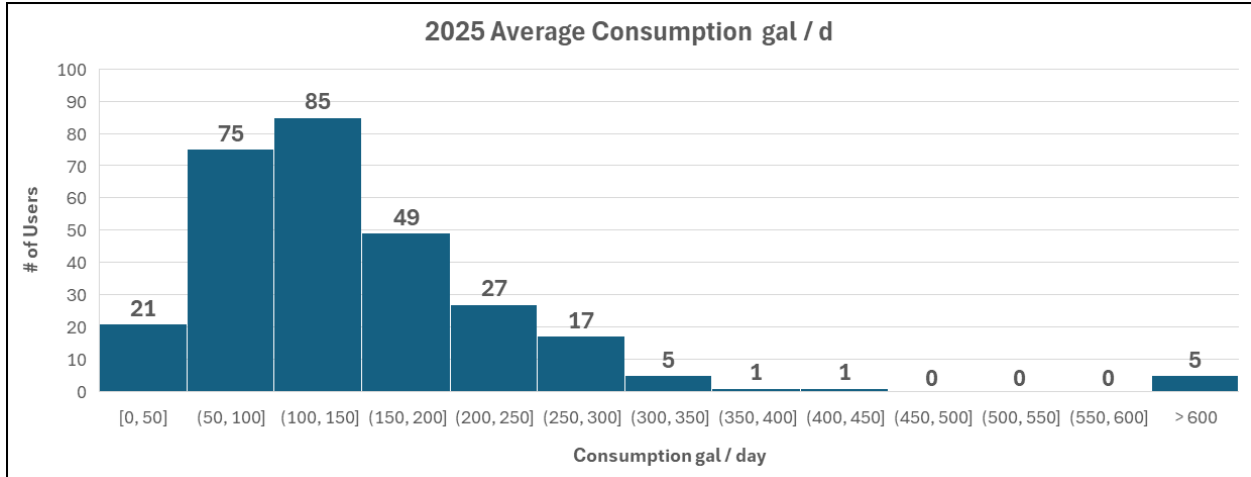


Figure 5 - AVG Daily Consumption - By Grouping

Average household consumption for 2025 was 150 Imperial gallons per day. While most households improved year-over-year efficiency, higher-than-normal usage among the top 10% of users increased overall per-capita consumption.

Key distribution insights:

- Top 10% of users: 26% of total consumption
- Bottom 10% of users: 3% of total consumption
- Median user: 123 igal/day
- Maximum day use: 788 igal/day
- Users in 90th percentile: 29
- Users in 80th percentile: 57

Peak production occurred in June and September, driven by pre-rain spring conditions and a drier fall. Peak daily AVG consumption increased slightly from 327 igal/day (July 2024) to 331 igal/day (June 2025).

| NSWC Water Stats         |       |        |        |                     |
|--------------------------|-------|--------|--------|---------------------|
| Consumption / Day / User |       |        |        |                     |
| Factor                   | 2024  | 2023   | 2025   | Variance Prior Year |
| AVG                      | 145.4 | 154.7  | 149.6  | -5.1                |
| MEDIAN                   | 129.5 | 133.8  | 123.9  | -9.9                |
| MAX                      | 830.8 | 1057.8 | 1187.4 | 129.6               |
| MIN                      | 0.0   | 0.0    | 0.0    | 0.0                 |
| 1 STDEV                  | 100.5 | 113.3  | 118.5  | 5.2                 |
| 60th %                   | 146.5 | 152.6  | 142.8  | -9.9                |
| 65th %                   | 154.5 | 163.1  | 153.5  | -9.7                |
| 75th %                   | 174.3 | 187.6  | 186.6  | -1.1                |
| 80th %                   | 189.7 | 202.3  | 198.0  | -4.3                |
| 90th %                   | 242.3 | 246.7  | 251.9  | 5.2                 |

Figure 6 - Detailed User Consumption By Standard Deviation

## Membership Growth and Capacity Outlook

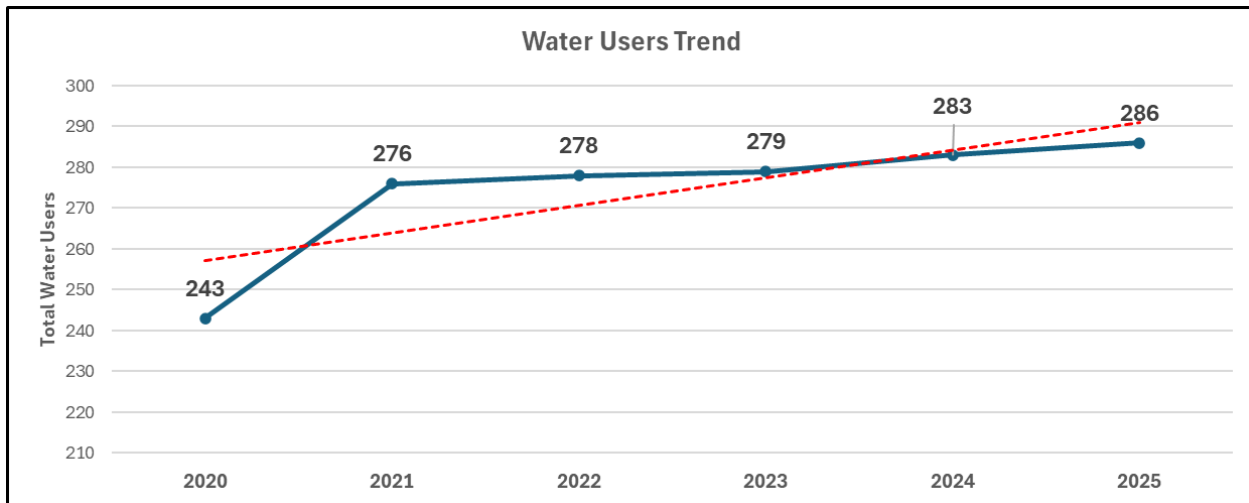


Figure 7 - Total User Count - 6 Year Trend

The quantity of Co-op users continues a slight upwards trend, adding 1 – 4 single users on an annual basis. As we look forward, NSWC anticipates that this trend will continue with a slight increase due to the new Springbank Area Structure Plan (ASP). We also anticipate that there will be an addition of 1 or 2 developments (Multi Unit purchases), that will be managed accordingly. One of which (32 water units), has participated in the NSWC onboarding process, and plans to start development on 2026. Each development application goes through a thorough vetting process, which includes engineering reviews, capacity analysis and impact assessment to current committed water supply. Currently, NSWC does not anticipate any major infrastructure investments to manage this consumption increase.

Aside from the top 5 water users, the membership community continues to make good progress in water consumption and conservation efforts. For those that know that they have higher than normal usage, we encourage any proactive steps that can be taken to make improvements. NSWC issues a monthly water usage report to each member, where statistics and comparative data is available.

With regards to any signs of potential leaks, we would like members to continue to track and repair their leaks (with the help of operations staff, if needed). If you are concerned about your consumption or you would like help diagnosing and repairing your leaks, please contact our Operations team at 403-232-6069.

Overall, water supply and infrastructure continue to be in excellent shape, and we do not expect any material disruptions throughout 2026.

Respectfully,

Brad Naeth  
Vice President, Operations

NORTH SPRINGBANK WATER CO-OP LIMITED  
**PROPOSED OPERATING BUDGET FOR THE YEAR 2026**  
 With comparatives for the year 2025

|  | 2026               | 2025               |
|--|--------------------|--------------------|
| <b>INCOME</b>                                |                    |                    |
| Water Usage                                  | 168,600.00         | 169,000.00         |
| Excess Water                                 | 20,000.00          | 20,000.00          |
| Interest Income                              | 65,000.00          | 95,000.00          |
| Water Access Administration Fee              | 2,600.00           | 3,000.00           |
| <b>TOTAL INCOME</b>                          | <b>256,200.00</b>  | <b>287,000.00</b>  |
| <b>EXPENSES</b>                              |                    |                    |
| Administration                               | 7,100.00           | 16,950.00          |
| Audit  | 9,500.00           | 9,500.00           |
| Bank Charges                                 | 1,600.00           | 1,200.00           |
| Chemical Supplies                            | 5,500.00           | 4,500.00           |
| Contracted Professional Services             | 150,000.00         | 143,400.00         |
| Insurance                                    | 18,000.00          | 19,000.00          |
| Legal-Corporate                              | 1,000.00           | 1,000.00           |
| Office Supplies, Equipment and Software      | 2,500.00           | 2,900.00           |
| Operations Repairs & Maintenance             | 40,000.00          | 17,500.00          |
| Telephone and Other Communications           | 2,600.00           | 8,200.00           |
| Travel - Operations                          | 12,000.00          | 8,400.00           |
| Utilities                                    | 32,500.00          | 32,200.00          |
| Water Conservation Initiatives and Education | 300.00             | 500.00             |
| Water Sampling/Analysis                      | 7,000.00           | 6,000.00           |
| Website                                      | 200.00             | 250.00             |
| <b>TOTAL EXPENSE</b>                         | <b>289,800.00</b>  | <b>271,500.00</b>  |
| <b>NET INCOME BEFORE DEPRECIATION</b>        | <b>(33,600.00)</b> | <b>15,500.00</b>   |
|  | Note 1             |                    |
| <b>DEPRECIATION EXPENSE</b>                  | <b>55,000.00</b>   | <b>58,000.00</b>   |
| <b>NET (LOSS) INCOME AFTER DEPRECIATION</b>  | <b>(88,600.00)</b> | <b>(42,500.00)</b> |

*Note 1: Budgeted operating loss (before depreciation) is primarily driven by two factors:*

- 1) *Reduced interest income from GIC*
- 2) *Well inspection costs estimated at \$20,000*

NORTH SPRINGBANK WATER CO-OP LIMITED  
**PROPOSED CAPITAL BUDGET FOR THE 2026 YEAR**

|                       | <u>2026<br/>BUDGET</u> |
|-----------------------|------------------------|
| GIS mapping planning  | 50,000.00              |
| Storage for equipment | 6,000.00               |
|                       | <hr/>                  |
|                       | 56,000.00              |
| Contingency (10%)     | <hr/> 5,600.00         |
|                       | <hr/> <hr/> 61,600.00  |

## NORTH SPRINGBANK WATER CO-OP LIMITED

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<https://northspringbankwater.com/>

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403-232-6069

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|                 |   |
|-----------------|---|
| HERSEY, John    | Director, Livingstone-Aventerra Estates<br>Chair, Insurance Rep         |
| NAETH, Brad     | Director, Country Lane Estates<br>Vice Chair, VP Engineering/Operations |
| BYERS, Michelle | Director, Country Village<br>Treasurer                                  |
| BAPTIE, Adam    | Director*, Idlewild/Idlewild S Estates                                  |
| HOUSTON, Robert | Director*, Crocus Ridge-Clover Lane                                     |
| CRICHTON, David | General Manager   |
| OKABE, Barry    | Operations Manager  |
| OKABE, Rebecca  | Operator  |
| JOHNSON, Bryce  | Technical Operations Support  |
| HOOK, Lindsey   | Secretary/Administrative Assistant                                      |
| BRENNER, Ester  | Accountant  |

*\* unofficial until elected at 2026 AGM*

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### YEARLY REMINDERS

- **Toilet Rebate Program:** The Co-op offers a \$50 rebate for installing a new low flush/high efficiency toilet. Please email your receipt to [h2owater@telus.net](mailto:h2owater@telus.net) to receive reimbursement.
- **Update Your Contact Information:** Please notify us of any changes to your contact details. The Co-op maintains an emergency contact list for urgent situations. Updates can be sent to [h2owater@telus.net](mailto:h2owater@telus.net)
- **Curb Stop Awareness:** Please ensure you know the location of your curb stop and mark or flag it clearly to help prevent damage.