



June 20th, 2024

Dear Customer,

RE: Water Supply and Critical State – Request to cease water consumption for recreational pool facilities.

The City of Calgary is dealing with a water main break impacting the City's water supply. Our supply is at a critical state, affecting the ability to provide water across the City. Given the severity of the situation, we are requesting you to cease your water consumption relating to the sole use of recreational pool facilities until further notice. The impact of the water main break led the City to declare a State of Local Emergency on Saturday, June 15, 2024 to assist in addressing this crisis. Stage 4 water restrictions, pursuant to the Water Utility Bylaw 40M2006, are in place and all residents and businesses are being asked to reduce water usage by at least 25%. It is essential that recreational pool facilities attempt to eliminate additional water use through pool refilling, showers, steam room and hot tub access and greatly reduce overall water usage.

We thank you for your cooperation in ceasing water consumption that is used in your recreational pool facilities.

The City has the authority pursuant to the Water Utility Bylaw 40M2006, section 19, to discontinue water service to a customer or group of customers in order to mitigate impairment of the water system. Therefore, a failure to comply with this request may result in the discontinuation of water services to your facility. As we anticipate your cooperation with the above request, we are hopeful that we will not need to discontinue water service to you but given the urgency of the situation we are prepared to do so as necessary.

We recognize that this may result in business interruption, and greatly appreciate your support to ensure water is available for the health and life safety of all Calgarians.

Sincerely,

A handwritten signature in blue ink, appearing to read "Nancy Mackay".

Nancy Mackay
Director, Water Services