



Policy Title: Regional Water, Wastewater and Stormwater Servicing
Policy Number: CP2018-01
Report Number: IGA2018-0089, IGA2023-1281
Adopted by/Date: Council/ 26 February 2018
Effective Date: 2018 February 26
Last Amended: 2025 July 29
Responsible Business Unit: Climate & Environment

1. POLICY STATEMENT

- 1.1 Regional Servicing should align with The City of Calgary's (The City) Municipal Development Plan and supporting growth strategies and be identified as an area for future servicing within an Intermunicipal Development Plan.
- 1.2 Special consideration for evaluation, recommendation and approval may be given to Regional Servicing requests that support a Regionally Significant Development not within an area for future servicing within an Intermunicipal Development Plan, or requests that expand the urban service area of an existing Master Service Agreement.
- 1.3 Regional Servicing should support Sound Regional Planning that is fiscally responsible and mitigates the cumulative impact to city and regional infrastructure, ensuring it does not inhibit the City's ability to accommodate growth.
- 1.4 Regional Servicing should support the Government of Alberta's Water for Life Strategy, as well as City strategies and policies, particularly those related to climate and the environment.
- 1.5 The City is committed to delivering safe, clean and high-quality drinking water to city and regional customers through proactive stewardship and source water protection.
- 1.6 The City will not provide Regional Servicing that compromises service levels to existing City customers or The City's ability to service current and future growth within its own boundaries.
- 1.7 The City will not transfer, temporarily assign, amend or cancel any portion of its water licenses to facilitate a Regional Servicing request.

2. PURPOSE

- 2.1 The purpose of the *Regional Water, Wastewater and Stormwater Servicing* Policy is to:

- a) Provide Administration direction on how to administer requests for Regional Servicing;
- b) Provide Administration direction on the types of information required to evaluate the impacts and risks associated with Regional Servicing and support Administration's recommendations to Council on Regional Servicing requests; and
- c) Define decision-making authority for Regional Servicing requests.

3. DEFINITIONS

3.1 In this Council policy:

- a) **Cost of Service Studies** means to inform recommendations for the utility rates as set out in the Water Utility Bylaw, Wastewater Bylaw and Stormwater Bylaw that are based upon a consultative review with regional customers in alignment with The City's business cycle.
- b) **Master Servicing Agreement** means the contract between The City and a regional customer to the supply of potable water, wastewater or stormwater servicing through the works of The City.
- c) **Regional Servicing** means the potable water, wastewater or stormwater servicing provided to regional customers by The City.
- d) **Regionally Significant Development** means development that may impact or benefit two or more municipalities or First Nations, through enhancing the economic well-being and quality of life of its residents. These requests could include, but not be limited to, colleges, schools, hospitals, recreational venues, and regionally important economic developments.
- e) **Service Area** means the physical area within the municipal boundaries of the regional customer, together with any additional areas outside of the municipal boundaries, where Regional Servicing will be provided to a regional customer that is listed or shown in a Master Servicing Agreement.
- f) **Sound Regional Planning** means the strategic approach to managing land use, infrastructure and resources across the Calgary region that, in the City's opinion, promotes sustainable development, economic growth, and the equitable provision of infrastructure, costs and services.
- g) **Stormwater Bylaw** means Stormwater Bylaw Number 37M2005, as revised, amended or replaced.
- h) **Wastewater Bylaw** means Wastewater Bylaw Number 14M2012 as revised, amended or replaced.
- i) **Water Security** means having enough clean water for human well-being, ecosystem resilience and economic activities now and for future generations.

- j) **Water Utility Bylaw** means Water Utility Bylaw Number 40M2006, as revised, amended or replaced.

4. APPLICABILITY

- 4.1 This Council policy applies where The City is considering water, wastewater or stormwater servicing for any entity outside of The City's corporate boundaries.
- 4.2 Overland drainage that matches pre-development rate, volume and quality is legislated by the Government of Alberta. It is not considered a regional service and, as such, this Policy does not apply.
- 4.3 Overland drainage that impacts City lands or infrastructure or that exceeds predevelopment rate, volume or quality will require Administration approval through Watershed/Water Management Plans, the corresponding Master Drainage Plans and by the Provincial regulator. It is not considered a regional service and, as such, this Policy does not apply.

5. LEGISLATIVE AUTHORITY

- 5.1 None.

6. PROCEDURE

- 6.1 The City will continue to provide Regional Servicing to existing regional customers, as per existing Master Servicing Agreements subject to Council approval.
- 6.2 Existing regional customers seeking to expand their regional water or wastewater servicing beyond their current Master Servicing Agreement must satisfy the information requirements and evaluation criteria as identified in 6.3 and 6.4.
- 6.3 When The City receives a Regional Servicing request, the applicant shall submit sufficient information, at the applicant's expense, and to the satisfaction of The City to enable Administration to evaluate:
 - a) Alignment to the Municipal Development Plan, applicable Intermunicipal Development Plan, The City's growth strategies and other applicable City bylaws, policies, plans and strategies.
 - b) Alignment with The City's infrastructure capacity, as well as investment plans and priorities.
 - c) Reasonable impacts of the servicing request on the short-term and long-term fiscal viability for both the regional customer and The City.
 - d) Whether the proposal meets the definition of a Regionally Significant Development. To evaluate this, demonstrate:

- i. How the proposal integrates land use, and where appropriate, fosters connections to other regional features such as pathways, environmentally sensitive areas and mobility infrastructure.
- ii. How the proposal contributes to the economic prosperity and welfare of citizens of the region.
- iii. How the proposal includes a mix of land uses at a sufficient scale and density that is conducive to transit; and
- iv. How the proposal includes designs and features that contribute to regional or intermunicipal recreation opportunities.

e) Alignment to any other requirement or consideration set out in this Policy.

6.4 When The City receives a Regional Servicing request, at The City's discretion, the applicant may be asked to submit additional information, at the applicant's expense and to the satisfaction of The City, to enable Administration to evaluate the request. This includes but is not limited to:

- a) Any environmental impacts of approval of the request and any environmental impacts of not approving the request, including impacts to the aquatic environment, natural areas, environmentally sensitive areas and source water quality upstream of Calgary.
- b) How approval of the request or not approving the request may positively or negatively affect water security and the vulnerabilities posed by climate change.
- c) If an applicant is required to submit additional information detailed under 6.4.a and 6.4.b The City will work directly with the applicant to determine and clarify requirements.

6.5 All servicing requests should include the location, size, current population, development density, mix of land use, future transit connectivity, infrastructure capacity, proximity to existing or future servicing lines, current and future projected growth rates in five year increments for 20 years, requested or return flow rates, water quality, environmental protection considerations, source water protection considerations and infrastructure redundancy provisions to accommodate maintenance and emergency management of The City's connected system, as well as any other technical information requested by The City.

- a) In addition to the requirements listed in 6.5, all water servicing requests must include information on the water licence strategy for the request.
- b) Council will only entertain potable water servicing to new entities outside the City on a case-by-case basis that either: a) have their own licence capacity, or b) could be accommodated under the City's own licence, subject to available infrastructure capacity and alignment with future investments.

6.6 Stormwater servicing requests should include the location, size, current population, development density, infrastructure capacity, rate, volume, water quality, environmental protection considerations and source water protection considerations and infrastructure redundancy provisions to accommodate maintenance and emergency management of

The City's connected system, as well as any other technical information requested by The City.

- 6.7 Wastewater Master Servicing Agreements do not provide an outlet for stormwater from lands outside Calgary's boundary, this would require a separate Stormwater Master Servicing Agreement.
- 6.8 Administration may refuse to complete an evaluation process for any Regional Servicing requests that do not provide sufficient information.
- 6.9 Administration will provide a report and recommendation to Council on all Regional Servicing requests, based on an evaluation of the requirements identified in this Council Policy.
- 6.10 Following discussion with the relevant municipal authority, Administration may recommend that Council approve a new Service Area upstream of Calgary without receiving a Regional Servicing request if undesired water quality or quantity impacts will occur otherwise. The City's preferred approach to achieve the protection of the source watersheds and source water quality is through initial regional land use planning processes to avoid detrimental impacts.
- 6.11 All requests for Regional Servicing must be made by the municipality or First Nation in which the proposed Service Area exists or is to be located.
- 6.12 Council is the approving authority for all new Service Areas and will approve general conditions, along with special conditions if warranted, of the Master Servicing Agreement.
- 6.13 All regional customers are required to enter into a Master Servicing Agreement with The City in accordance with the general conditions, and special conditions if warranted, that are approved by Council.
- 6.14 The customer will own and operate the infrastructure required to deliver water from and wastewater to the discharge points typically located close to Calgary's city limits and specified in the Master Service Agreement.
- 6.15 All requests for Regional Servicing must be made in writing to The City.
- 6.16 All requests for Regional Servicing that do not meet the intent of this Council policy will be rejected in writing by Administration.
- 6.17 Where Administration considers a request to be in alignment with this Council Policy, Administration will take a report to Council with recommendations on active Regional Servicing requests within 6 months of receiving or earlier.
- 6.18 Should Council approve a Regional Servicing request, the approval will be in principle to allow negotiations of a Master Servicing Agreement to commence.
- 6.19 If formal negotiations on a Master Servicing Agreement are not initiated within two years of Council's in-principle approval, that Regional Servicing request will expire and

Council's approval will be considered null and void. The City may extend this two-year period, in his or her sole discretion, upon receipt of a request in writing from the proposed regional customer received prior to expiration of the approval.

- 6.20 Once the Master Servicing Agreement general and special conditions have been negotiated for a Service Area, Administration will present the agreed upon general and special conditions to Council for approval. If approved, Administration will be responsible for negotiating and implementing the final Master Servicing Agreement in accordance with the general and special conditions.
- 6.21 The City is the approving authority for the final Master Servicing Agreement contract terms within approved service areas in accordance with Council approved general and special conditions.
- 6.22 The City will fully recover the costs of service to regional customers through rates determined by regular Cost of Service Studies, and as approved by Council as outlined in the Water Utility Bylaw, the Wastewater Bylaw and the Stormwater Bylaw.
- 6.23 Any revisions to the Service Area boundaries or general or special conditions of a Master Servicing Agreement will require Council approval and an amendment to the agreement.
- 6.24 Amendment and restatement of an existing Master Servicing Agreement to extend the agreement term or clarify service delivery commitments does not require council approval.
- 6.25 The City will respond to incidents, emergencies and shutdowns of regional customer servicing infrastructure following the steps and requirements set forth in the Master Servicing Agreements.

7. AMENDMENT(S)

Action	Date	Approval	Description
Amendment	2025 July 29	Council	Removed Calgary Metropolitan Region Board (CMRB) throughout policy. No longer exists. IGA2025-0546
Amendment	2024 Jan 30	Council	Updates to align the policy with Calgary Metropolitan Region Board's (CMRB) Growth and Servicing Plans. IGA20231281
New?	2018 Feb 15	Council	IGA2018-0089

8. REVIEW(S)

Date of Policy Owner's Review	Description