FAQ for BILD and Industry members (Last updated September 4, 2024)

The City of Calgary is under Stage 4 Outdoor Water Restrictions and is asking businesses and residents to limit indoor water use.

Below are some answers to frequently asked questions about this upcoming repair period and associated return to Stage 4 Outdoor Water Restrictions. New FAQ's since the last distribution are denoted as ***NEW*.**

General Questions

What is the overall project schedule for these segments of rehabilitation?
The upcoming repair period will begin on August 26th. Repairs are expected to be completed by the end of September.

Information on construction progress throughout the repair period will be shared using multiple tactics such as posting on our social media channels, web updates and through regular livestreamed media events. These updates can be watched at calgary.ca/live.

Additional repairs will take place in October/November of this year along the Bow River Pathway near 26 St N.W. and Parkdale Blvd N.W. That phase will include two excavation sites with two segments of pipe that need to be repaired. More information will follow regarding any outdoor water restrictions that may need to be in place during this period.

Why and how did The City make the decision to repair these segments right now?
The pipe diver assessment provided us with detailed information about the pipe's condition, identifying specific areas reaching the threshold for immediate repairs. We are proactively addressing the segments identified as most compromised, based on this new data.

Additionally, our engineers and consultants conducted location-specific evaluations to prioritize these segments for repair, ensuring the pipe can handle varying water pressures and flows.

The ongoing deterioration of the pipe requires immediate repairs, and these immediate fixes will maintain service until a comprehensive rehabilitation plan is implemented.

Timing was also influenced by the need to reduce reliance on the Glenmore Treatment Plant before winter water storage becomes critical in September. It's important to understand that these repairs are planned, preventive measures to maintain the pipe's integrity until long-term solutions are finalized.

Why is The City of Calgary returning to Stage 4 Outdoor Water Restrictions and asking businesses and residents to limit indoor water use?

This summer we completed additional testing on the Bearspaw South Feeder Main to learn more about its condition. Using a device called a PipeDiver, this further testing included areas of the pipe that we had not been able to inspect before. This testing revealed several new locations that need repair. Some of these are new hot spots that need urgent repair; others will be addressed in our medium-to long-term pipe rehabilitation plans.

In order to conduct these urgent repairs, we will need to again shut down the South Bearspaw Feeder Main and stop the flow of water through it between August 26 and the end of September. This means that during the repair period we will be relying on the Glenmore Water Treatment Plant to supply most of the water to Calgary, Strathmore, Airdrie, Chestermere and the Tsuut'ina Nation.

To ensure water demand is balanced with the available supply, we need a temporary return to Stage 4 Outdoor Water Restrictions, which do not allow any outdoor water use. It also means we will be asking residents and businesses to limit their indoor water use.

How long will restrictions last?

Restrictions will come into effect on August 26th at 12:01am MDT. We anticipate the return to Stage 4 Outdoor Water Restrictions and the need to limit indoor use to run through most of September. We will communicate our progress throughout the repair and when we can begin lifting water restrictions, we will share that information.

Will the Feeder main be taken out of service for this repair?

Yes. In order to address these new hot spots, we will need to stop flow through the Bearspaw South Feeder Main again. This means that during the repair period we will be relying on the Glenmore Water Treatment Plant to supply most of the water to Calgary, Strathmore, Airdrie, Chestermere and the Tsuut'ina Nation.
To ensure water demand is balanced with the available supply, unfortunately, this means that during the repair period between August 26 and the end of September, we need a temporary return to Stage 4 Outdoor Water Restrictions, and we will be asking Calgarians once again to limit their indoor water use.

We are making plans to address these repairs as fast as we can, to minimize the impact on Calgarians, our regional partners and people and businesses in the construction area. Information on easing outdoor water restrictions will be made available as this work is completed.

Can we get an exemption from Stage 4 Outdoor Water Restrictions? Could Stage 3 Outdoor Restrictions instead be applied to certain geographical regions pursuant to the Water Utilities Bylaw?

It remains critical that we balance demand with the available water supply to ensure we have water available to meet essential needs such as water for fire fighting. To achieve the demand reduction needed, unfortunately this means we need a temporary return to Stage 4 Outdoor Water Restrictions, as well as indoor water reduction measures like we had in June.

What is required of The City of Calgary's regional (municipal) customers during the water restrictions?

The Master Servicing Agreement indicates that regional (municipal) customers are expected to achieve the same proportional water reduction as Calgary in the case of a water outage. Most regional customers mimic Calgary's water restrictions and guidance; however, the implementation of such measures is at the regional customers discretion. We communicate frequently with our regional customers and share with them the actions and interpretations we are applying with our restrictions so that they can use this information to inform their own interpretations.

The City has advised Calgarians to expect Stage 4 restriction Aug. 26- Sep.23. What is the earliest date restrictions could end and what is best estimate of the latest date restrictions will end?

This phase of repair work is expected to be completed by the end of September. Indoor water reductions are expected to be eased when the short-term repairs are complete and the feeder main is returned to service.

Information on easing outdoor water restrictions will be shared when available.

What will be the frequency of updates to this industry group?

We will be updating Calgarians through various channels every step of the way at our repair milestones and our regular media availabilities. At this time, we are also aiming to share weekly updates with our industry partners.

Is testing allowed for new Water Managed Site applications?

Water Managed Site applicants who apply this season during outdoor water restrictions will not be required to complete their audit test this year. Testing is not required to apply to the Water Managed Sites program.

During Stage 4 Outdoor Water Restrictions testing of irrigation systems that use potable water is not permitted.

***NEW*.Q: Now that the city is able to sustainably move an extra 35 million liters through the system every day, will there be any changes in outdoor water restrictions?**

A: With the Bearspaw South Feeder Main out of service our ability to move treated drinking water across the City is significantly impacted.

By reconfiguring parts of the distribution system, we are able to sustainably add an extra 35 million litres of supply. These changes have been critical to The City in managing the ongoing high demand this past week that have strained the underground reservoirs making it challenging to replenish them.

Despite these changes we still have limited ability to move treated drinking water. Stage 4 Outdoor Water Restrictions and indoor water saving measures are still in effect and required to keep water use under 485 million liters per day.

Concrete

What has changed since the last instance of implementing stage four restrictions? Why is "concrete mixing" added to the updated stage four restrictions, especially considering the work industry has done with the City on water conservation?

There has been no change to the interpretation of the bylaw since June. The Water Utility Bylaw outlines potable water use for construction purposes as not permitted. Examples are sometimes shared to offer clarity to Calgarians.

What is "on-site" concrete mixing, as well as "indoor" and "outdoor" concrete? There needs to be clarification on these terms, to ensure that all stakeholders understand the impacts of stage 4 water restrictions on concrete mixing.

On-site concrete mixing refers to the process of mixing concrete directly at the construction site, rather than batching concrete at a plant.

Batched concrete from a plant would be characterized as an indoor water use, and not subject to Stage 4 Outdoor Water Use Restrictions

On-site mixing of concrete with a City potable water source is characterized as an outdoor water use, and not permitted in Stage 4 Outdoor Water Use Restrictions. On-site mixing is permitted with non-potable water. In other words,

- Plant mixed concrete that is delivered will be allowed acknowledging that not all of the concrete plant activities are enclosed in a building but most are
- Construction site mixing outdoors is not allowed using City potable water but is allowed using non potable water or potable from another source
- When the plant mixed concrete is delivered, any water activity required (washing out of trucks, finishing, curing, exposing aggregate finish) must be non-potable or if potable it needs to be a non-City of Calgary supply.

Can on-site concrete mixing use potable water during Stage 4 Outdoor Water Restrictions pursuant to the Water Utilities Bylaw?

No. Under the Water Utility Bylaw, using City potable water for construction purposes is not permitted, and restrictions include using potable water for construction grading, compaction, dust control and on-site concrete mixing.

Can potable water be used for creating an exposed-aggregate finish?

No. Under the Water Utility Bylaw, using City potable water for construction purposes is not permitted. Furthermore, using potable water for the washing down of surfaces sidewalks, walkways, driveways, exterior building surfaces or other outdoor surfaces is not permitted. Non-potable water for these activities can be an alternative.

It is suggested to seek alternative methods such as air-sandblasting to create exposed aggregate finishes.

Non- Potable water

Is The City of Calgary going to provide access to non-potable water stations?

Yes. Businesses and residents will have daily access to non-potable water, which can be used for construction, landscaping and residential yard activities. Hours of operation will be 5 a.m. to 7 p.m. daily for commercial use, and 4 p.m. to 7 p.m. daily for residential use.

Based on feedback from the feeder main break in June, we have added additional fill stations at non-potable water locations, doubling the capacity at these sites. We are also opening a third site at Bankside in Fish Creek Provincial Park where we will be directing City crews and contractors to alleviate the wait time pressures that were experienced at the Ogden location previously.

Non-potable water will be available for pickup at the three locations:

- West Baker Park Boat Launch (Map link)
- Ogden Boat Launch (Map link)
- Bankside (Map link)

This increased capacity to non-potable water should provide the same level of service (re: wait times) to industry as they would be used to receiving from potable bulk water stations.

What is the City of Calgary doing to limit congestion at these non-potable water stations?

We have doubled the capacity at non-potable water locations by adding additional fill stations, equipping them with both 3” and 2” fill nozzles. To alleviate the wait time pressures previously experienced at the Ogden location, City crews and contractors will now be directed to the Bankside location in Fish Creek Provincial Park. Furthermore, water collection for residential use will only be permitted between 4 pm and 7 pm. and we are continuing to explore other ways to expedite access to non-potable water.

What are my alternative options to accessing non potable water?

Industry has a few options for accessing non-potable water:

- **Non-City Stormwater Ponds:** You can utilize up to 6,250 cubic meters of water from non-City stormwater ponds. It is the contractor's responsibility to ensure provincial guidelines for water re-use and stormwater use are met.
- **Temporary Diversion Licenses (TDLs):** You may also secure your own Temporary Diversion License from Alberta Environment and Protected Areas to access non-potable water from other approved sources.

Can I access a City of Calgary Stormwater Pond as a non-potable water source?

Access to City stormwater ponds is not permitted due to health and safety concerns, including water quality issues, traffic safety risks, and potential hazards associated with storm ponds.

Can I access a stormwater pond that has not been CCC or FAC'd by The City?

You can utilize up to 6,250 cubic meters of water from non-City stormwater ponds. It is the contractor's responsibility to ensure provincial guidelines for water re-use and stormwater use are met.

Will The City be seeking exemptions for temporary non-potable water diversion licenses from the province for storm ponds when it exceeds 6250m3?

The City has been in communication with Alberta Environment. They cannot give blanket permission to increase the amount of 6250 cubic meters as it is written in the legislation. They are open to considering individual requests for an increase in volume through a water license request. Requests from the Calgary region are being reviewed and resourced based on the phase 2 feeder main work and schedule of the repairs

Will The City allow industry to set up their own pumps in river for non-potable use.

Water in Alberta is managed under the Water Act, which requires individuals, businesses, and municipalities to obtain a license to divert and use water from rivers, lakes, or other bodies of water.

Should you want to access a river with your own pumping equipment, you could secure your own Temporary Diversion License from Alberta Environment and Protected Areas to access non-potable water.

Will The City coordinate and offer water truck delivery of non-potable to industry?

While The City is unable to coordinate and offer direct water truck delivery services at this time, we understand the importance of access to non-potable water for your industry

needs. To support your operations, we are making non-potable water available at designated locations for industry use.

We encourage you to take advantage of these resources and coordinate your water transport from these sites.

Has The City of Calgary engaged with the Provincial government about expediting temporary diversion licenses for increased water volumes from stormwater facilities or direct river pumping?

The City is actively communicating with Alberta Environment and Parks (AEP) regarding approval timelines. We will keep the industry informed of any updates or changes. The Province is committed to assisting and will allocate resources as necessary. We also encourage industry partners to engage directly with regulators to help expedite the process and address any specific concerns.

Potable Water and Commissioning

Will the use of potable water be permitted during the stage 4 restrictions for new water line commissioning? If so, please explain the process that industry would need to adhere to during the restrictions.

In June, a framework was shared with industry to permit pressure testing, however flushing is not permitted. This framework does not delay home building, rather alters the sequencing of when a service connection is made.

- *The City of Calgary will allow potable water from the system to be used for pressure testing only - chlorination and flushing will not be permitted.*
- *Once Stage 4 Restrictions are lifted and direction has been provided by The City of Calgary - any impacted watermains are to be chlorinated, flushed and sampled as per City of Calgary specifications.*
    - *Scheduling for flushing and sampling will need to be coordinated with the assigned area Utility Inspector to ensure their availability.*
- *Lot Servicing:*
    - *Installation of services may be completed without initial chlorination.*
    - *Service pigtails will not be required to be brought to the surface.*
    - *Services cannot be connected to a dwelling until the watermain has been chlorinated, flushed and sampled as per City of Calgary specifications.*
    - *If you are working in a municipality on the Calgary regional water system you must work with them directly to confirm their reservoirs and system can manage the water draw.*

***NEW* Will the City of Calgary permit watermain service connections to new housing units, given that chlorination and flushing for new water line commissioning are not allowed during Stage 4 water restrictions?**

The City will not permit water service connection to any dwellings if the watermain has not been fully commissioned (chlorinated, flushed and sampled). If the watermain has been fully commissioned, the dwelling can tie into the service as per standard requirements. In June, a framework was shared with industry to permit pressure testing, however flushing was not permitted. This framework does not delay home building, rather alters the sequencing of when a service connection is made.

***NEW* In the event that a water main must be shut off due to construction near an existing building, will the City of Calgary allow a temporary water supply to that building via a backflow water meter assembly connected to a hydrant during Stage 4 water restrictions?**

This would be deemed indoor water use and therefore would be permitted.

Landscaping and Irrigation

Is potable water use allowed for irrigation maintenance and testing?

Under Stage 4 Outdoor Water Restrictions, potable water cannot be used for irrigation maintenance and testing.

Can testing of irrigation systems be done using compressed air?

The purpose of testing irrigation systems is to ensure hydraulic stability, proper head orientation, correct nozzle placement and usage, and adequate head coverage. However, using compressed air for testing does not provide the necessary information. For final acceptance and commissioning (FAC) testing, the installer or developer must demonstrate that the system functions as designed to reclaim their deposit. This could be done using a pump and water from an alternative source, as long as the irrigation system is disconnected from the potable water supply during the process.

Is non-potable water use allowed for irrigation maintenance and testing?

Non-potable water use from an approved stormwater reuse irrigation system, which has been filtered and treated according to the standards for stormwater reuse in irrigation, is permissible for maintenance, operation, and testing of the irrigation systems.

Can there be exemptions or relaxations of the testing requirements for CCC during the stage 4 restrictions? Furthermore, can there be less time for testing during FAC during the water restrictions?

The Director does not have the authority to grant permissions for this water use under the Water Utility Bylaw.

Testing of irrigation systems is not permitted under Stage 4 Outdoor Water Restrictions.

Home Renovation Projects

Will The City of Calgary allow washing of surfaces to prepare for pave/sealing, or washing a home prior to painting?

Under the Water Utility Bylaw using potable water for washing down sidewalks, walkways, driveways, exterior building surfaces or other outdoor surfaces is not permitted in Stage 4. However, non-potable water may be used for these purposes.

New Home Warranty Diagnostic Testing

Diagnostic testing of building assemblies is used to determine failure points in relation to moisture ingress on buildings so that repairs can be completed as necessary in a timely fashion to minimize further moisture caused damages such as mould and rot. Is new home warranty diagnostic testing exempt from the Stage 4 water restrictions?

Diagnostic testing of building assemblies using a water spray testing method would not be permitted in Stage 4 Outdoor water restrictions. It is recommended to use an alternate method or reschedule testing to after the repair.

Line Safety Systems and Hot works

Will there be a fire ban? Will there be a hot works ban?

At present, the fire department is not anticipating issuing a fire ban or hot works ban for the duration of the repair; however, if the situation changes due to weather or unanticipated supply limitations, a need for one may emerge.

The August 15, 2024, Fire Marshall bulletin, stated a letter is required from the director to operate private hydrants. Can you clarify why and which director?

This bulletin was issued in error and an updated bulletin has been sent on August 23, 2024. Flushing activities and testing of hydrants is only allowed by City Operations and only what's absolutely necessary. This public health and safety practice is permitted by the Director in the Water Utility Bylaw as *essential hydrant and main flushing.*