



Canadian Water Network's   
**Canadian Municipal Water Consortium**

**Virtual CLG Meeting – Day 1**  
Monday, October 26, 2020



# Canadian Water Network's Canadian Municipal Water Consortium



# Virtual Trilogy

## Session 1

Regroup



Key trends



Key themes



Launch

## Session 2

Resiliency



Total utility  
management



Looking ahead

## Session 3

Organizational  
resilience



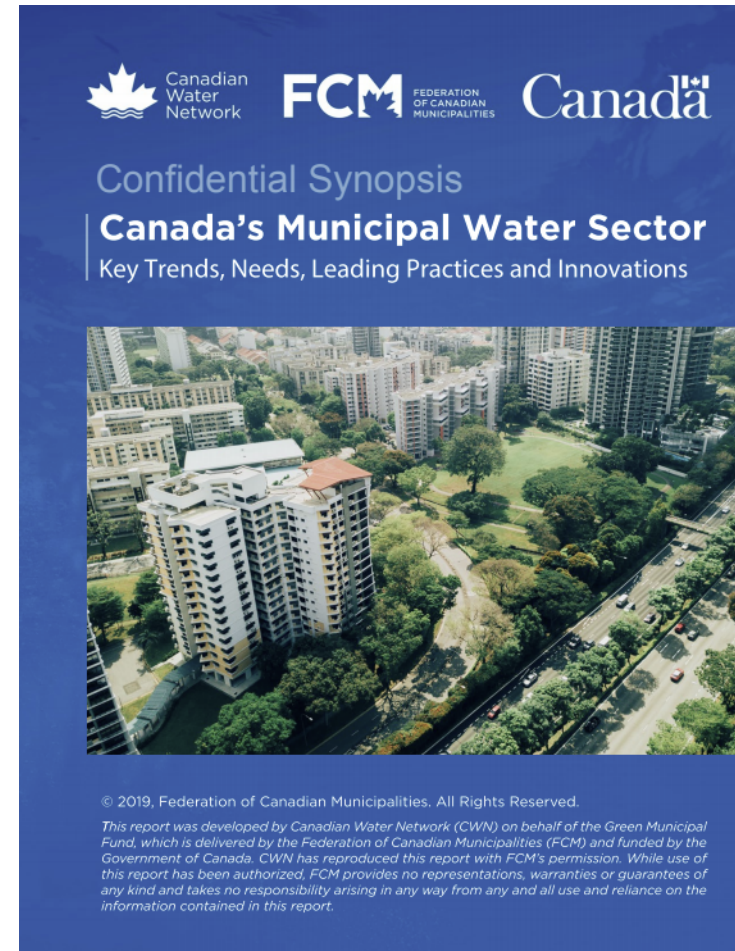
Open discussion



Wrap up

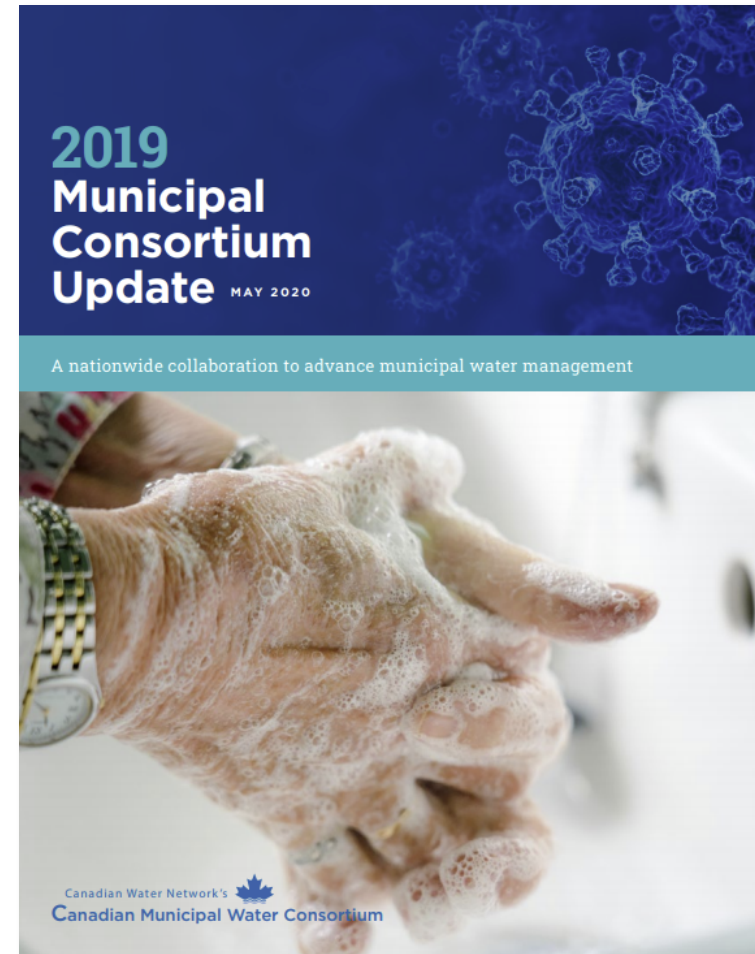
# Overarching water sector trends

- Financial sustainability
- Expanding roles of the water utilities
- Changing public / customer expectations
- Increasing uncertainty
- New technology



# Taking the pulse of the new reality

- Five regional meetings
- Major capital projects proceeded
- Major wins
- Some challenges...

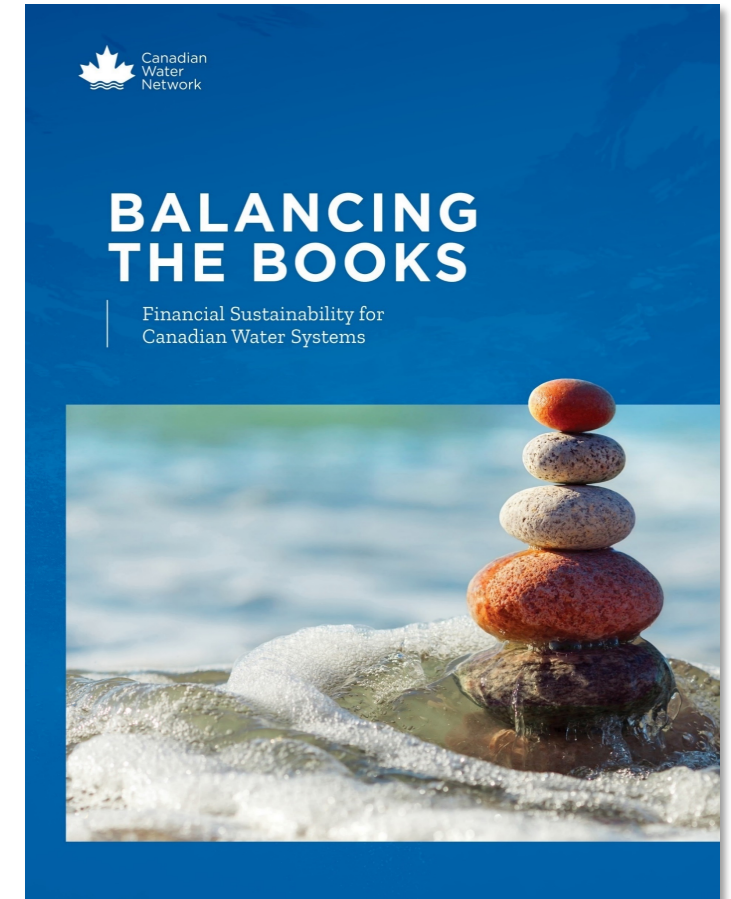


# Themes from the regional meetings

- Financial sustainability
- People
- Organization and governance
- Building bridges, crossing silos
- Uncertainty

# Financial Sustainability

- Financial impact of the pandemic is uncertain; water use revenue has been impacted
- Uncertainty of the customer's ability to pay once CERB is discontinued
- Longer term financial strategies needed that incorporates intergenerational equity
- Very mindful of the changing economic landscape and the need for affordability program



# People

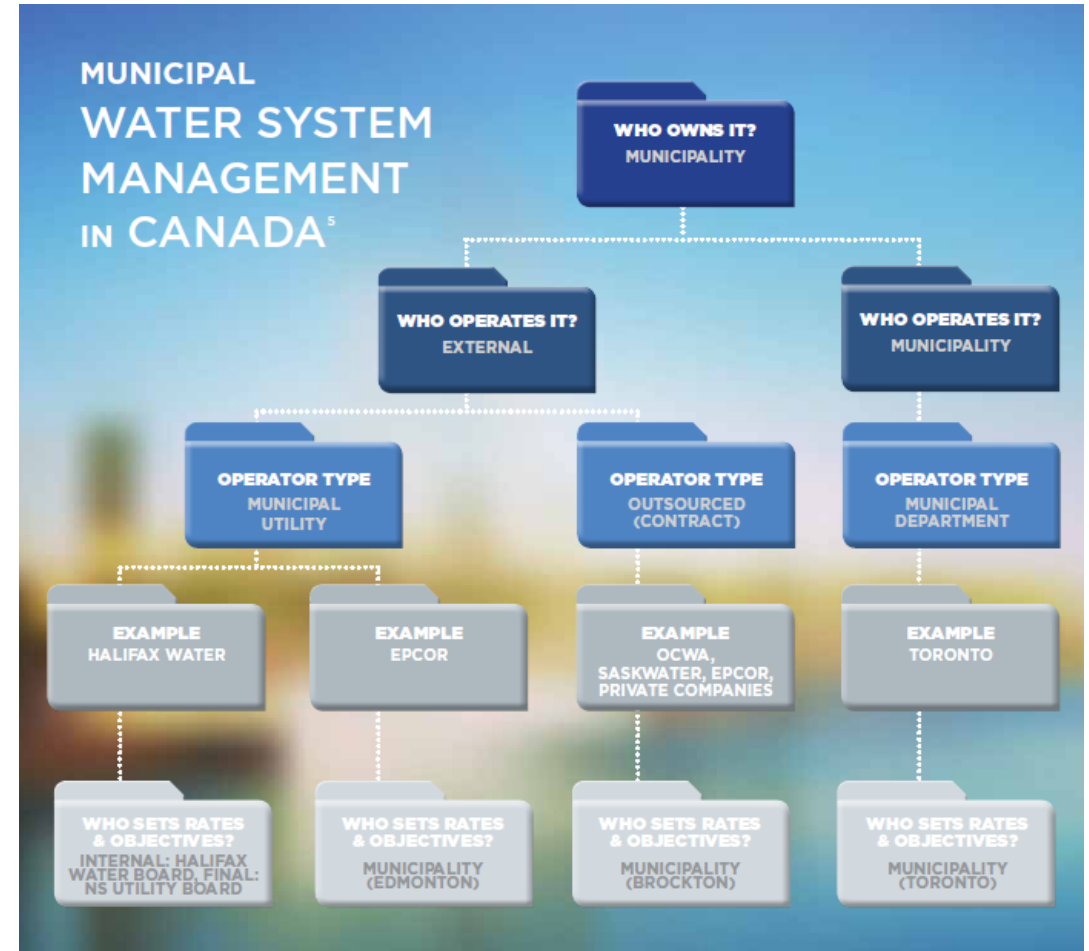
- Importance of our human resources
- Valuing staff and ensuring their mental health
- Aging workforce and retirements
- New skill requirements and new competencies
- Securing and retaining top talent





# Organization and governance

- Is there a need for new governance models for financial sustainability?
- Increasing regulations and the impact on smaller municipalities



Source, 2014 Canadian Municipal Water Priorities Report

# Building bridges, crossing silos

- Utility / customer
- Engineering / planning
- Finance / engineering
- Forestry / planning / engineering
- Government / utility



Photo by [Wil Stewart](#) on [Unsplash](#)

# Uncertainty

“Most significant period of change for the water industry since Walkerton”

**Brent Marissen,  
York Region**

# Uncertainty

- Evolution of provincial and federal regulations
- Climate change, population growth and development
- Long-term financing
- Planning for the future must include multiple scenarios - risk, resiliency, equity



Iona WWTP, Vancouver, Source: [www.thetyee.ca](http://www.thetyee.ca)

# Breakouts

Reflecting on the broad sector trends, the themes from the regional meetings, and your knowledge as a water leader,

- Please share your reflections on the themes that resonate most strongly with you and why ?
- Please share what the near- and mid-term priorities are for the themes that resonate with you at your utility?
- Share one or two key actions that you will be undertaking to achieve your near and mid-term priorities?



# Wrap up

# Your challenge for tomorrow

Reflect on the concept of **total utility management**.

- What does this mean to you?
- What elements are important?
- Bring your thoughts to tomorrow's session.





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# Emergencies still happen

- Major oil spill
- Blue green algae scare
- Major water main breaks
- 100' wastewater waterfall

