



## Operator Consortium Report Lac Ste Anne and Parkland Counties



# **Operator Consortium Report Lac Ste Anne & Parkland Counties**

***Final Report – January 18, 2008***

***Prepared for:***

Alberta Environment  
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## Operator Consortium Report Lac Ste Anne & Parkland Counties

### 1.0 INTRODUCTION

Many smaller communities are experiencing difficulties finding and retaining certified personnel to operate their water treatment and distribution systems. This has come about due to the economic boom in Alberta, the more stringent water quality standards and the strict requirements for operators to become certified and subsequently retain that certification. In addition, Operating Approvals are requiring that operators dedicate more time to water systems and be in attendance on a more regular basis. Many communities are finding it difficult to budget for these expanded duties. The problem is more critical if communities have only one employee to operate the water system and complete other public works activities.

Alberta Environment has recognized the problem facing smaller communities and has endeavored to provide some assistance through the Drinking Water Operation Specialist positions it created. Alberta Environment has also commissioned studies, such as this one, to seek other solutions that may be put into practice by municipalities.

This study details the situation at several water treatment plants within rural Alberta and develops several models that could be used to provide regional or inter municipal cooperation for the operation and maintenance of their drinking water supply systems. Based on this work, Earth Tech provides a series of recommendations and Memorandums of Understanding that will assist in the development of an operator consortium.

### 2.0 SITE INFORMATION

#### 2.1 *Alberta Beach*

Even though Alberta Beach has no water treatment plant of its own, it does have access to an experienced operator who will provide contract services.

The Village currently has a permanent population of around 848, which is steadily increasing as the commute to near-by Edmonton is becoming more appealing. At this time the water needs of the area are supplied by small privately owned wells, with new housing developments incorporating water supply systems within each sub-division. This will raise a further concern as within a year of coming on-line, the responsibility for operating these water supply systems reverts to the municipality. Responsibility for the operation of country residential sub-divisions outside the boundaries of Albert Beach will revert to Lac Ste Anne County.

In previous years, the municipality of Alberta Beach has entered into agreements with Lac Ste Anne County concerning the operation of the Tri-Village Wastewater System. In addition, Alberta Beach provides informal support for the Village of Sangudo and the Town of Onoway. There is a general understanding that in an emergency situation, local villages, towns and municipalities will support and assist one another.

Even though the municipality has no water treatment plant, officials are interested in the principle of a consortium, but would need more information on budget and financial arrangements before committing any resources.

## 2.2 *Gunn Service Centre*

The Service Centre at Gunn, operated by the Alberta Government, provides sheltered accommodation and services for disadvantaged men. The water treatment plant that serves the centre consists of a well source (56 m deep) which supplies a water storage tower directly adjacent to the treatment plant / pump house.

Based on a gravity distribution system within the service centre, the well pump operates to maintain water above a pre-set level within the water tower. When the well pumps are running the water is chlorinated using sodium hypochlorite and ammonia is subsequently added to create chloramines and prolong the duration of the chlorine residual.

On average, the uncertified operator, Gary Robinson, spends about an hour per day completing daily sampling, checks and paperwork. Mr. Robinson, who lives off site, is aware of the need to regularly maintain the sodium hypochlorite pumps which can become fouled if left for a prolonged period. In addition, during winter months, the water is heated as it leaves the well to prevent freezing. At this time the water treatment plant at the Service Centre views itself as self sufficient with Tom Portas (uncertified), an employee of Alberta Government, and a local plumbing contractor (ARPIES) providing support and cover-off.



As the Service Centre is operated by the Government of Alberta, it appears to have sufficient resources to provide support and cover off. At this time it is understood that they have no urgent need for the benefits of an operator consortium.

## 2.3 *Town of Mayerthorpe*

The Town of Mayerthorpe, population 1,474, is a significant population centre that serves the surrounding agriculture district, major lumber mills and the ongoing local development of oil and gas exploration.

The Town's raw water is supplied by five wells that are located at various points around the Town. Treatment consists of pre-oxidation with potassium permanganate, greensand filtration and disinfection using sodium hypochlorite. The water treatment plant has approximately 2,300 m<sup>3</sup> of storage on site and typically only operates for 16 hrs per day. The operator spends about two hours per day completing basics checks and inspections. Due to the limited budget, routine maintenance and improvements are completed in-house. This would limit the Town's ability to make people available to support other communities.



The Town has a degree of succession planning already in place and has built a relationship with the Town of Whitecourt, which can provide support when necessary. In looking to the future the

Town believes its issue will be finding and transporting water to the water treatment plant, rather than having the capacity to provide treatment.

In general, the Town has become self-sufficient and since it is located on the northwest edge of Lac Ste Anne County, it has developed more of an affinity with the Town of Whitecourt rather than the other communities within the County. Despite this, the Town should be kept informed of any further development of an operator consortium.

#### **2.4 Town of Onoway**

With a population approaching 1,000, the Town of Onoway has a water treatment plant that has been recently upgraded to meet the water demands of the Village and the more stringent water quality requirements. The treatment process consists of oxidation with potassium permanganate and greensand filtration to remove iron and manganese. This is followed by chlorination with sodium hypochlorite prior to three treated water reservoirs that provide a total storage capacity of 500 m<sup>3</sup>. Since the typical day-time demand of the town is 8 l/s, the water treatment plant and the reservoirs have sufficient capacity to allow time for operators to deal with any problems or issues that may arise.



The fully automated system installed at the plant allows remote access via the internet. Using this system, the operator is able to shut down the plant at any time, from any location, until he can respond to issues that may arise.

The Town of Onoway is no stranger to contracting out services as they currently provide management services to several summer villages. In addition, they have previously offered their staff and services to the Village of Sangudo and continue to work closely with Alberta Beach.

The CAO of Onoway was encouraged by the possibility of an operator consortium and indicated that the Village of Onoway would be willing to take a lead in its development.

#### **2.5 Hamlet of Sangudo**

With the recent changes in the status of the community to a Hamlet, the future operation of its water treatment plant is unclear. With a population of 364, the Hamlet is served by a water treatment plant that obtains water from three wells and provides chlorination with sodium hypochlorite. The raw water for the plant was originally obtained from four wells, one of which has been abandoned due to high concentrations of iron.

In order to meet operational obligations under its approval, the Hamlet employs the services of a contractor who specializes in the operation of water and wastewater treatment plants. The operator spends approximately one hour a day to complete daily activities and checks and a further two to three hours per week performing general maintenance. More major activities, such as replacement of pressure vessels etc., are completed on an as needed basis

## 2.6 *Village of Wabamun*

As a result of a recent pollution incident the Village of Wabamun will soon be operating a water treatment process consisting of aeration, rapid gravity filtration and nanofiltration. Since the Village has had certified operators resign unexpectedly, it has pursued the option where it contracts out the operation of the water treatment plant. The contractors are responsible for the day to day operation of the plant and can spend up to 4.5 hours per day completing the daily inspections, checks and tasks.

By investing in PLC and SCADA systems, the operators are able to monitor the plant and take action from remote locations. In the few instances where action on site is required outside of normal hours, the Village has public works staff who live locally and can respond under the supervision of the certified contractor.

A study has been undertaken to look at a regional water system which would supply treated water to numerous communities and developments in the counties of Parkland and Lac Ste Anne. The Village of Wabamun would be one of the first to be served.

The Village CAO indicated that he would welcome a team of certified water operators who would be responsible for the day to day operation of the facilities. This would be supplemented by public works employees in each community who would act as the certified operators “eyes and ears” outside of normal working hours.

## 2.7 *Lac Ste Anne County*

With the exception of the recent addition of the Sangudo water treatment plant, the County has no plants under its control and does not have any full time water treatment plant operators on staff. Since the Hamlet of Sangudo has now dissolved into the County, and with the possibility of future rural development, the County recognizes its responsibilities with regard to operating water treatment systems.

The County does have a few certified operators within the public works department and welcomed the development of an operator consortium.

## 3.0 GENERAL DISCUSSION

During the discussions held with the representatives of each of the municipalities, several items were repeatedly raised that need to be noted.

- *Wastewater Treatment* - Since the certified operators are generally the same people who operate the wastewater treatment facilities, it makes sense to include the operation of these systems within the consortium. The wastewater treatment facilities are lagoons in all cases and it would be a matter of the certified operator covering the water treatment plant overseeing the operation of the wastewater system on an as required basis.
- *Budget Requirement* – Due to the potential complexity and lack of real information the municipalities were cautious with regards to committing budgets and resources. It would be prudent, but not essential, that in the initial stages each municipality enters into

agreements with as many of the other municipalities as is practical. These agreements would be similar to the mutual aid agreements set up by the fire departments and could be as straight forward or as complex as the individuals involved require. As the more distant ones would be more expensive, due to driving time and distances, charges on an hourly and mileage basis is suggested. The costs for participating in the consortium may appear to outweigh the cost of hiring a new employee. However, factors such as ongoing certification, experience, knowledge, identifying suitable applicants and retaining them need to be considered.

- *Regional Water Line* – The lines are either in a conceptual or study stage and are several years away from completion. The need for mutual support or an operator consortium is recognized as an immediate requirement, and as such can adapt if and when regional water lines are commissioned.
- *Role of Alberta Environment* – Concerns were raised as to what would happen if an operator covering a site were to make an error which required the involvement of Alberta Environment. How Alberta Environment would react needs to be considered and this view communicated to the municipalities involved so that they fully understand the level of responsibility and the liability they are taking onboard by entering into the operator consortium.

During recent discussions with Alberta Environment staff, they have confirmed that they fully endorse and encourage the creation of an operator consortium. With regards to liability, they confirmed that this rests with the approval holder and as such the approval holder must ensure that checks to demonstrate due diligence are completed.

- *Familiarity with Water Treatment Systems* – Once the consortium is in place, initial cross training would be necessary, as would occasional refreshers. Each system's standard operating procedures would need to be updated so that they were all as similar as possible, allowing the operators to locate the relevant information quickly. The costs for cross-training and refreshers would need to be included within any agreements.
- *Prioritization* – In the case of cover-off, a situation will eventually occur where an individual will need to decide if his or her own work takes priority over providing support to another community. Sometimes, that decision will be made for them by a superior. Therefore, each community would need to implement a system whereby operators can either prioritize their work or refer the prioritization to management. In addition, communities requesting support must recognize that sometimes ad hoc support cannot be given.
- *Operator Certification* – A water treatment operator's level of certification is dependant upon the complexity of the water treatment plant and system he or she normally operates. In considering the operator consortium, Alberta Environment needs to agree how certification will be maintained when an operator is responsible for multiple plants and how the temporary cover-off for water treatment plants and systems can be achieved when one or two water treatment plants require operators with a higher level of certification than the majority.

## 4.0 CONSORTIUM MODELS

The three models listed below are possible versions of an operator consortium that could be implemented by the municipalities. These models are listed in the order of implementation at a rate to be determined by the parties involved. In certain circumstances it may be appropriate to move straight to the second model

### 4.1 *Co-operative Agreement*

- List of named certified operators who provide emergency support and cover-off.
- Communities have an agreed protocol for requesting support. Both operators and the municipalities' administration need to fully support the consortium, recognizing that this may impact other public works activities.
- Costs are charged on pre-agreed hourly rates and kilometers traveled and invoiced on a regular basis. Chargeable hours to include travel time.
- Operators have to become familiar with the water systems in the other communities within the consortium. Therefore, budgets must be made available to maintain/improve standard operating procedures and to allow site visits to maintain familiarity with the systems (i.e. cross-training).

### 4.2 *Lead Municipality*

- A municipality within the region is identified, or volunteers, to provide certified operators to other communities to operate their water treatment plants and systems.
- The lead municipality will enter into agreements with the communities detailing the services provided and the associated costs.
- In order for this to work the lead municipality must received a minimum level of commitment from the communities so that resource levels can be maintained and staff recruited accordingly.

### 4.3 *Regional Commission*

- A commission independent of any specific municipality.
- Member municipalities will share the costs to provide a dedicated team of certified operators. These operators will be responsible for water treatment and distribution within those municipalities.
- If appropriate, local public works staff could be utilized to provide after hours support. Agreements would need to be created to allow the Commission to fund these support activities. This could be extended to other contracted services such a water break repairs, which would be conducted under the supervision of the certified operator.

## 5.0 SCHEDULE

On the basis of the information collected as part of this study and the discussions held with each municipality, Earth Tech believes that a staged approach is the best option. This can be summarized as:

1. Set up Memorandums of Understanding to create a consortium to provide short term support and cover-off.
2. Identify a lead municipality to provide certified operators to operate the water system of those communities who wish to engage their services.
3. Create a Regional Commission.

Regardless of the options undertaken and the schedule followed, the implementation of a remote monitoring system is key for the operation of a consortium within a rural environment. By investing in remote access/control, the amount of travel between locations can be reduced, which in turn reduces operational costs.

An initiative of this type would qualify for funding from Alberta Infrastructure and Transportation either under the “Water for Life” program or the standard Municipal Grant program.

Options to be considered for remote monitoring systems include:

- i. Basic site monitoring of final water quality, reservoir levels, flowrates, pump status and building condition. These parameters would be trended where appropriate so that an operator can view historical information.
- ii. All of the provisions in the first option, plus the ability to stop and start the water treatment plant.
- iii. Full automation of system to allow all previous provisions including the ability to monitor chemical storage levels, change chemical feed rates and change duty/stand-by arrangement for equipment.

## 6.0 CONCLUSIONS

Historically, the role of a community’s water treatment operator has been filled by public works staff that were initially hired to maintain the community’s roads and buildings. Where there is sufficient staff to allow an individual time to develop the skills and operate the water treatment plant, this has system worked.

However, where individuals have the levels of education and training required to become certified operators, they are often reluctant to perform other public works duties. Today with options in formal education such as NAIT’s Water and Wastewater Technician Program, this issue is becoming more apparent and as such the need to recognize the importance of water and the skills required to operate water treatment plants and distribution systems is long overdue.

In the case of the municipalities that were consulted as part of this process, the hiring and retention of certified water treatment operators is a significant issue. In all cases, the principle of an operator consortium was welcomed, subject to clarification of its workings and the budget/time commitment required.

In some cases an operator consortium in the form of formal and informal agreements between communities already exists. This provides a basis on which to build some of the ideas and options presented within this report. The importance of a reliable remote monitoring/SCADA system to enhance the daily operation of a consortium cannot be stressed enough. These monitoring systems will reduce traveling time, operational costs and provide reliable information on the current and historical operation of the water treatment plants. The Town of Onoway, which indicated a desire to lead such a consortium, has already implemented a remote monitoring system similar to that outlined previously and is using it to its full effect.

The municipalities included in this study indicated that there is already a support and communication network among operators. The variation in the water treatment technologies applied within the communities, ranging from simple chlorination through to nanofiltration was also noted. However, in the majority of water treatment plants either simple chlorination or iron/manganese reduction with potassium permanganate and greensand filtration was used. As a result, this may present some issues with regards to the availability of suitable certified staff to cover more complex plants.

## 7.0 RECOMMENDATIONS

Based on the information collected during this study and the development work undertaken, Earth Tech's recommendations with regards to the implementation of an operator consortium within Lac Ste Anne and Parkland Counties are:

### Timeline

- |     |  |  |
|-----|--|--|
| 1.  | Interested municipalities to finalize and sign a general Memorandum of understanding confirming their intention to develop agreements which will result in regional or inter municipal cooperation for the operation and maintenance of their drinking water supply systems. | By April 2008                              |
| 2.  | Implement formal agreements between individual municipalities based upon the Memorandum of Understanding included within Appendix III of this report, to provide temporary cover on an as needed basis.  | By May 2008                                |
| 3.  | As a group of interested parties, determine the degree of remote monitoring and control required by individual communities and an operator consortium and the feasibility of achieving it.   | By June 2008                               |
| 4a. | Consider the lead municipality model and identify a party who would be prepared to provide water treatment system services to other communities.   | Consideration/ identification by July 2008 |
| 4b. | Implementation of the lead municipality option would be dependant upon the identification of such a municipality and the challenges they face.   | Implementation by End of 2008.             |

**Timeline**

- |    |   |                  |
|----|---|------------------|
| 5. | Implementation of remote monitoring and control systems for use by individual communities or the operator consortium. | By End of 2008   |
| 6. | Formation of independent Regional Commission.   | When Appropriate |

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**APPENDIX A**  
  
**PROCESS/OPERATOR CERTIFICATION SUMMARY**

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**Lac Ste Anne & Parkland Counties – Process / Operator Certification Summary**

<b>Municipality</b>	<b>Pop. Served</b>	<b>Process Description</b>	<b>Prod.</b>	<b>Facility Classification</b>	<b>Level of Certified Operator Required</b>	<b>Certified Operator</b>
Alberta Beach	848	None – Future Development	n/a	n/a	n/a	n/a
Gunn Service Centre		Chlorination Ammoniation		Water Distribution I	Treatment – n/a Distribution – WDI	Gary Robinson (Uncertified)
Town of Mayerthorpe	1,474	Potassium Permanganate Dosing Greensand Filtration Chlorination	7 l/s	Water Treatment I Water Distribution II	Treatment – WTI Distribution – WDII	Barry Gylander (WTI / WDII) Jim Barker (WTI / WDI)
Town of Onoway	875	Potassium Permanganate Dosing Greensand Filtration Chlorination	8 l/s	Water Treatment I Water Distribution I	Treatment - WTI Distribution – WDI	Con Hlady (WTI / WDI) David King (WTI / WDI)
Hamlet of Sangudo	364	Chlorination	1.5 l/s	Water Distribution I	Treatment – n/a Distribution – WDI / SSW	Derrek Graham (WTIII/ WDII)
Village of Wabamun	601	Aeration Gravity Filtration Nanofiltration Chlorination	8 l/s	Water Treatment ? Water Distribution I	Treatment – WT? Distribution – WDI	Derrek Graham (WTIII/ WDII) Victor Jansen (WTII / WDI)
Lac Ste Anne County	n/a	Responsible for Sangudo Future Development	n/a	Unknown – future	Unknown – future	Unknown – future

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**APPENDIX B**  
  
**GENERAL MEMORANDUM OF UNDERSTANDING**

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# General Memorandum of Understanding

## Operator Consortium

### Introduction

Many smaller municipalities are experiencing difficulty finding and retaining certified operators to operate their water treatment and distribution systems. This is due to the lack of qualified operators within the workforce, the more stringent drinking water quality standards and the strict requirements for operators to become certified and subsequently maintain their certification.

### Purpose

The purpose of this Memorandum of Understanding is to provide a basis for interested municipalities to develop agreements which will result in regional or inter municipal cooperation for the operation and maintenance of their drinking water supply systems.

### Terms of the Memorandum of Understanding

The signatories shall:

- Support the concept of a water system operator consortium.
- Seek to enter into agreements with other municipalities for mutual support.
- Actively participate in operator consortium agreements by making operators and equipment available where appropriate.
- Provide the necessary training to operators included in any agreement so that those operators are familiar with appropriate systems and equipment.

### Provincial Government Support

Alberta Environment recognizes the challenges inherent with operating a municipal potable water system and fully supports the concept of regional or inter-municipal cooperation to provide the necessary operational expertise to meet provincial regulations. Further, Alberta Environment actively encourages municipalities to enter into some type of agreement to allow them to secure operator support and backup.

### Duration of the Memorandum of Understanding

This memorandum of understanding will become effective upon approval of the signing parties and will exist as a living document. It will be reviewed annually and amended as appropriate. Any signatory may withdraw from the mutual agreement by providing 60 days notice in writing to the other signatories.

**Dated the \_\_\_\_\_ of \_\_\_\_\_, 2008**

_____	_____	_____
<b>Municipality</b>	<b>Printed name and title</b>	<b>Signature</b>

_____	_____	_____
<b>Municipality</b>	<b>Printed name and title</b>	<b>Signature</b>

_____	_____	_____
<b>Municipality</b>	<b>Printed name and title</b>	<b>Signature</b>

_____	_____	_____
<b>Municipality</b>	<b>Printed name and title</b>	<b>Signature</b>

_____	_____	_____
<b>Municipality</b>	<b>Printed name and title</b>	<b>Signature</b>

_____	_____	_____
<b>Municipality</b>	<b>Printed name and title</b>	<b>Signature</b>

_____	_____	_____
<b>Municipality</b>	<b>Printed name and title</b>	<b>Signature</b>

_____	_____	_____
<b>Municipality</b>	<b>Printed name and title</b>	<b>Signature</b>

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<b>Municipality</b>	<b>Printed name and title</b>	<b>Signature</b>

_____	_____	_____
<b>Municipality</b>	<b>Printed name and title</b>	<b>Signature</b>

_____	_____	_____
<b>Municipality</b>	<b>Printed name and title</b>	<b>Signature</b>

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**APPENDIX C**  
  
**MEMORANDUM OF UNDERSTANDING BETWEEN  
TWO MUNICIPALITIES**

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# Operator Consortium

## Memorandum of Understanding

between

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and

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**Provision of temporary services for the operation water treatment systems to ensure the criteria specified within Operating Approvals are met.**

### Background

Many smaller communities are experiencing difficulties finding and retaining certified personnel to operate their water treatment and distribution systems. This has come about due to the economic boom in Alberta, the more stringent water quality standards and the strict requirements for operators to become certified and subsequently retain their certification. In addition, Operating Approvals are requiring that operators dedicate more time to water systems and be in attendance on a more regular basis. As such, many communities are finding it difficult to budget for these expanded duties. The problem is more critical if a community has only the one employee to operate the water system and to complete other public works activities as well

Alberta Environment has recognized the problem facing smaller communities and has endeavored to provide some assistance through the Drinking Water Operation Specialist positions it created. Alberta Environment has also commissioned studies to seek other solutions that may be put into practice by municipalities.

### Purpose

The purpose of this Memorandum of Understanding (MOU) is to provide a basis for municipalities to provide temporary cover-off for the operation of water treatment plant and distribution systems where the certified operator is unable to operate the facilities due to long term sickness, vacation or commitment to training and development.

### Definitions

Daily/Working Hours -	Normal working day 0800 to 1700 hrs, Monday to Friday with the exception of statutory days.
Home Operator –	Certified Water Treatment / Distribution Operator who is certified to operate his / her designated water treatment system and does so for the majority of the year.

Visiting Operator - Certified Water Treatment / Distribution Operator who has agreed to provide cover whilst the Home Operator is unable to operate their designated water treatment system.

Water Treatment System - Water treatment plant and associated distribution system.

### Terms of Agreement

#### *Visiting Operator's Duties/Responsibilities*

The minimum tasks required to be performed by the visiting operator are:

1. The completion of a daily site visit and visual inspection of the water treatment plant.
2. The completion of the required daily water quality checks, which are to be recorded in the site records.
3. The completion of sampling within the water treatment plant and distribution system for the purpose of off-site analysis as required.
4. The filling/topping-up of storage tanks containing chemicals used in the water treatment process.
5. The investigation of, and resolution of, alarms that may occur with regards to the water treatment plant only.
6. The recording of any actions completed or issues resolved with regard to the water treatment plant and distribution system within the water treatment plant log book.
7. Verbal contact with a designated daily contact to inform them of the results of the daily checks, actions taken and any relevant information.
8. The provision, on an emergency basis only, of out of normal working hours cover to assist in the resolution of any issues with regard to the water treatment plant and distribution system.

#### *Home Operator's Duties/Responsibilities*

Prior to each occasion where the visiting operator takes responsibility for the home operator's water treatment plant, the home operator and/or their municipally must provide the following:

1. An up to date SOP (Standard Operating Procedure) that is sensibly organized and truly represents the water treatment system to be covered and the way in which it is operated.
2. Appropriate and timely on-site training for the visiting operator with emphasis on the water treatment plant operation.
3. Sufficient supplies of water treatment and analysis chemicals, on site, to cover the anticipated leave of absence.
4. An up to date list of the names, roles and contact details of individuals who may need to be contacted during the leave of absence. This must include persons who are to be contacted in the event of an incident or emergency.

### *Requesting Cover*

When cover-off is required, the duration and details shall be worked out between the individual operators. It is understood that unless otherwise stated the individual operators have control over their time, prioritization of work and are authorized to commit to covering other water treatment systems for which a MOU has been signed.

Since there may be occasions when an operator is unable to provide cover, it is prudent that a municipality enter into more than one MOU.

### *Operator Certification*

All visiting operators must have the appropriate level of certification so that they are qualified to operate the potable water system they are providing cover-off for.

### *Contact Details*

As part of the completion of this MOU, each municipality must complete the contact details sheet attached to this document so that individuals involved in this process are listed and can be contacted when necessary.

### Amendment of Memorandum of Understanding

Any propose changes to this MOU will be presented by the proposing party to the other party who will have the opportunity to provide input to the proposer prior to implementation.

If an operator provides notice that he/she intends to leave the employment of a municipality, any other parties involve in any MOU where this operator was named as providing cover-off must be informed immediately. On the appointment of a new operator whose services may be available for cover-off, a new MOU must be created.

In the event that that either municipality wishes to withdraw from this MOU, a minimum of 8 working weeks notice in writing must be provided.

Any changes to this MOU must be communicated to Alberta Environment in a timely fashion.

### Reimbursement of Services

As the complexity of each water treatment system and the distances to be traveled will vary, the provision of these services will be reimbursed to the visiting operator's municipality on the basis of:

\$..... per hour spent providing the services identify previously (excluding GST).

\$..... per kilometer travel in the visiting operators vehicle (excluding GST).

An additional .....% will be added to the total of the above costs to cover invoicing and administration charges

These rates are based upon:

- Time charges starting from when the visiting operator leaves either his/her place of work or home until he/she returns to either location. Time and mileage costs to complete other tasks are not to be charged.
- Time charges for emergency cover-off, outside of normal working hours, are to be charged at the rates stated previously, unless otherwise agreed.
- Mileage rates are based upon the visiting operator's municipality providing him/her with a vehicle and fuel to fulfill his/her responsibilities previously outlined.
- Costs incurred by the visiting municipality's operators for cross-training and on-going refreshers of the water treatment systems to be covered under this agreement will be charged at the rates stated previously.
- The home operator's municipality is to provide all equipment that will be necessary to safely fulfill all of the duties and responsibilities previously outlined.
- The visiting operator will provide a timesheet, detailing the time spent providing services and the distances travel, to an appointed person within the home operator's municipality at the end of each working week. The appointed person will review and if appropriate, sign and date the timesheet confirming his/her approval of the hours and mileage to be charged. The visiting municipality will then invoice the home municipality, attaching a copy of the signed timesheet for information.

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We the undersigned, agree to this Memorandum of Understanding.

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Municipality

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Municipality

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Signature

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Signature

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Position

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Position

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Date

---

Date

Contact Details Sheet

**Name of Municipality**

\_\_\_\_\_

**Water Treatment Plant Level**

\_\_\_\_\_

**Operator Name**

\_\_\_\_\_

Operator Certification Level

\_\_\_\_\_

Operator Office Number

\_\_\_\_\_

Operator Cell Number

\_\_\_\_\_

Operator E-mail

\_\_\_\_\_

**Daily Contact Name**

\_\_\_\_\_

Daily Contact Office No

\_\_\_\_\_

Daily Contact Cell No

\_\_\_\_\_

Daily Contact E-mail

\_\_\_\_\_

**Supervisor / Manager Name**

\_\_\_\_\_

Supervisor / Manager Office  
No

\_\_\_\_\_

Supervisor / Manager Cell No

\_\_\_\_\_

Supervisor / Manager E-mail

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**Alberta Environment Contact**

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AENV Contact Office No

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AENV Contact Cell No

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AENV Contact E-mail

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**Accounts Payable Contact**

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Purchase Order No

\_\_\_\_\_

Invoicing Address

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