



Happy New Year from CUI!

We hope you had an enjoyable Holiday season and are stepping into 2015 feeling refreshed and ready to tackle your New Year's resolutions with newfound energy and enthusiasm. Along with a fresh start, the New Year also brings annual utility rate changes. Although not a popular subject, at CUI we believe in upfront, honest communication about upcoming billing increases and their underlying cause.

This past November, Town Council approved a new utility fee item called the Lifecycle Fund to proactively address failing infrastructure and the potential for infrastructure deficit. In the face of major unplanned events such as water main breaks, municipalities that have not saved for the cost of replacing aging infrastructure must scramble to pay for the associated damage. In 2007, the Federation of Canadian Municipalities estimated the total Canadian municipal infrastructure deficit at \$123 billion— and growing. Aging water and sewer infrastructure accounted for approximately \$31 billion of that deficit.

Through implementation of the Lifecycle Fund, Chestermere Town Council and CUI are working together to ensure the sustainable future of our community by setting funds aside for the eventual replacement of infrastructure. Although proactive in nature, this fund is a cost of providing service today. The present user's day-to-day wear and tear depreciates the useful life of the pipes. If we fail to effectively plan for the future, it will impact the next generation, leaving them to deal with an infrastructure deficit created by us.

Two of our major company principles here at CUI are:

We will identify and implement best practices which are cost effective in all that we do; and,

We will be fiscally responsible and transparent to our customers and our shareholders.

The charge for the Lifecycle Fund will be \$3.56 per month for residential properties and \$7.18 per month for businesses. All other charges, including water, sewer, storm water, garbage and recycling, remain unchanged. Also note, you will not see any changes in your enclosed November - December bill. Fee changes are effective January 2015 and there will be a slight increase in your next bill mailed out in March.

I look forward to another successful year with you and, as always, if you ever have a question or comment about CUI, you can reach me at (403) 207-7284 or rmacintosh@cuinc.ca.

Ray MacIntosh, President & Chief Operating Officer

MISSION - CUI delivers safe, reliable and efficient utility products and services to our customers and the communities we operate in.

VISION - CUI will be an innovative and cost competitive provider of quality utility solutions and services for municipalities and is committed to sustainable practices. We will lead through our strong fiscal management and outstanding service delivery.

FROZEN – Or Is It?



It's a cold, hard fact about frozen water.

There is no such thing as safe ice -- only degrees of good and bad.

As a result of the colder temperatures, a layer of ice has formed on some stormwater ponds and natural bodies of water here in town. Everyone is urged to stay off the ice that forms at this time of year.

Never assume the ice you are about to venture out on is safe simply because of sub-zero temperatures and snow accumulation. There are many factors that determine the thickness and density of ice, most of which are not visible to the eye. Water depth, fluctuating water levels, currents and rapidly changing weather patterns are just a few factors that dramatically affect ice conditions.

In the late fall, ice strength is affected by many factors including air temperature, road runoff, springs that feed into the water body, sun, wind, snow and overall thickness of the ice. Stormwater ponds have an inlet and outlet pipe with water flowing much of the year. This can make ice weak and therefore it is always best to use caution.

Ice is never even. Often the middle or deepest parts of a body of water will be the last to freeze. Deeper sections can be much thinner than shallower areas. There is one exception to this rule. Shallower areas may have outflows into streams. Since the water is moving, the ice will be thinner here. Give shallower outflow areas, on ponds and lakes, a wide berth.

Be sure to test ice thickness, in multiple locations, before you wander too far out. Cloudy white ice or "snow ice" is only about half as strong as normal (clear) ice, and it therefore requires double the thickness of clear ice to be considered safe. If the ice is cloudy, that means there are air bubbles present, and that is what weakens it.

Snow on top of ice insulates it, slowing down the freezing process.

The worst enemy of ice is rain. It can turn the snow on top to slush, adding huge amounts of weight to the frozen surface.

Residents are reminded to obey all posted signs, and take proper care around ice-covered bodies of water. Ice safety is a personal responsibility. Your best weapon available to stay safe on ice is your brain and to always exercise caution, stick to the safe skating spots in town and stay off the pretty, yet not totally frozen ponds.

