



This past year has brought a great deal of change to CUI. As we look forward to the year ahead, CUI's strategy for 2016 is to focus on creating stability within our current utility operations, improving customer communication and customer experiences, and following through on all of our commitments. Each obstacle we've encountered as an organization in 2015 has presented an opportunity for growth and improvement, the highlights of which are presented in this newsletter.

We look forward to serving you in 2016 and as always, welcome your questions and comments.

Enhanced Curbside Collection

The enhanced solid waste collection program came into effect in May 2015. Customers were given two carts for disposal of compost (organics) and recycling, in an effort to significantly reduce garbage. As a community, we've set a new record and have collaboratively achieved a 50 per cent reduction in the volume of garbage we are sending to the landfill. Congratulations Chestermere!



While the new program was readily embraced by the community, a high number of customer service complaints regarding recycling and garbage pick-up led to operational changes. CUI took over the recycling pick up from a contractor in August and the garbage collection in September. By bringing the solid waste management operations inside CUI, the result has been greater oversight of staff and improved focus on customer service.

The next step on our journey to achieving Chestermere's landfill diversion targets is February 1 when the Waste Management bylaw requiring Chestermere residents to use clear bags for their garbage, comes into force. February 1, 2016 is when the City of Calgary will be substantially increasing their charges (+50%) at their landfill for any loads which contain paper or cardboard. The use of clear bags is a key tool to aid CUI in managing the costs of our curbside collection programs.

Unprecedented Flood Event



Twice in July 2015, Chestermere was hit hard with heavy rain that overwhelmed all utilities – including the drainage system. Record breaking amounts of rainfall resulted in significant overland flooding testing the limits of our storm water infrastructure.

CUI is evaluating options to improve the performance of the Westcreek storm pond and has submitted a grant application (through the City of Chestermere) for funding from the Alberta Community Resiliency Program to secure funds for system enhancements. We hope to receive the Government's decision on our application early in 2016 after which we will finalize our design and construction plans.



Utility Rate Changes

A full and comprehensive review of CUI's financial performance was completed in December 2015 by CUI's new CEO. The assessment revealed operating deficits as a result of the way CUI has been calculating utility rates since it transitioned into a corporation in 2012. In short, past practices have not covered the full cost of providing Chestermere customers with water, sanitary sewer, storm water and solid waste collection services.

In 2016, new utility rates will be proposed to City Council to fully cover the cost of these services. While rate increases of any kind are unwelcome news, we can simply offer that we have put a tremendous amount of effort into ensuring that our analysis is complete and accurate, and that the resulting rates balance the company's need to cover the cost of providing our services and, to the extent possible, minimize the impact to our customers. Exact rates will be communicated later this month.

Hazardous Waste Round-Up

The electronics and household hazardous waste roundup held in October 2015 was a great success. Over a four-hour period, our recycling depot averaged about one visit per minute. The community of Chestermere appears to have broken an Alberta-wide record for the amount of used motor oil collected, at 1,600 liters. Our next round-up will be in April 2016, stay tuned for more information.



Managing Growth

Underground utilities such as water and sanitary sewer lines are essential infrastructure. We don't often think about the utilities that bring services to our homes, but without them we wouldn't have the convenience of hot showers and flush toilets. In 2015, we added utility services for 350 new residential homes in Chestermere and continued construction of Lift Station 13 to support future growth in 2016.

In addition, CUI was pleased to welcome its first commercial customers in 2015. The Westmere Gardens Condominium Corporation has retained CUI to provide their community's curbside collection services for the next five years. Over the long term, we hope to grow our business by adding more commercial customers like Westmere Gardens.

Staying in Touch

Website: www.cuinc.ca and try www.cuinc.ca/wheredoesthisgo for recycling tips

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