



REGULAR MEETING OF COUNCIL

Council Chambers, Irricana Centennial Centre, 222 2 Street

Date: February 5, 2024 **Time:** 7:00PM

A. **ATTENDANCE**

B. **CALL TO ORDER**

C. **AGENDA**

D. **PRESENTATIONS**

E. **MINUTES**

Item E1: Minutes from January 22, 2024 Regular Meeting of Council

F. **CORRESPONDENCE FROM PREVIOUS MEETING**

G. **COMMITTEE REPORTS**

H. **OLD BUSINESS**

I. **NEW BUSINESS**

Item I1: Enforcement Services Update

Item I2: Water Meter Replacement Update

J. **COMMUNICATION / INFORMATION**

Item J1: Marigold Library Notes to Council (January 2024)

K. **COUNCILLOR UPDATE**

L. **CLOSED SESSION**

M. **ADJOURN**

Item E1

Minutes from January 22, 2024 Regular Meeting of Council

REGULAR MEETING OF COUNCIL

Council Chambers, Irricana Centennial Centre, 222 2 Street

Date: January 22, 2024 Time: 7:00PM

A. ATTENDANCE

Mayor: Jim Bryson
Deputy Mayor: Julie Sim
Councillors: Nathaniel Fleming, Lisa McAree, Kim Schmaltz
CAO: Doug Hafichuk
Staff: Patricia Malthouse

B. CALL TO ORDER

The meeting was called to order by Mayor Bryson at 7:00 pm.

C. AGENDA

(i) Adopt Agenda

001:24 Moved by Councillor Fleming to adopt the Agenda, as presented.
CARRIED

D. PRESENTATIONS

(i) None

E. MINUTES

(i) Minutes of the Regular Meeting of Council for December 04, 2023

002:24 Moved by Councillor McAree to accept the Minutes of the Regular Meeting of Council for December 04, 2023, as presented.
CARRIED

F. CORRESPONDENCE FROM PREVIOUS MEETING

(i) None

G. COMMITTEE REPORTS

- (i) Item G1: Community Futures (Deputy Mayor Sim)

H. OLD BUSINESS

- (i) None

I. NEW BUSINESS

- (i) Item I1: 2024 Council & Committee Calendar
003:24 Moved by Councillor Fleming that the 2024 Council and Committee Meeting Schedule be adopted, as presented.
CARRIED
- (ii) Item I2: Kathryn School Aggie Day Request for Support
004:24 Moved by Councillor Fleming that a \$500.00 donation be made to the Kathryn School Aggie Day Organizing Committee.
CARRIED
- (iii) Item I3: Utility Safety Partners – Legislative Efforts
005:24 Moved by Deputy Mayor Sim that Administration's report be received for information.
CARRIED
- (iv) Item I4: Ministerial Letter regarding Water
006:24 Moved by Councillor McAree that Administration's report be received for information.
CARRIED
- (v) Item I5: 2019 Municipal Accountability Program Complete
007:24 Moved by Councillor Schmaltz that Administration's report be received for information.
CARRIED
- (vi) Item I6: Chief Administrative Officer Report
008:24 Moved by Deputy Mayor Sim that the Chief Administrative Officer Report be received for information.
CARRIED

J. COMMUNICATION / INFORMATION

- (i)

K. COUNCILLOR UPDATE

- (i) Roundtable Discussion

L. CLOSED SESSION

(i) None

M. ADJOURN

(i) Adjournment

009:24 Moved by Councillor Schmaltz to adjourn the meeting at 8:00 pm.

CARRIED

Jim Bryson
Mayor

Doug Hafichuk
Chief Administrative Officer



Council Report

To: Mayor and Council
From: Chief Administrative Officer
Date: February 5, 2024
Purpose: **Provided for Information**
Subject: Enforcement Services Update

Summary:

This report summarizes activities for the Tri-Community Peace Officer Program for the period of October 1, 2023 to December 31, 2023.

Background and Discussion:

The Town of Irricana provides Enforcement Services (i.e., Bylaw, Traffic) through a shared Peace Officer, in partnership with Village of Beiseker and the Village of Acme.

As part of the underlying agreement, each partner is provided with a quarterly summary of activities. For the period of October 1, 2023 to December 31, 2023:

<i>Complaints Received:</i>	15
<i>Reminder Notices:</i>	3
<i>Warnings Issued:</i>	7
<i>Tickets Issued:</i>	6
<i>Public Contacts:</i>	45
<i>Other Agency Assist:</i>	2 (RCMP)

During the reporting period, the Peace Officer also participated at Halloween, Remembrance Day, and Christmas events within the community, and in a Roadside Checkstop conducted during the holiday season.

The quarterly results reflect that the Peace Officer Program has shifted from an initial 'implementation, education, and catch-up' phase to more routine operations. While public engagement and education remain core pillars of efforts in Irricana, ticketing will be routinely utilized, where appropriate.

With the Program now well established and delivering a consistent service, operational initiatives are being pursued to provide cost-savings and service improvements.

For example, the MRF System (a widely used electronic file management system) has been implemented to improve file management, messaging, and ticketing activities. The system went into use towards the end of Q4 2024 and is expected to reduce the administrative labor associated with enforcement activities.

Financial Implication(s):

No financial implications. The report is provided for information only.

Recommendation:

Administration recommends that the report be received for information.

Recommendation Motion(s):

Option #1:

Motion #1: **THAT** Administration's report be received for information.

Option #2:

As determined by Council.

Respectfully submitted,

"Doug Hafichuk"

Chief Administrative Officer

ATTACHMENTS:

No Attachments

To: Mayor and Council
From: Chief Administrative Officer
Date: January 22, 2024
Purpose: Request for Decision
Subject: Water Meter Replacement Update

Summary:

The replacement of existing 'probe style' water meters continues, however, a more expedited approach is necessary in order to eliminate significant operational and financial risks.

Further, Administration is seeking Council approval to establish payment plans for utility customers who experience a significant discrepancy between estimated and actual usage totals over an extended period.

Background and Discussion:

Basic Background

The Town of Irricana provides metered water service to approximately 520 customers, with customers receiving bi-monthly invoices based on their individual consumption.

Existing water meters are physically connected to an external probe, typically affixed to the outside of the property, which Public Works staff can interact with to obtain a consumption reading.



While this method has served the community well for approximately 20 years, requiring staff to physically interact with each probe is labor intensive, with reads typically taking two to three workdays to complete, and requiring staff to access private property.

Additionally, the wire connecting an external probe to the customer's water meter is prone to accidental damage or failure. For instance, it is commonplace for the wire to be cut or damaged when a home is painted or has new siding installed, rendering it unable to deliver a meter reading.

First Steps Forward

Beginning in (approx.) 2021, the Town of Irricana began replacing existing assemblies (A water meter and connected probe) with a new style of water meter capable of broadcasting consumption data over radio.

The new style of meters, purchased through Provincial infrastructure grants, do not require any external components, greatly reducing the risk of accidental damage or failures due to environmental exposure, and eliminating the need to access private property for meter reads.

Further, the broadcasting of consumption data allows for utility reads to be completed very quickly, requiring only a fraction of the labor required to interact with current probe-style assemblies.

Progress to Date, Path Forward

Opportunistic replacements are completed wherever possible, however, priority is given to locations with known (or suspected) faulty probes. Locations are typically identified by reviewing each billing cycle and noting properties that routinely fail to provide readings.

Although a meter replacement can typically be completed with minimal effort (Roughly one hour of labor each), aligning homeowner schedules with Public Works availability impacts the number of replacements that can be completed in a given period.

Public Works has done well to complete 3 to 5 replacements per month in recent months, however, it is clearly not feasible to replace the remaining (approx.) 400 properties in a timely fashion using internal forces alone, and the risk associated with not being able to obtain meter readings makes a prolonged (i.e., 2+ year) timeframe unreasonable.

In response, Administration has begun exploring the use of third-party contractors, either exclusively or in support of internal forces, to complete all remaining water meters in an 18-to-24 month timeframe. A similar approach has been successful elsewhere (Acme) and the labor associated with meter replacements appears to be

grant eligible alongside the meters themselves (An official determination will need to be made by the Province).

Variance Between Estimated Usage and Actual Usage

When a water meter fails to provide a reading (Two separate attempts are made), the Town produces a utility invoice based on estimated usage instead of actual usage, and the account is 'Squared up' at the next billing cycle when an actual reading is obtained. This practice has provided a reasonable balance between the need for accurate customer billing and time intensive reality of obtaining consumption readings.

Most utility customers will receive at least invoice each year based on estimated usage, and although estimates are often reasonably reflective of actual usage, estimated consumption usually result in either a short-term overpayment or underpayment on the account.

For properties that routinely fail to provide a consumption reading (e.g, Three consecutive billing cycles), an insert is added to the customer's utility invoice to advise them of a potential problem, provide them with short-term steps to verify the accuracy of their bill, and a request to contact the Town Office for further guidance.

Estimated consumption is determined automatically by Muniware, and although there appears to be a correlation between estimated values and the customer's consumption history, the specific mechanics used are not clear and values can vary significantly.

For customers who see repeated estimated bills, even a minor discrepancy between estimated and actual usage can quickly grow, and when estimated consumption is used for prolonged periods (e.g., Six months), the discrepancy can quickly add up to hundreds or thousands of dollars.

In situations where a credit has been accrued, the credit is easily applied against future utility invoices, however, where underpayment has occurred, utility customers are often left with a significant unexpected cost.

To deal with circumstances where a utility customer, who has otherwise kept their account current, is faced with a significant unexpected cost due to a puck-style water meter failing to deliver an actual reading over a prolonged period, Administration requests Council's permission to negotiate payment plans with the affected customer.

Individual circumstances will ultimately dictate the details of each agreement, however, Administration will generally seek a recovery rate of \$100 per month, to a maximum term of 24 months. Penalties would also be waived as long as the account remains current and payment terms are adhered to.

Financial Implication(s):

The scale of the issue is not fully understood, which makes a detailed analysis of a payment plan impossible. However, Administration's working assumption is that 15-20 accounts are likely chronically underbilled at a rate of \$500 to \$750 each, on average. Again, those figures are highly speculative and only based on observations over a limited period of time.

While there is undoubtedly a cost associated with offering payment terms (e.g., carrying costs related to pre-paying water, lost investment opportunities, and time-value considerations), the primary financial consideration should be to replace water meters as quickly as possible to eliminate the problem and improve cash flow.

Recommendation:

Payment plans should be provided, as described, to assist in the recovery of previously unbilled water consumption, and to lessen the direct impact on utility account holders who are, typically, victims of circumstance.

Recommendation Motion(s):

Option #1:

Motion #1: **THAT** Administration be authorized to establish payment plans, up to 24-months in length, as described in this report to Council.

Option #2:

As determined by Council.

Respectfully submitted,

"Doug Hafichuk"

Chief Administrative Officer

ATTACHMENTS:

Item J1

Marigold Notes to Council (January 2024)

Notes to Council



January 27, 2024 Board Meeting Highlights

Welcome

Marigold Board welcomed recently appointed representatives:

- Libby McMenamon, M.D. of Bighorn
- Lorette La Plante, Town of High River
- Norah Bonsteel, Town of Canmore
- Doreen Saunderson, Alternate, Town of Canmore
- Barb Castell, Alternate, Foothills County

Marigold Board Orientation 2024

A Marigold Board Orientation Session will be held on **Tuesday, February 20, 2024 at 3:00 PM** virtually on TEAMS.

For more information or to schedule an individual session, contact CEO Lynne Price.



Financial Statements

Unaudited financial statements to December 31, 2023 were accepted as presented.

Budget 2024: Operating and Capital & Projects Budgets

The Operating and Capital & Projects Budgets were approved.

Schedule C Levy Rates for 2025-2026

The Board approved the Schedule C levy rates for 2025—2026.

Policy Approval & Decision

Policies reviewed & approved:

- Collection Management Policy and Schedules A, B, C, and D
- IT Capacity Fund Policy and Schedule A
- Security & Awareness Training Policy
- Transfer Payments Policy and Schedules A and B
- Withdrawal or Termination of Library Services Policy

Library Service Points policies:

- Workplace Violence Policy



Upcoming Board Meetings:

Saturday, April 20, 2024 9:30 AM

Marigold Library System & Western Irrigation
District Community Room, Strathmore

Saturday, August 24, 2024 9:30 AM

Marigold Library System & Western Irrigation
District Community Room, Strathmore

Questions?

Contact CEO Lynne Price
lynne@marigold.ab.ca

Marigold Library System

B 1000 Pine Street
Strathmore Alberta, T1P 1C1 | 1-855-934-5334
marigold.ab.ca

Notes to Council—January 27, 2024

Tap to Donate Technology

Marigold's Director of Service Delivery, Kristine den boon presented on [Tip Tap Pay](#) as a possible fundraising option for member libraries. Further information will be sent to member libraries for their consideration.

Library Staff & Board Trustee Satisfaction Survey

COO Laura Taylor presented an overview of the results of the 2023 Library Staff & Board Trustee Satisfaction Survey.

Marigold management staff will review all areas of the survey to address the comments, areas for improvement, and suggestions for change.



Indigenous Services Update—Rose Reid

The Board heard a presentation from Indigenous Outreach Specialist Rose Reid about programming and library services to residents of the Stoney Nakoda First Nation.

Rose shared details about the opening of the Mîni Thnî Book Deposit, the 2023 Summer Reading Program, a family activity day with Stoney Health Services, the Nakoda Youth Council Powwow, and her promotion of Marigold e-resources and L2U at a number of schools.

Rose continues to develop relationships with organizations on the reserve, and is considered a team member at Stoney Health, Chiniki College, and the Stoney Family Resource Network.

CEO & COO Updates

COO L. Taylor told the Board about a recent meeting with the Banff Public Library and I.D.9 to discuss collaborating on service expansion in the area. Laura also informed the Board about meetings and presentations in Acme, Strathmore, Three Hills, and Trochu. Lastly, the Board heard updates about staffing, hosting SAIT practicum students, and the Marigold Conference.

CEO L. Price shared Marigold's 2023 staff highlights and accomplishment. Updates were provided about the presentation made to the Rocky View County Public Presentation Committee on January 17th, and plans for further council visits. The Board also heard about work by the Regional Systems Advocacy Committee, support for Airdrie Library as they prepare for the transition to their new facility, and the new *Marigold Media Guide for Libraries* document.



Save the Date!

The annual conference will be held **Wednesday, May 15th** at the **Best Western Premier Calgary Plaza Hotel & Conference Centre**. Visit marigoldconference.ca for more details.