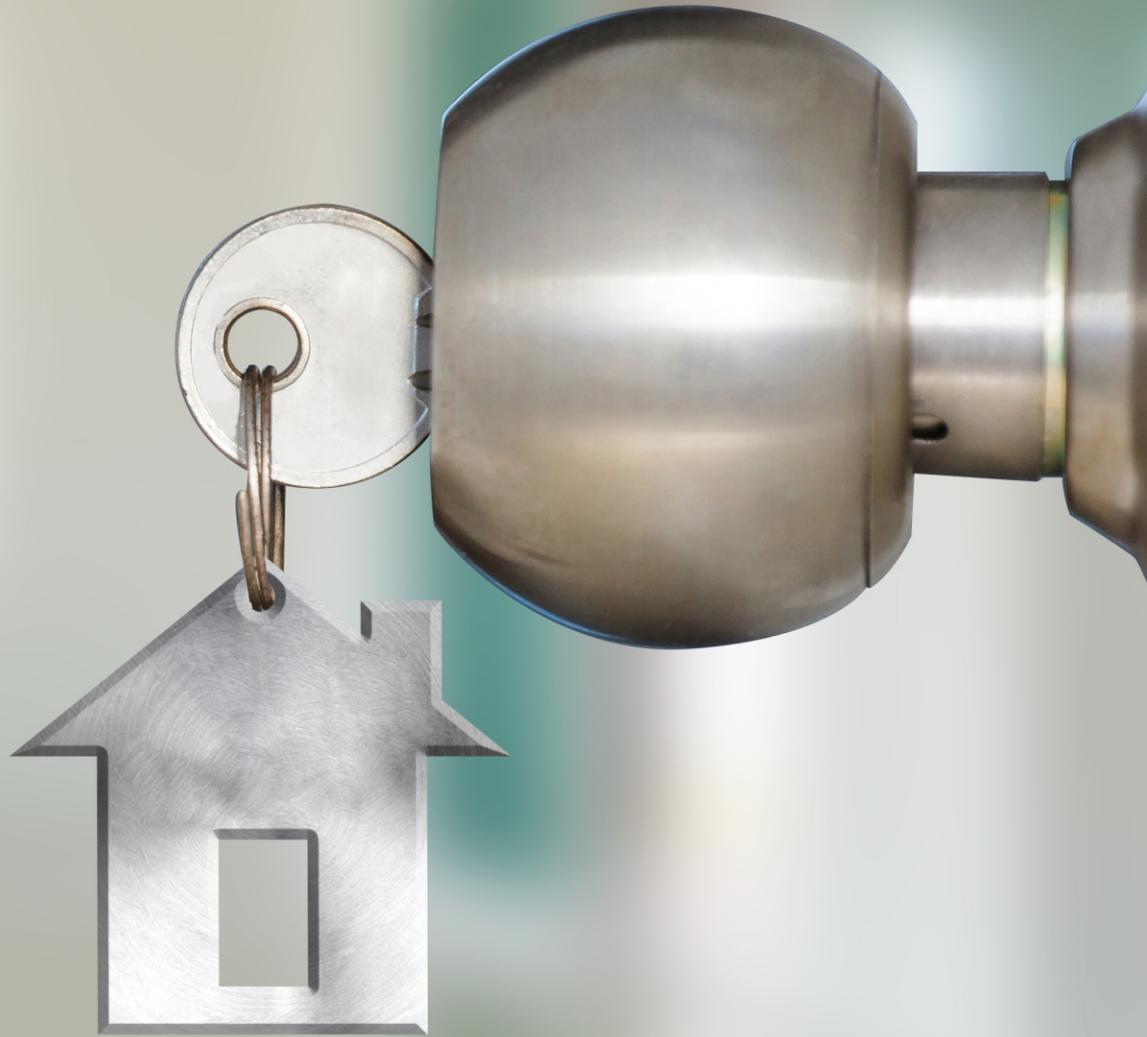


RESOURCE GUIDE FOR RESIDENTIAL CUSTOMERS



AQUATERA[®]

WATER EARTH INNOVATION

Welcome to the community,

On behalf of Aquatera Utilities Inc. we're glad you have chosen the Grande Prairie region as your home. As a resident you will enjoy the very best in municipal programs and services that our communities have to offer.

Aquatera Utilities Inc. is the provider of water, wastewater and solid waste services. Our core purpose is Growing Healthy Communities, with the best people providing the best service and value.

We are governed by a Board of Directors and four Shareholders: City of Grande Prairie, County of Grande Prairie, Town of Sexsmith, and Town of Wembley. For more information on other communities where Aquatera provides essential services, visit www.aquatera.ca/who-we-are/communities-we-serve.

City of Grande Prairie - We provide water, wastewater, garbage collection, and recycling services.

County of Grande Prairie - We provide water and wastewater treatment services. We also bill garbage collection services on behalf of the County of Grande Prairie.

Town of Sexsmith - We provide water and wastewater treatment services. We also bill garbage collection and recycling services on behalf of the Town of Sexsmith.

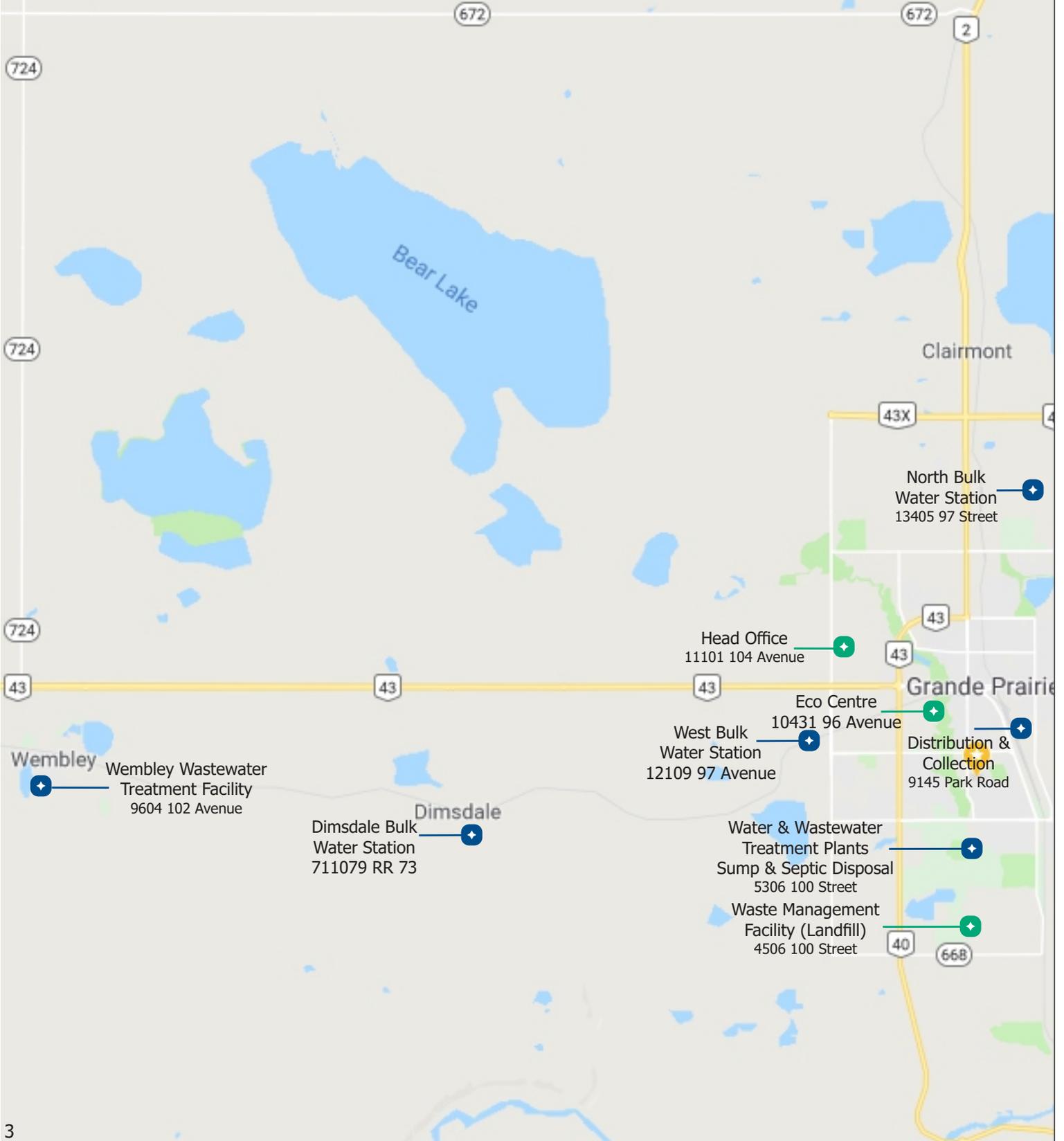
Town of Wembley - We provide water and wastewater treatment services. We also bill garbage collection and recycling services on behalf of the Town of Wembley.

To help you get settled, we have created the **Resource Guide for Residential Customers**. In this guide you will find everything you need to know about our services including water, garbage, recycling, your responsibilities as a homeowner, and so much more!

For more information, please visit us at www.aquatera.ca.

Sexsmith Bulk Water Station
10009 Elevator Road
Sexsmith

Service Locations



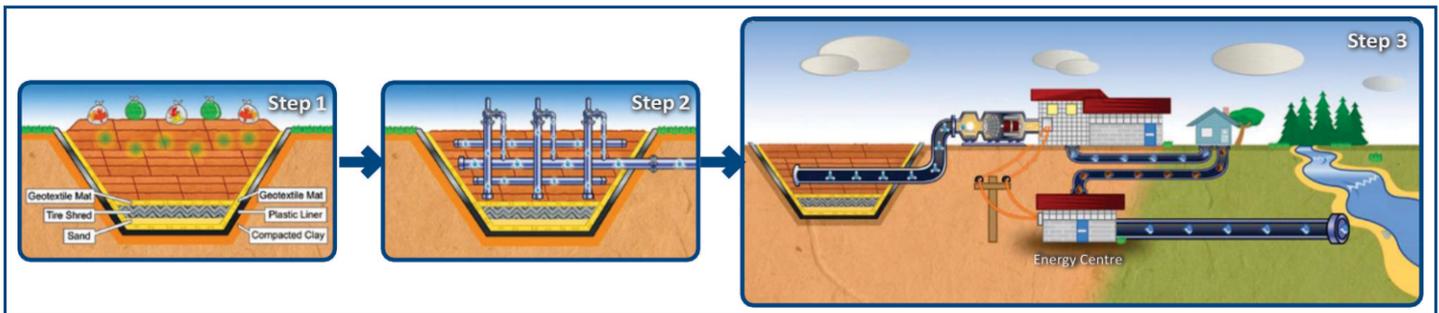
AQUATERA LANDFILL

Too much to place at the curb? Bring waste directly to our Landfill located at 4506 100 Street, Grande Prairie (tipping fees may apply). For more information, please visit www.aquatera.ca/services/garbage-and-recycling/landfill.

LANDFILL GAS-TO-ENERGY PROJECT

Our Landfill isn't just an ordinary Landfill. It's called a Bioreactor Landfill. Using leading technology, we can capture naturally occurring methane gas from decomposing waste and convert it into energy to heat and power our Water and Wastewater Treatment Plants. Some key environmental benefits of this system include:

- Reduced greenhouse gas emissions and improved air quality
- Production of 15.2M kwh annually - enough electricity to power 14,000 homes per year
- Production 33,000 GJ annually - enough heat to heat 200 homes per year
- Reduction of approximately 63,000 tonnes annually – equivalent to removing 13,500 vehicles from the road each year
- Stabilized rates for customers as a result of revenue earned through carbon credits



CURBSIDE COLLECTION

Please ensure your garbage cart lid is closed and is placed at least one metre from parked vehicles, tagged garbage bags, trees, snow piles, and blue bags to ensure we can safely collect it. All waste must be bagged before placing it in your garbage cart and collection begins at 7 a.m. on your collection day. To find out your collection day, visit www.aquatera.ca/services/curbside-collection-calendar.



If you have more garbage than your cart will allow, you can purchase Bag Tags at the Aquatera Head Office, Aquatera Landfill, Co-op New Horizon, Freson Brothers, and Safeway.



SHARE SHED

Check out the Share Shed at the Aquatera Landfill and you might find some great treasures and help to repurpose and reduce waste!



YARD WASTE

From April to November, Grande Prairie residents can place yard waste at the curb for collection.

- place grass clippings and leaves in transparent/clear bags at the curb
- each bag must weigh less than 20 kgs
- bags must have no rips or tears
- small branches must be bundled and tied and can be placed alongside the bags - maximum length is one metre and maximum width is 1/2 metre

COMPOST

Aquatera doesn't have a compost program, but that doesn't mean we don't use it. This means that when you toss out food, organic materials and even pet waste, it goes to our Bioreactor Landfill that acts as compost and you don't even have to separate it! You can also keep your organic materials for your own compost pile!



CONTAMINATES

Whether you are recycling in your blue bag or at the Eco Centre, you should be sure that all recyclables are free of contaminants including food, grease, and garbage.

Unfortunately, when an item is contaminated it is no longer recyclable and, if it encounters other items, those items will no longer be recyclable either. This means that they will be diverted to the Landfill.



BLUE BAG RECYCLING



Paper



Cardboard & Boxboard



Metal Cans



Hard Plastics
#1 - #7

Once a week, Aquatera collects residential recycling in blue bags. This includes paper, cardboard, hard plastic (#1-7) and some metals. You don't even have to separate them, you just need to make sure they are clean and free of grease and food particles. Once collected, your recycling is processed in a Materials Recovery Facility (MRF) that separates the items.

Recycling is placed curbside in blue bags versus bins as they are easy to see through to determine if the bags have contaminants and cuts down the space used curbside for collections. Make sure your blue bags are set out by 7 a.m. on your collection day. To find out your collection day, visit www.aquatera.ca/services/curbside-collection-calendar.

AQUATERA ECO CENTRE

Located at 10431 96 Avenue, Grande Prairie, the Eco Centre accepts all blue bag materials, sorted and placed in the appropriate bins. Styrofoam, electronics, batteries, tires, propane tanks, household hazardous waste and fluorescent lightbulbs are also accepted at this location. Items are required to be separated in the marked blue bins as each material type is separated and bulked in Grande Prairie and then sent to processing facilities that do not have a Materials Recovery Facility. Please ask before you place an item for recycling if you are unsure.

For more information, visit www.aquatera.ca/services/garbage-and-recycling/eco-centre.

RISKY RECYCLING

Some items can be dangerous if they are not disposed of correctly and can be harmful to people and our environment.

Batteries

Batteries are a hazardous item that must **only** be disposed of at the Eco Centre. Improper disposal is harmful to the environment, people and can cause fires if they are taken to the Landfill. The Eco Centre accepts consumer batteries including alkaline batteries, cell phone batteries and vehicle batteries.

Bullets and Ammunition

Improper bullet and ammunition disposal can be dangerous to workers and have a negative effect on the environment. Please dispose of your bullets and ammunition responsibly at the RCMP detachment located at 10202 99 Street, Grande Prairie.

Note: Please keep bullets and ammunition secured in your vehicle and notify front counter staff. They will arrange to collect these items from your vehicle safely.

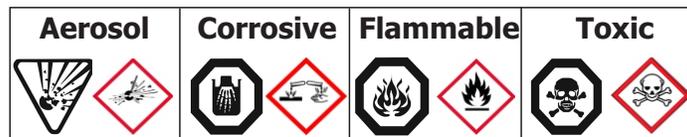
Household Hazardous Waste

To protect human and environmental health and safety, the Aquatera Eco Centre is in alignment with Alberta Environment and Parks' guidelines around household hazardous waste.



- Products must be properly sealed in their original containers with intact labels.
- If products are not in their original containers, customers must ensure the chemicals are safely and securely sealed, properly labelled, and not mixed with other chemicals.

The Eco Centre is continuously improving its site operations to ensure that customers can easily understand and identify proper disposal instructions for household hazardous waste. Disposal zones are clearly identified with signage to indicate how and where to properly dispose of waste. The Eco Centre will accept household hazardous waste in four categories :



Propane Tanks

Propane tanks can be extremely dangerous to workers and the environment if they are not disposed of properly. Bring your propane tanks to the Eco Centre or the Landfill and they will be safely recycled.



WHERE DOES MY WASTE GO?

Unsure of how to properly dispose of your waste? Use our 'Where Does My Waste Go?' tool and we'll tell you all your disposal options! For more information visit www.aquatera.ca/services/wheredoesmywastego or email us at solidwaste@aquatera.ca.

LITTERING

Did you know that, under the provincial Traffic Safety Act, operators can be fined for transporting an unsecured load?

An unsecured load is any shipment of solid waste in or on a vehicle that is not covered, enclosed, tied down or otherwise secured, including waste contained in bags that could potentially spill onto roads.



THE BREAK DOWN ON GLASS RECYCLING

Glass recycling is a hot topic. While most glass bottles are accepted for our Bottle Donation Program and at both Recycle Plus I and Recycle Plus II Depots, we are not able to recycle all forms of glass.

While we actively seek markets and explore ways to recycle glass, unfortunately there currently isn't a market. We need the recyclables market to develop and provide options for recycling.

We encourage you to use glass jars and containers in other creative ways. For more information on recycling, please email us at solidwaste@aquatera.ca.

HOLIDAY WASTE

Halloween

Following Halloween, you can place your **pumpkins** at the curb in a transparent yard waste bag, and we will collect them to use in our Bioreactor Landfill. You can also drop them off at the Aquatera Landfill free of charge!

Christmas

Aquatera collects natural **Christmas trees** at the curb. Trees must be cut to a minimum of four feet and free of tinsel, lights and decorations. You can also drop them off at the Aquatera Landfill free of charge!

Artificial trees are not accepted for curbside collection but can be brought to the Landfill.

These services are available to all customers who have an Aquatera garbage cart and account in Grande Prairie.



HOW TO SEPARATE WASTE

BLUE BAGS

Accepted clean items include:

- Hard plastics #1-7
- Mixed paper
- Cardboard
- Metal cans



GARBAGE CART

Accepted items include:

- Household waste
- Pet waste
- Organic materials



CLEAR BAGS

Accepted items include:

- Leaves and grass
- No limit to bags at curb
- Weigh less than 20 kg

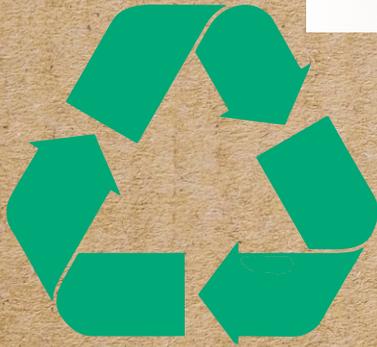


NESPRESSO CAPSULE RECYCLING

The Green Bag solution allows citizens of Grande Prairie to place their used aluminum Nespresso capsules in a fully recyclable green bag, then place them by their blue bag sat the curb or bring them to a drop-off point in the city. Once the bags are collected at the sorting centre, they are then sent to a Nespresso recycling partner that separates the coffee grounds from the aluminum. The aluminum is recycled, and coffee grounds are transformed into a high-quality compost for local farms.

RECYCLING TIPS

www.aquatera.ca/services/garbage-and-recycling/general-recycling-tips



REDUCE

AVOID disposable and single-use items
BORROW rather than buy
BUY in bulk or second hand items
REDUCE packaging where you can e.g. bring shopping bags vs plastic bags

REUSE

CHOOSE natural alternatives
REUSE cooking water in your garden
REUSE leftovers and create new meals
REUSE old items to make something new

RECYCLE

BUY recycled and reusable products
CHOOSE compostable items
RECYCLE everything you can e.g. bottles, paper, etc.
REPAIR items instead of tossing them

PREVENT FRAUD

SHRED CONFIDENTIAL DOCUMENTS



PLEASE DISPOSE OF WASTE RESPONSIBLY

SMART IRRIGATION TIPS

Water and wastewater charges reflect the amount of water you consume. If you compare this to another essential household expense, like groceries, you'll notice your grocery bill displays the cost of each item you purchased, GST, and any deposit fees that apply. That's it. What you don't see detailed on your grocery bill is what goes into calculating each item's shelf price: the cost of production, packaging, labels, distribution, wages and more.

Water and wastewater charges are like your groceries - you pay for what you need. Each month, we calculate the cost by multiplying the amount of water consumed (cubic metre) by the current water and wastewater rates. We can't differentiate between water that is coming out of your kitchen tap, water that is being flushed, or water that is being used to tend to your outdoor space, therefore all water is treated.

To uphold our Core Purpose of Helping Grow Healthy Communities, we want to encourage our customers to conserve water. So, we have come up with some smart irrigation tips and tricks to help you conserve water and save money during the summer months.

Pencil it in

Create a schedule to meet the specific needs of your landscape. Remember, the needs of plants vary, and this can also depend on other conditions such as time and weather.

Get in the Zone

Divide your yard into zones so each zone can be watered separately, preventing over-watering on areas that do not require it, such as trees and shrubs.

Drop in the Bucket

Use recycled/reclaimed water for small gardens and plants. Collect rainwater in a bucket or water from your sink or shower tap while you're waiting for the temperature to adjust. This way the water will not go down the drain, but actually be very useful.

Watch the Clock

Ensure you are watering in the morning to avoid water loss due to evaporation. The best time to water is between 4 a.m. – 10 a.m. when the sun is still low, and the temperatures are still cool. Watering mid-day can result in a loss of 30 per cent of water to evaporation.

Inspect Your Gadgets

Inspect your system on a regular basis. Checking for leaks and damaged or clogged heads helps you conserve water and save!

Get Low

Consider installing a low volume drip, spray jets/misters or micro-sprinklers to slowly irrigate and reduce overwatering, runoff and evaporation.

Just What I Needed

Water only when needed. Over-watering can result in shallow roots, weed growth, fungus and disease.

That's a Wrap

Using plumbers' tape to seal the faucet connection to the hose and the hose to the sprinkler will minimize the chances of a leak.

CHECK FOR LEAKS

Leak Detection

Water leaks can cause considerable and costly damage to your home if they are not detected early and handled quickly. Luckily, there are some ways to detect if you have a leak in your home before the damage is too far gone. Check out the most common causes of leaks in your home and how to detect them.

Toilets

The leading source of a leak in your home is your toilet because they use the most amount of water. Sometimes its easy to tell if a toilet is leaking because you will be able to hear it, but leaks can also be dangerously silent. There are several causes for these leaks, but the most common is due to the flapper valve not creating a tight enough seal to keep water from escaping.

Detection

Conduct routine visual checks around your toilet to see if there are any signs of a leak such as puddles, mold or mildew. You can also detect leaks using food colouring or dye tablets (dye tablets available at Aquatera for free).

Simply flush your toilet, remove the tank lid, and drop 10 drops of food colouring or one dye tablet into your tank. Let it sit for 30 minutes, without flushing. After 30 minutes, if you see coloured water in the bowl this indicates you have a leak. If the water is colourless, then you don't.

Showers and Bathtubs

Shower and bathtub leaks are very common in the bathroom and, while they sound minor, can cause extensive damage if the source isn't repaired quickly. These leaks can be caused by easily fixable issues such as re-caulking, or something more serious such as damaged pipes behind walls and tile.

Detection

You may notice visual signs of leaks quite easily such as standing water on the floor, lifting tiles or curling vinyl, peeling paint, water stains and mold or mildew.

If you don't notice these signs but want to be proactive, there are a few simple tests you can use. If you have a glass shower door, splash water around the frame. Wait a few minutes to see if water starts seeping out – this will indicate any gaps around the frame or rubber gasket. You should also inspect the caulking around your shower/bathtub.

Washing Machine

Laundry rooms have the second highest usage of water, coming in next to bathrooms, which makes them a common source of leaks in your home. Whether you have a front load washer or top load washer, leaks can occur at the front/top, back or bottom. This can be a result of the machine being off-balance, over-filled, using too much detergent, loose or blocked hoses, or damaged water pumps.

Detection

If your washing machine is leaking, you will know it! But you can prevent it from happening or address it as soon as it does happen. The most common source of leaks on washing machines are the hoses (internal and external) so be sure to check them to ensure the fittings are tightly secured and the hoses themselves aren't defective.

Water pumps drain water from the tub after the washing cycle. They will have an outlet or a drain hose, so look for signs of leaks from the hose connected to the pump. If the hose is in good condition then the leak could be originating from the pump, in which case it will need to be replaced.

Water Heaters

Water heaters most often leak when they have reached their life expectancy and the tank starts to disintegrate. A deteriorated tank leads to a slow leak or a sudden rupture.

Detection

To determine if your water heater has a leak, there are five common sources to inspect: water supply lines, water heater nipples, temperature and pressure relief valve, drain line, and tank. In most cases, these issues can be easily resolved by replacing the lines, valves, nipples, and caps but if the leak is originating from the tank, the water heater can't be fixed and will need to be replaced. Be proactive and conduct monthly maintenance.

Sewer/Sump Pump

Sewer/sump pumps are a homeowner's first line of defense against a basement flood. Unfortunately, they can fail, leading to leaks and costly damage to your home. The most common causes of leaks are cracked sump pumps, damaged hoses and clamps, and issues with the sump pit (size).

Detection

While some leaks will be obvious, not all leaks will be apparent, so it is important to conduct routine inspections, so you don't suffer from sewer/sump pump failure. Assess your sump pump for cracks, check your hoses and hose clamps for holes and damage, and examine your sump pit. If water continues to overflow from your sump pit then it is likely not big enough and, chances are, your home is experiencing more water underneath it.

Refrigerators and Dishwashers

Your fridge and dishwasher are two of the most important appliances in your home. After all, the kitchen is gathering centre in most people's homes. While you may spend most of your time near them, these leaks generally occur out of sight so you may not even be aware of them.

Detection

To detect refrigerator leaks, inspect the water supply line and tube to ensure they are not damaged, and are securely attached to their connections. Check the back of the fridge a few times a year for any signs of moisture, wall damage or leaks.

For dishwashers, you will want to examine the hose, seals and valves. Check under the dishwasher a few times a year (while it is running) for any signs of dampness or dripping water.

Humidifier

Unfortunately, leaks can be quite common in humidifiers, particularly if they have not been well maintained. Leaks typically occur due to blocked drainpipes, clogged evaporator pads, and defective solenoid valves.

Detection

Check your drainpipes to see if there is a blockage or a kink. Not only could there be an air lock, but if the line is twisted, it won't drain properly. Inspect your evaporator pads for the formation of hard water scales. This can prevent the pad from absorbing water, and it must go somewhere. Examine your solenoid valve to ensure it is not damaged and it is properly adjusted.

Faucets

Some faucet leaks are obvious and an easy fix, but that's not always the case. The most common locations for faucet leaks are the spout, the base of the faucet and underneath the sink.

Detection

Leaks from the spout are usually visible if they've been there for a while, but you may not notice them in the early stages. If you suspect a leak, place a cup or bowl underneath the spout and check after a few minutes to see if there is water in it.

Leaks around the base of the faucet are less obvious because water is constantly splashing around the base. To check for a leak here, start by cleaning up all the standing water so you have a dry surface. Turn on the handles and check for water seeping out around the base.

Leaks under the sink often go unnoticed yet are one of the most damaging. Detect a leak by removing everything from underneath the sink, then run some water to see if it is leaking. If it is, check the water supply connections and sink drain connections to see if they are loose.

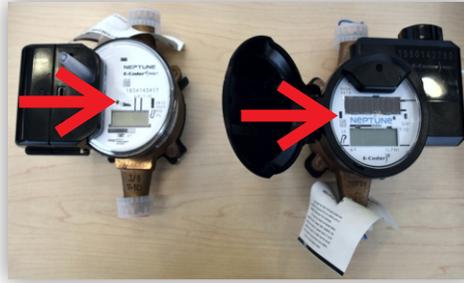
HOW TO CHECK METERS FOR WATER USAGE

OLD METERS



If orange triangle is spinning, water is flowing

NEW METERS



Use a flashlight to view water usage

PROTECT YOUR LINES

Causes

When water freezes, it expands. As it flows through or gets trapped in a pipe, it is capable of freezing if it reaches temperatures below 0 C. This can cause blockages, cracks, breaks or damage in your system. Common causes of frozen lines/pipes are:

- * Faulty insulation around pipes
- * Sudden drops in temperature
- * Lack of water flow in an exposed drain
- * Thermostat or heating malfunction in the home

Water and wastewater lines routed to unheated areas of the home are also at risk, even if your heating system is working properly. If a gutter that drains into a wastewater pipe is blocked, the dripping runoff can cause a potential freeze and blockage. It's important to know where these pipes are to avoid costly and inconvenient problems.

Signs

Dealing with early symptoms are often fixed with a simple solution, and can help prevent a major future problem. Common signs that you have frozen lines/pipes:

- * **Water is Present Where It Shouldn't Be:** Flooding, damp walls and ceilings, puddles, and sinkholes outside are signs of a problem.
- * **Noises and Odour:** Sounds like gurgling coming from the pipes or any foul smell coming from your drainage system is a sign of a problem. Contact a professional to assess the situation.
- * **Frost:** If frost is present on your pipes, they're frozen. This can be seen in pipes that are easily accessible, like under your sink or in a basement.
- * **No Water Comes Out:** If you turn on your faucet and no water comes out, you may have a frozen pipe. If just a small trickle is released, pipes leading to your wastewater line may be frozen or compromised.

Prevention

- * Know where the shut-off valve is in your home. In the event that pipes freeze or burst, you can shut off the water flow.
- * Make sure that your water heater is working properly.
- * Make sure that your pipes are properly insulated and/or have heat tape to keep the water lines from freezing, especially if they are exposed to outdoor areas. In extreme cold, run a dribble of water from your faucets. This will keep water moving, and prevent freezing.
- * Make sure to seal off any vents or areas that allow the flow of outdoor air. When it snows, clear the areas that collect snow, water or ice around drains.

FLUSHING AND HYDRANTS

Watermain flushing keeps water lines clear of corrosion, sediment and stagnant water, to provide the highest quality water to our customers. Flushing takes place in your area at least every three years. Each area takes one to three weeks to complete and during this time you can expect water to be discoloured. To clear the discolouration, simply run your tap until discolouration is removed.

Maintenance and testing of **red fire hydrants** on private property is the responsibility of the property owner. Home and business owners are also responsible for clearing snow and ice from hydrants on or near private property. Aquatera is highly qualified to repair and maintain all fire hydrants in our service area. Let's keep our community safe and hydrants clear. Visit www.aquatera.ca/services/municipal-services/hydrant-repair-and-maintenance.



Our **Drinking Water Safety Plan** ensures the safety of drinking water through the use of a proactive, comprehensive risk assessment, and risk management approach. This plan encompasses all aspects of our system including water source, treatment, storage, and distribution to ensure the delivery of clean, safe, reliable water. Our goal is to meet or exceed government standards, while educating our customers and communities on drinking water safety.

TIPS FOR GOOD WATER QUALITY



Select a reputable plumber and professionals when installing appliances, cisterns and water tanks. When hauling water, ensure that you select reputable potable water hauling vendors. Research and get references where possible.



Cold Water Taps:

Run cold water taps for at least three minutes, or until cold, when not used for six or more hours. This flushing time can be reduced if combined with other water use like flushing toilets, showering or running household appliances like



the dishwasher or washing machine.

Hot Water Taps:

After a period of prolonged absence, run hot water taps for at least 15 minutes (40-gallon tank) or 30 minutes (80-gallon tank). This will ensure that all water in the hot water tank has been flushed, allowing for fresh new water to be heated.



Do not use water from your hot taps for drinking, eating, cooking or baking. Only consume water from your cold taps, then heat it if needed.



If you are using a water filter system, ensure you follow the manufacturer's guidelines. Properly condition new filters before their first use, and replace used filter cartridges as required.



If you have a cistern, be sure to bolt down lids to avoid contamination of water supply.



Clean, inspect and maintain all plumbing, home treatment, and water-use appliances such as ice machines, dishwashers, showerheads, sinks, faucets, toilets, cisterns, and water tanks regularly.

CONTACT



www.aquatera.ca/services/water-and-wastewater-treatment/drinking-water-safety



treatment@aquatera.ca



780.532.3996

RESOURCES



For information on the quality of drinking water, contact Alberta Environment's information line at 780.427.2700 or 310.0000 for toll free access, or Grande Prairie's Environmental Public Health Office at 780.523.7517



Canadian Drinking Water Guidelines
www.canada.ca/en/health-canada/services/environmental-workplace-health/water-quality/drinking-water/canadian-drinking-water-guidelines.html



Aquatera's Water Treatment Facility Virtual Tour
<https://youtu.be/VQkaoSeXx8k>



Store your fats, oil and grease in an *empty can*. Let it harden and throw can in garbage.

Why should I not put fats, oils and grease down the drain?

It can plug your drain and lead to damage and cost expenses.

Is it ok to pour fats, oils and grease down the drain as long as I...

1. Use the garbage disposal?

No, garbage disposals only grinds things before they pass into your sewer pipes.

2. Run hot water with soap down the drain after?

No, hot water with soap only gives the illusion it dissolves the fats, oils and grease, but eventually it cools and will clog your drain.

3. Pour liquid oil at room temperature down the drain?

No, liquid cooking oils float on top of wastewater and will stick to the pipes and will eventually build up.



For more information visit
www.aquatera.ca

Spring Run Off

During the spring months, as the snow begins to melt, it's not uncommon for tap water to take on an earthy smell and taste. The organic odour is not a cause for alarm and water is completely safe to drink.

The water takes on an earthy taste due to warmer spring temperatures initiating the spring melt in the mountains, flushing a large amount of natural water into our watershed. This shows how close Aquatera's water is to natural glacier Rocky Mountain water. The earthy taste, which may also be accompanied by a more chlorinated smell, is an annual occurrence and one we expect. We assure you that this is only temporary, and you can continue to drink the water. To help with disinfection of the water, more chlorine is used to ensure the water is safe for consumption. Both the chlorine and organic levels remain well within Canadian Drinking Water Guidelines and provincially-regulated levels.

Tips to reduce the earthy or chlorinated smells in tap water:

- Run your tap a little longer before getting a glass or pitcher of water.
- Pour water from your tap into a water pitcher and let it sit on the counter or in the fridge.
- Try adding lemon, fruit or ginger in your water pitcher as a simple solution to eliminate any smells or taste.

4 P's

It might seem harmless to flush things down the toilet such as wet wipes, hair or grease. But these items can be very damaging to our wastewater systems. When they are flushed, these items don't break down, they get trapped and they clog our pipes, leading to costly and disruptive repairs. They are also harmful to our waterways and hurt our environment and aquatic life.

Remember, only the 4 P's can be flushed down the toilet: Pee, Poo, Paper (toilet) and Puke! To learn more about the 4 P's visit www.aquatera.ca/blog.



School & Youth Community Presentations

www.aquatera.ca/Community/school-presentations



Local Water Source

The water that Aquatera treats originates from the pristine Wapiti Lake in British Columbia. Your water travels 143 km to the Wapiti River, where we pump it to the treatment plant for processing.

WATER SAFETY

New water intakes are required due to changes in the river course for improved reliability and for increased capacity to accommodate regional growth. Whether you are near or on the water, please take care and watch out for potential obstructions. Check out the map below to see where our river intakes are located so you can stay safe.

PROTECTING OUR RIVER BANK

To protect this water infrastructure, three soil bioengineering techniques were implemented to prevent further erosion and stabilize the river banks. This technique has allowed us to create ideal conditions to promote re-vegetation and reduce ponding and run off into our river bank.



COMMUNITY CORNER

Aquatera takes great pride in Growing Healthy Communities. The Bottle Donation Program, Litter Pickup, and Sponsorship Programs are great ways to help our environment and support local initiatives.

BOTTLE DONATION PROGRAM



In partnership with Recycle Plus we accept bottles and cans specifically for the purpose of giving back to our community. Items can be donated at the Aquatera Eco Centre, the Aquatera Landfill, or at either of the Recycle Plus I and Recycle Plus II Bottle Depots. This program has provided over \$1M to local charities.

It's so easy, you don't even have to wait in line! You can just drop your items, knowing that your quick trip has made a wonderful impact on our community.

To learn more about this program, eligibility requirements and to apply, please visit www.aquatera.ca/community/bottledonationprogram.

LITTER PICKUP PROGRAM

It's important to us to keep our community clean and litter-free! The Litter Pickup Program is intended to do just that, while providing a sponsorship opportunity to local groups and organizations.

As soon as the snow melts and the conditions are safe, we sponsor local community groups in exchange for doing on-site litter pickup at our Landfill, along Highway 40, the Correction Line and Resources Road.

To learn more about this program, eligibility requirements and to apply, please visit www.aquatera.ca/community/litterpickupprogram.

SPONSORSHIP PROGRAM

At Aquatera, we are proud and active supporters of many community-based events and initiatives in the communities we serve!

If you have an event or initiative that you would like Aquatera to attend or sponsor, please visit www.aquatera.ca/community/events.

WORK WITH US

Aquatera Utilities Inc. is honoured to be named among Alberta's Top Employers which recognizes employers who lead their industries in offering progressive workplaces and forward-thinking programs for their employees. For career opportunities, please visit www.aquatera.ca/who-we-are/careers



One stop for everything you need to know

www.aquatera.ca

WIN OR GIVE!

Take the Aquatera Customer Satisfaction Survey and you could Win your water, or Give water to a local, non-profit organization (with an Aquatera account), or anonymously to another Aquatera customer! If you choose to Give your water to a local, non-profit organization that doesn't have an Aquatera account, a donation will be made in the winner's name. Its YOUR choice!

To be eligible, you just need to:

- Be an active Aquatera customer
- Fill out the Win or Give survey
- Submit your survey by the last day of the quarter (March, June, September, December).

We will be randomly selecting four winners a year! Visit www.aquatera.ca/transparency-growth/customer-engagement/win-and-give.

WHAT'S ON TAP

Want to stay in the loop of everything going on at Aquatera? Subscribe to our quarterly newsletter for the latest news, updates, contests and special offers! Visit www.aquatera.ca and subscribe!

LIVE CHAT

Aquatera is here to help! Visit www.aquatera.ca to chat with us online, Monday to Friday from 8:30 a.m. to 4:30 p.m.



Check out the Drop

BLOG

www.aquatera.ca/multimedia-and-stories/the-drop-blog

Learn more about Aquatera and the team that brings you water, wastewater and solid waste services. Be sure to check out Aquatera's social media for up-to-date information, contests and give-a-ways. Check us out at:

Like us on Facebook



PAYMENT INFORMATION

Are you looking to open a new account, close your existing account, or transfer your services to a new address?

Just answer a few simple questions on our online form and we'll take care of the rest! Visit www.aquatera.ca/your-bill/open-close-transfer-account.

Billing

We have a variety of payment options at Aquatera including in-person, by mail, online, pre-authorized payments and through your financial institution.

In-person

You can pay your Aquatera utility bill at our Head Office, located at 11101 104 Avenue. Our office is open Monday to Friday, from 8:30 a.m. to 4:30 p.m.

By Mail

To ensure your payment is processed correctly, you must include the top portion of your bill with your payment or reference your Aquatera account number. If your payment is made on or close to your due date, we do ask that you contact us at myaccount@aquatera.ca or 780.538.0340 to avoid collection fees or a disruption in your water service. Our mailing address is:

Aquatera Utilities Inc.
11101 104 Avenue
Grande Prairie, Alberta T8V 8H6

Online

Aquatera also offers an online payment option. To register for an online profile, please visit www.iwebms.net/aquatera.

You can create an account using the last seven digits of your account number (found on your utility bill) and your postal code (no spaces).

An online account allows you to see your account details and balance, make one-time payments and set up automatic withdrawals from your credit or debit account.

Pre-Authorized Payments

Aquatera offers the convenient and environmentally responsible option of pre-authorized payments. Once enrolled in the pre-authorized payment plan, the amount due on your Aquatera utility bill will be withdrawn from your account on your due date. To register for pre-authorized payments, visit www.aquatera.ca/your-bill/pay-your-bill/preauthorized-payments.

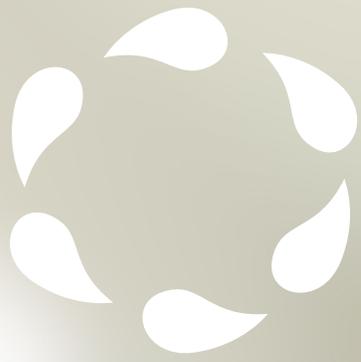
Financial Institution

You can pay your Aquatera utility bill at most financial institutions in Canada. Payments through telephone and internet banking are usually received within 48 hours.

To set up your account with your financial institution please use one of the following Bank Payee Names: Aquatera Utilities Inc. – Water or Aquatera Utilities Inc. – Utility Bill.

You can also pay in-person at your financial institution but please note that these payments can take up to 10 days to process. If your payment is made on or close to your due date, we do ask that you contact us to avoid collection fees or a disruption in your water service.

For more details on all your payment options, please visit www.aquatera.ca/your-bill/payment-information.



AQUATERA[®]

WATER EARTH INNOVATION

www.aquatera.ca