

City of Kelowna

Regular Council Meeting

AGENDA



Monday, October 7, 2019

9:00 am

Knox Mountain Meeting Room (#4A)

City Hall, 1435 Water Street

Pages

1. Call to Order

2. Confirmation of Minutes

3 - 4

Regular AM Meeting - September 30, 2019

3. Reports

3.1 Principles and Priorities for Water Supply in Kelowna

60 m

5 - 30

To seek direction from Council on the development of a Policy regarding water supply for customers of the Kelowna Water Utility.

3.2 Annual Civic & Community Award Program Updates

30 m

31 - 46

To obtain Council's support for changes to the Civic & Community Award categories and for the development of a Council Policy to govern the awards program.

4. Resolution Closing the Meeting to the Public

THAT this meeting be closed to the public pursuant to Section 90(1) (e) and (k) of the Community Charter for Council to deal with matters relating to the following:

- Acquisition, Disposition or Expropriation of Land or Improvements
- Third Party Business Information

5. Adjourn to Closed Session

6. Reconvene to Open Session

7.	Issues Arising from Correspondence & Community Concerns	30 m
7.1	Councillor Singh, re: Draft Resolution, Opposition to Province of Quebec Bill 21	5 m
8.	Termination	



City of Kelowna Regular Council Meeting Minutes

Date: Monday, September 30, 2019
Location: Knox Mountain Meeting Room (#4A
City Hall, 1435 Water Street

Members Present Mayor Colin Basran, Councillors Maxine DeHart, Ryan Donn, Gail Given, Charlie Hodge*, Mohini Singh, Luke Stack and Loyal Wooldridge

Members Absent Councillor Brad Sieben

Staff Present Acting City Manager, Genelle Davidson; City Clerk, Stephen Fleming

(* Denotes partial attendance)

1. Call to Order

Mayor Basran called the meeting to order at 11:01 a.m.

2. Confirmation of Minutes

Moved By Councillor Hodge/Seconded By Councillor Wooldridge

R992/19/09/30 THAT the Minutes of the Regular AM Meeting of September 16, 2019 be confirmed as circulated

Carried

3. Reports

3.1 School District 23 Meeting

Mayor Basran

- Referenced correspondence received from School District No. 23 Board Chair Moyra Baxter.

Moved By Councillor Hodge/Seconded By Councillor Singh

R993/19/09/30 THAT Council direct staff to schedule a meeting with the Board of Education for a Tuesday afternoon.

Carried

4. Resolution Closing the Meeting to the Public

Moved By Councillor Stack/Seconded By Councillor Wooldridge

R994/19/09/30 THAT this meeting be closed to the public pursuant to Section 90(1) (k) of the Community Charter for Council to deal with matters relating to the following:

- Provision of Municipal Service
- Third Party Business Information

Carried

5. Adjourn to Closed Session

The meeting adjourned to a closed session at 11:05 a.m.

6. Reconvene to Open Session

The meeting reconvened to an open session at 11:24 a.m.

7. Issues Arising from Correspondence & Community Concerns

7.1 Councillor Hodge, re: UBCM

Councillor Hodge

- Made comments on homeless conditions witnessed while in Vancouver.

7.2 Councillor Singh, re: Shopping Carts

Councillor Singh:

- Made comments on whether the City should look at a Bylaw similar to Ottawa.
- Raised concerns with drug use around the safe injection site and questioned whether the site is operating as intended.
- Noted that homelessness is a province-wide reality.

7.3 Councillor Stack, re: Leon Avenue

Councillor Stack:

- Made reference to the media article on the increase in the number of homeless on Leon Avenue.
- Made comments that the focus needs to be on supportive and affordable housing.

7.4 Councillor DeHart, re: Homelessness Issues

Councillor DeHart:

- Made reference to the homeless issues experienced while on a recent trip to Kamloops.

7.5 Councillor Wooldridge, re: UBCM

Councillor Wooldridge:

- Noted that the amount of "compassion fatigue" that was evident at UBCM

Reconvened to Closed Session at 11:42 a.m.

Reconvened to Open Session at 11:43 a.m. with Councillor Hodge absent.

8. Termination

The meeting was declared terminated at 11:43 a.m.

Mayor Basran



City Clerk

/scf/acm

Report to Council



Date: October 7, 2019

To: Council

From: City Manager

Subject: Development of Water Supply Policy for Kelowna Water Utility

Department: Utility Services

Recommendation:

THAT Council direct staff to proceed with developing a policy regarding water supply for customers of the Kelowna Water Utility consistent with the recommendations outlined in this report,

AND THAT staff be directed to bring forward a draft Policy on Water Supply for customers of the Kelowna water utility at a future regular PM Meeting of Council.

Purpose:

To seek direction from Council on the development of a Policy regarding water supply for customers of the Kelowna Water Utility.

Background:

In June 2018, the South East Kelowna Irrigation District (SEKID) was dissolved by the Province and all assets and liabilities were transferred to the City of Kelowna, including its ownership, operation and maintenance. The City is currently expanding its domestic water system ("potable supply") into southeast Kelowna providing all customers in that area with water that meets Canadian Drinking Water Guidelines. Once complete, the SEKID water system will continue to operate as a "non-potable" supply for the purpose of irrigation, stock watering and fire protection.

Concurrently, the City and Province are preparing for the dissolution of the South Okanagan Mission Irrigation District (SOMID) effective January 1, 2020. This will result in 8 new agricultural services in the south mission area of the City that will irrigate off the potable supply as there is no dedicated irrigation supply serving the area.

Billing and administrative processes for the City, SEKID and SOMID are all different, highlighting the need to have all City water customers operating under the same terms and conditions of service. This is complicated, as not all customers have access to the same water supply options or levels of service.

Staff conducted public engagement in 2017/2018 that included face to face meetings, an online survey and stakeholder workshops. The results of the engagement were reported to Council on May 14, 2018 and are included for reference as Attachment 1.

Staff are also initiating a new City Water Shortage Plan, which will clearly define decision making protocols for response during drought, system failure or where source water is not available. This plan was identified and recommended as part of the Auditor General Report on the Utility Water System issued in 2018. The new plan must provide decision protocols consistent for both the irrigation and domestic supply, which are operated independently.

Discussion:

For the first time, the City will be operating two water systems with differing water quality and for different purposes. The City needs to be clear on the administration, operation and management of each system. The potable water supply expansion project will have the capacity to provide adequate water for indoor use (potable purposes) as well as irrigation water for some properties in southeast Kelowna and properties formerly served by SOMID. The City's potable water supply plan is similar to SEKID's earlier domestic water twinning plan which chooses to provide domestic water to all properties and irrigation water only to larger properties. It is not cost effective to provide a twinned system to all properties in southeast Kelowna.

In order to develop an updated Water Regulation Bylaw and draft water rates and rate structure for the new water paradigm as well as update our Water Shortage Management Plan staff are requesting Council direction in the form of a Water Supply Policy for Kelowna water utility customers.

Guiding Principles:

The proposed Policy would set priorities, direction and limitations of water supply to City water utility customers to ensure fairness and responsible management of the resource. The policy would be applied by staff when:

- Creating or amending bylaws relating to water supply and water rates;
- Creating or updating the City's Water Shortage Management Plan and when responding to drought or water supply shortage;
- Planning for water supply, expansion of service and determining the appropriate water supply for serviced properties.

It is recommended that the proposed policy include policy statements that conform to the following:

1. The City has two water supply systems (one potable, one non-potable) and will ensure an adequate supply of clean, safe potable water is provided to all utility customers to maintain public health and safety. The City will provide adequate water for other uses (e.g, firefighting, industrial, commercial, irrigation) when available. In rural areas, the City will determine which water supply system will be used to ensure adequate fire protection.
2. Water for irrigation may be sourced from either potable or non-potable supply. The City will determine the extent of the non-potable water system as well as the properties served by the system based on best overall value to the utility and consistent with the priorities outlined in

the Policy. Not all properties can be served by the non-potable system from a cost effectiveness as well as a water capacity perspective. There will need to be trade-offs and these may affect the cost of water supply to certain properties. Depending on how water rates are set between potable and non-potable water, this could mean that some properties do not have access to less expensive, non-potable water. The non-potable system has supply limits and the decision as to which properties have access to it must remain with the City and should be based on ensuring overall best value to the utility and all its ratepayers and be consistent with Council policy. We note that the potable water supply does not have the pumping and reservoir capacity to supply large irrigation systems, so expansion opportunities are limited

3. The non-potable water system will be maintained and operated to meet the Canadian Irrigation Water Quality Guidelines during the irrigation season. This helps ensure the safety of food that comes in contact with irrigation water. This will require that a chlorine residual be maintained for at least some of the year to reduce bacteria in the irrigation water. Water quality is not expected to exceed those Guidelines. The City will review this requirement at a later date.
4. The City supports Agriculture within our utility service area and that pricing of water for agricultural purposes will reflect our community's support and will be set within a competitive range of agricultural water rates in the Okanagan valley. The agricultural community will be consulted to determine risk levels and renewal need, however cost recovery will not be a priority at this time. Properties eligible for agricultural water rates will be classified as Farm under the Assessment Act. This is a change from former SEKID pricing structure but is relatively consistent with the public engagement, neighboring municipalities and the City's commitments to supporting farming as per the Agriculture Plan.
5. To encourage the use of the lower cost, non-potable water to the extent that it is available, pricing for non-potable water for irrigation purposes will be lower than the pricing for potable water for the same customer class. Where possible, the utility needs to encourage the use of non-potable water for irrigation to ensure overall best value (lowest operating cost) for utility customers. Pricing will need to be a motivator to encourage properties to use the non-potable system for irrigation where available.
6. City of Kelowna Bylaws and Policies will reflect the following priorities (ranked from highest to lowest) for water supply (potable and non-potable):
 - i. Safe water for human health and sanitation (e.g. drinking, bathing, cooking, etc.);
 - ii. Fire suppression and emergency response;
 - iii. Irrigation for safety. This could include certain wildfire interface areas where practical;
 - iv. Commercial and agricultural use. The use of water to support local business and the Kelowna economy;
 - v. Irrigation for aesthetics. Includes lawns and gardens and recreational water use

This is to help support the implementation of statements 1 to 5 as well as help in the longer-term development of an updated Water Shortage Management Plan. The Water Shortage Management Plan may prioritize certain water uses and begin to reduce water consumption by use to reduce the overall economic impact of water reductions. It also gives guidance to staff in determining priorities for access to the non-potable system.

Conclusion:

The adoption of a Water Supply Policy will provide guidance to staff in drafting amendments to the Water Regulation Bylaw as well as drought management planning in a timely manner that reflects Council's goals and objectives.

Internal Circulation:

Division Director, Infrastructure
Utility Planning Manager
Water Operations Manager
Utility Billing Supervisor
Communications Consultant

Considerations applicable to this report:

Considerations not applicable to this report:

Existing Policy:

Legal/Statutory Authority:

Legal/Statutory Procedural Requirements:

Financial/Budgetary Considerations:

External Agency/Public Comments:

Communications Comments:

Submitted by:

K Van Vliet, Utility Services Manager

Approved for inclusion:



J. Creron, Deputy City Manager

CC:

A. Schumacher, Revenue Supervisor



City of
Kelowna

Agriculture Water Rate Design Engagement Report

May 2018



Introduction

The pending transition of Southeast Kelowna (SEKID) and South Okanagan Mission Irrigation District (SOMID) customers into the City's water system and the separation of the irrigation and domestic water supplies has resulted in the need to review the City's agriculture rate and rate design to ensure fair rates that encourage conservation and support for farming operations.

While SEKID will continue to set the irrigation rates for customers in 2018 and 2019, customers require assurance and advance notice of any changes to the rate design that may affect them. The City committed to consulting with the agricultural community and reporting back to Council on what might be a more appropriate rate design.

Process

The communication and engagement process sought input on water pricing values, priorities, concerns and impacts from stakeholders and the public. This information is necessary in order to outline options for an agriculture rate structure and provide Council with recommendations on a preferred option moving forward after 2019.

Guided by an engagement plan reflecting the City's Public Engagement Guiding Principles and Engage Policy, staff facilitated meaningful dialogue with stakeholders across the community (see Appendix A for complete stakeholder list.) Engagement with water customers was not restricted to just SEKID customers, as any current or potential future City agriculture customers will also be affected by any rate design adopted. The broader Kelowna community also had an opportunity to provide input through an online survey.

The engagement process was divided into three phases. It began in mid-September 2017 and wrapped up in mid-March, 2018.

The results detailed in the following pages were gathered through the online survey, face-to-face meetings, and a stakeholder workshop. At the workshop and meetings, attendees participated in in-depth discussions and options were ranked by voting through a show of hands.

The survey was open to all Kelowna residents from Nov. 16 to Dec. 10, 2017 (see Appendix B for a breakdown of who we heard from in the survey.) Opportunities were promoted through the City's news bulletins, gov delivery subscription service, website, social media channels and the City's Get Involved website. In addition, critical stakeholder groups were sent e-mail invitations to forward to their members and the South East Kelowna Irrigation District (SEKID) forwarded an e-mail invitation to its ratepayers.

Results from surveys such as this are a collection of opinions and perceptions from interested or potentially affected residents and are not a statistically significant random sample of all Kelowna residents. Due to its opt-in and open methods, results are qualitative in nature

Engagement Goals

- Inform customers and stakeholders with balanced and objective information to help them understand the purpose and principles of water rate design
- Engage customers and stakeholders in the rate design process
- Create broader understanding of the roles of the water utility and its customers in water resource stewardship
- Create understanding of the value and importance of efficient water use and water conservation

*"Keep in mind the farming community is what Kelowna's roots are and it continues to feed many people today."
– Survey respondent*

Engagement results

During the engagement, participants were asked to address four topics:

1. Future water challenges and priorities
2. Rate design tools
3. Conservation objectives
4. Preferred billing options

Topic 1: Future water challenges and priorities

There are some significant differences between the concerns and priorities expressed by agricultural stakeholders and those expressed by non-agricultural water users (residential, commercial, industrial, etc.)

Agricultural stakeholders were primarily concerned about the future cost of water and the consistency of supply. These concerns were expressed by stakeholders at both the in-person events and through the online survey.

*"If you use more you pay more.
That would help promote proper
irrigation practices."
– Survey respondent*

For stakeholders, the way in which future decisions will be made regarding water rates for agricultural users was a top concern, because it was felt that there was a lack of clarity around how the utility

would be governed. Many stakeholders also expressed a desire for agricultural users to have voting rights at the utility board level.

In terms of cost, the primary concern was on predictability. Farmers need to be able to plan their irrigation and crop practices around a predictable quantity of water as well as a predictable cost of water. There was concern that the costs of water will no longer be a known factor when developing their business plans for the upcoming growing seasons.

Those agricultural users that are currently allocated water in acre/feet for year for a set price (e.g. SEKID ratepayers) seem satisfied with this arrangement and would prefer to see this type of cost structure continue.

In contrast, non-agricultural water users were much less concerned with ensuring low water rates for agricultural customers. Non-agricultural users were much more likely to say that customers who use more water should pay more and that water rates should be in line with the cost of providing water. Non-agricultural water users also placed a higher priority on water conservation than agricultural water users and stakeholders.

Activities

Phase 1: Inform

- Face-to-face Meetings (including SEKID Board, Agricultural Advisory Committee (AAC))
- Website Update
- Mail-out to stakeholders (including SEKID customers, current City customers, SOMID Customers)

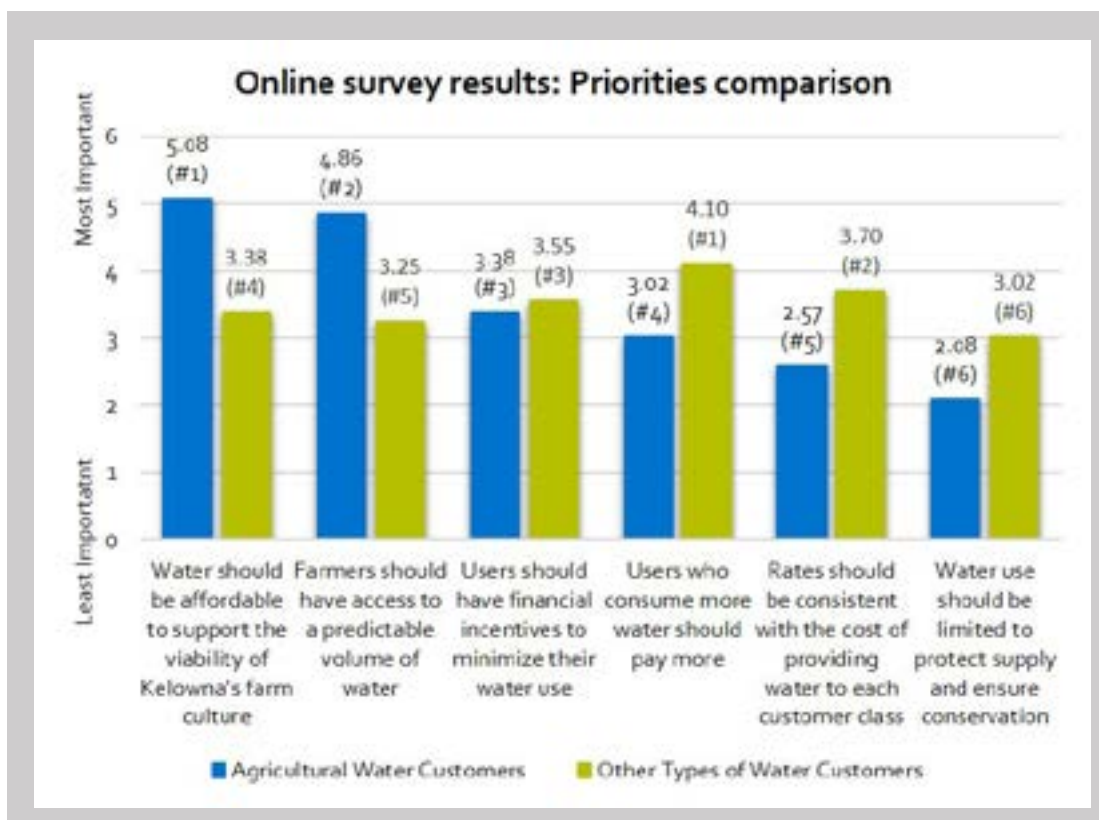
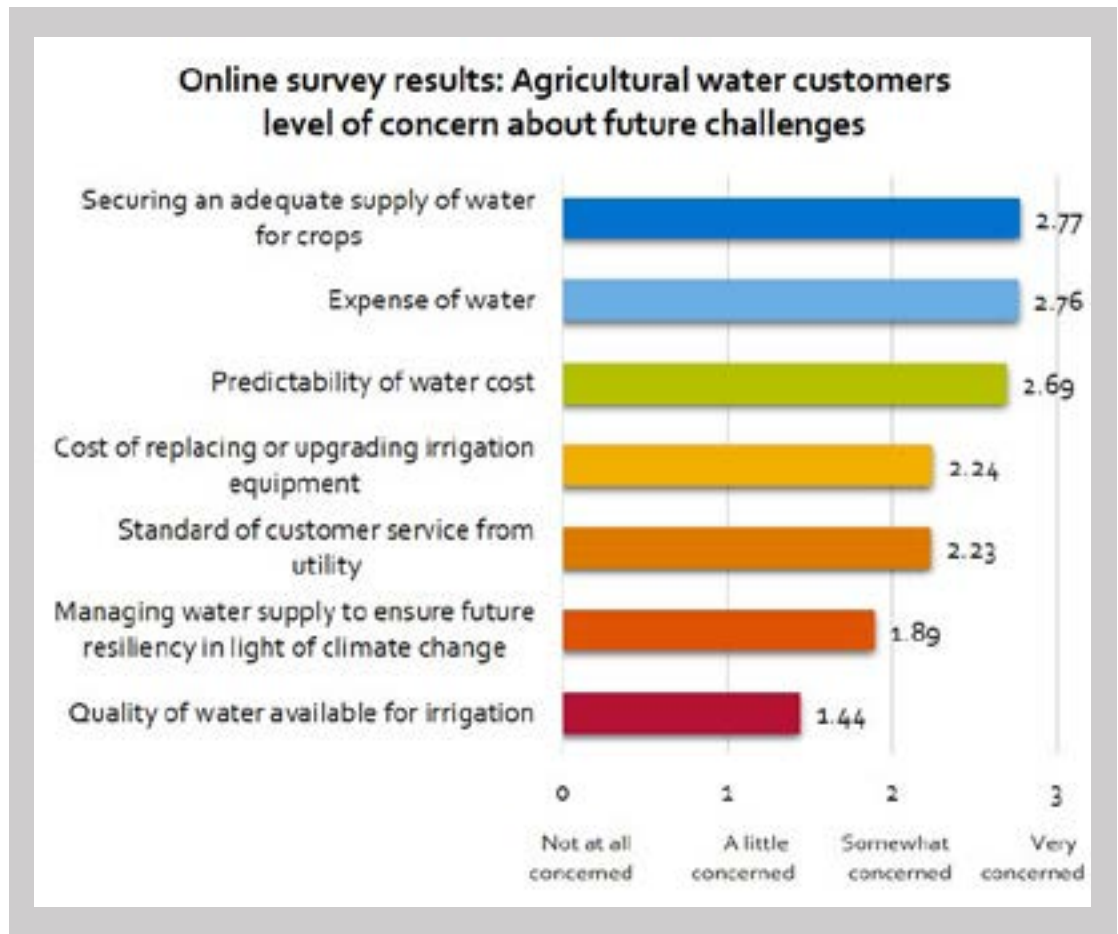
Phase 2: Collect input

- Face-to-face Meetings (including SEKID Board, AAC)
- Online survey open to all Kelowna residents from Nov. 16 to Dec. 10, 2017
- Stakeholder workshop by invitation
- Public Open House

Phase 3: Review and Report

- Report out of engagement results
- Review 2018 engagement outcomes
- Recommendation and rationale for preferred rate design option
- Council to adopt rate design and set rates for 2020

"Agricultural water users actively growing agricultural crops need to have an affordable, reliable and sustainable source of irrigation water"
– Survey respondent



"Agriculture rates should be in line with other commercial industrial users. They are in business. That's a cost of doing business"
– Survey respondent

Topic 2: Rate design tools

Agricultural stakeholders and water users were asked to indicate what tools for rate design they would like to see the City use to sustainably manage the supply of water for agricultural customers. An overview of fixed rates vs. variable rates was provided and it was explained that a blending of the two types of rate designs could be created. Most participants (including the SEKID board, industry groups, online survey respondents, and attendees at stakeholder workshops) indicated they would prefer to see a blended rate, or a balanced mix of variable use and fixed volume rates.



It was strongly felt that if agricultural users were to be charged reduced rates, those rates should only apply to bona fide farm operators. For example, the majority of participants in the survey indicated that if a property does not have Farm Status that it should not receive subsidized water rates. Those at the workshops pointed to the need for legitimate agricultural activities to be conducted in order to receive an agricultural rate. It was also noted that SEKID's system currently offers allocations to all agricultural land holders, regardless of whether agriculture is occurring or not. There was little support for lower water rates for recreational or park properties.

"The South East Kelowna Irrigation District current methodology of an allotment plus tiers if you go beyond that allotment is the best for agricultural customers. It encourages farms to keep a close eye on their meters and, if they manage their watering correctly, should be able to stay within the allotment. This method should be adopted."
– Survey respondent

In terms of specific rate tools, stakeholders felt that an increasing block rate system would be appropriate, but that the level at which the increase starts as well as the actual price increase, would impact their level of support for this tool. Many believe that the SEKID water allocation system (one price for a set amount of acre-feet of water) should be maintained, and if that quantity is exceeded then the block rate increase should begin at that point. Others questioned the need to conserve water that was being held in the reservoir specifically for agricultural purposes.

Several participants mentioned that although it may be a cumbersome calculation, it could be worthwhile to allocate a different base amount of water based on the type of crops being irrigated, as some crops require more watering than others. This may help to increase the level of water equity amongst farm operators.

Compliance tools such as penalties, fees, tickets, or fines for exceeding water allocation were all supported, however it was underscored that a robust enforcement program would be required in order to ensure that compliance is met.

Very little support was provided for tools such as shutting off water, relating the price of water to the size of the servicing, or using the block pricing tool right from the start of the year.

Other ideas that were raised included:

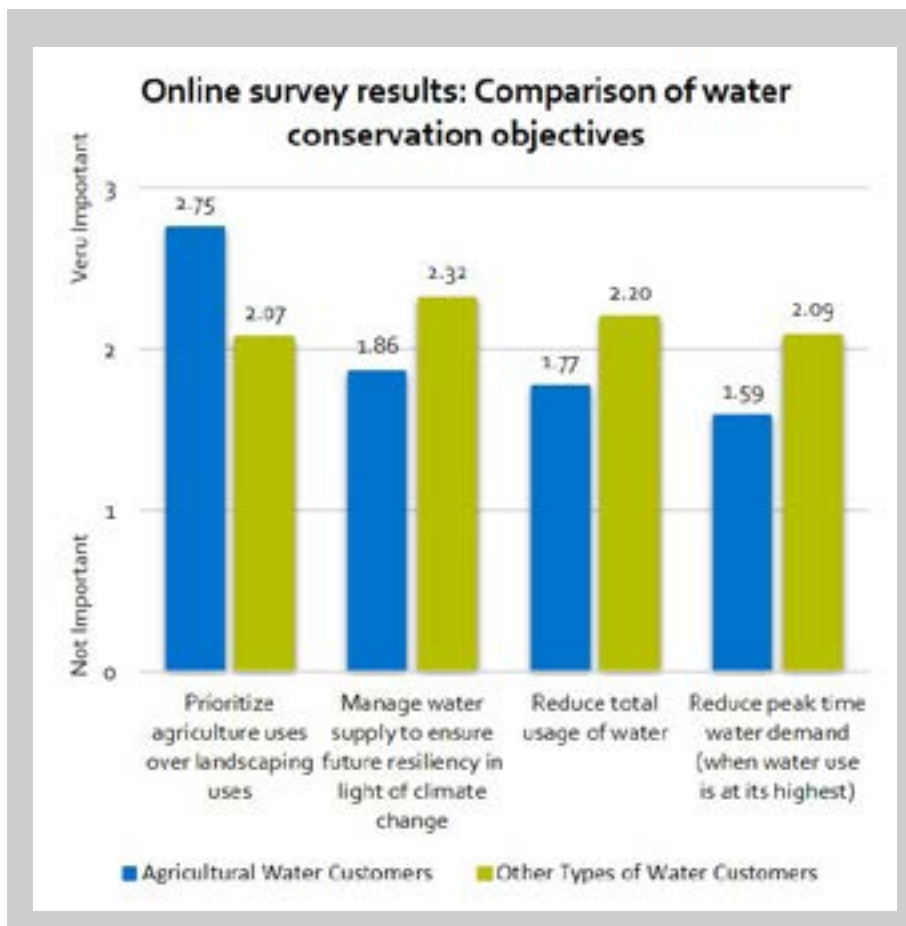
- Continue to use a community-based information approach, whereby when water scarcity is a concern that farmers are simply asked to reduce their use. In previous times of shortage this word-of-mouth and neighbourly policing has worked well
- Explore the possibility of using flow restrictions as a tool under a metered rate
- Consider providing water users with a choice of the type of rate design that they would like to sign up for. This approach could allow personal or farm needs to be built into the rate design
- Ask farmers to pay a premium for predictability
- Set up a water exchange so that unused allocations could be sold to users who go over their allocation
- Possibly leave the current SEKID rate system in place for a few years after the water system integration and see if it continues to work, then to make any tweaks a few years down the road

"Farmers need to know that if there is a dry, hot summer when they need a lot of water, that it will be available. If this is uncertain, then they won't make long term investments. Rationing water to agricultural producers therefore needs to be a last resort."
– Survey respondent

Topic 3: Conservation objectives

Prioritizing agriculture water over other outdoor water use such as landscaping was chosen as a high priority objective by all agricultural stakeholders. Not surprisingly however, it was listed as a low priority by those who were not farmers.

Farm operators generally did not feel that they needed to be encouraged to reduce their use of water on the farm. Many noted that the crops need what the crops need, and distinguished between "conservation" and "wastage." The agricultural community did not feel that much water was being wasted on farms.



Concern was raised that as the water system moves from a small community-based system to a larger municipal system that the value and philosophy of conservation may be lost among users. It was noted that neighbours are currently pretty adept at monitoring each other's use and that this community-value based method is a good conservation tool.

Incentives for water conservation was of interest to many agricultural stakeholders. However, many expressed that they would like more information regarding what types of incentives before committing their support. It was felt that timely information being made available online would be a useful tool in meeting conservation objectives.

It was also noted that because domestic users will now get their water from another source, there will be an up to 20 per cent increase in water supply for irrigation uses.

There was low or no support among agricultural stakeholders for any of the following conservation objectives:

- Reduce total water usage
- Climate change resiliency
- Reduce peak water demand times

In terms of climate change resiliency, while the agricultural sector acknowledges that changes to the climate are occurring, there was a strong sense that the need and ability to meet climate change through water conservation is difficult to assess. Additionally, the design of the system is such that there is a fixed amount of water in the reservoir, therefore the feeling among many farmers is that the water that is allocated may as well get used. The SEKID system is currently managed such that at the end of the year after all the water is allocated there is still at least 10 per cent of the volume remaining in the reservoir. Furthermore, there are many landowners who do not use their full allocation. These factors

combine to create a sense that the water system is not vulnerable to climate change variability.

"Orchardists in Kelowna have built their business around current agriculture water costs. It would not be good to jeopardize these operations by significantly changing those costs."
– Survey respondent

"Agricultural users should be held to the same standards as everyone else: pay rates that reflect the cost of the water they use; eliminate practices which are wasteful; and employ methods which require less water in general."
– Survey respondent

Several stakeholders noted that the rationale for conserving water would need to be clear. If there is no specific or strong reason for conserving water at a particular point in time, then farmers won't necessarily feel that they need to conserve. Support for the prioritization of conservation objectives also depends on how the conserved water will be used. Will it be re-allocated? Will it be left in the reservoir/lake/stream for ecosystem purposes? Knowing the answers to those questions would help stakeholders determine how to rank the conservation objectives.

Other comments and ideas from stakeholders regarding conservation included:

- The Ministry of Agriculture's Agriculture Water Demand Model has provided estimates of what each crop requires for water in Kelowna
- Would like to know what type of warning system will be in place to communicate water shortages to agricultural users. What will happen before the water supply runs out? Will there be ample warning before water is shut off?
- Variable rate system design can help to promote conservation if flow rate and allotment are intertwined

In contrast to farmers and other agricultural stakeholders, non-farming water users who responded to the online survey placed a much higher priority on conserving water and ensuring resiliency in light of climate change.

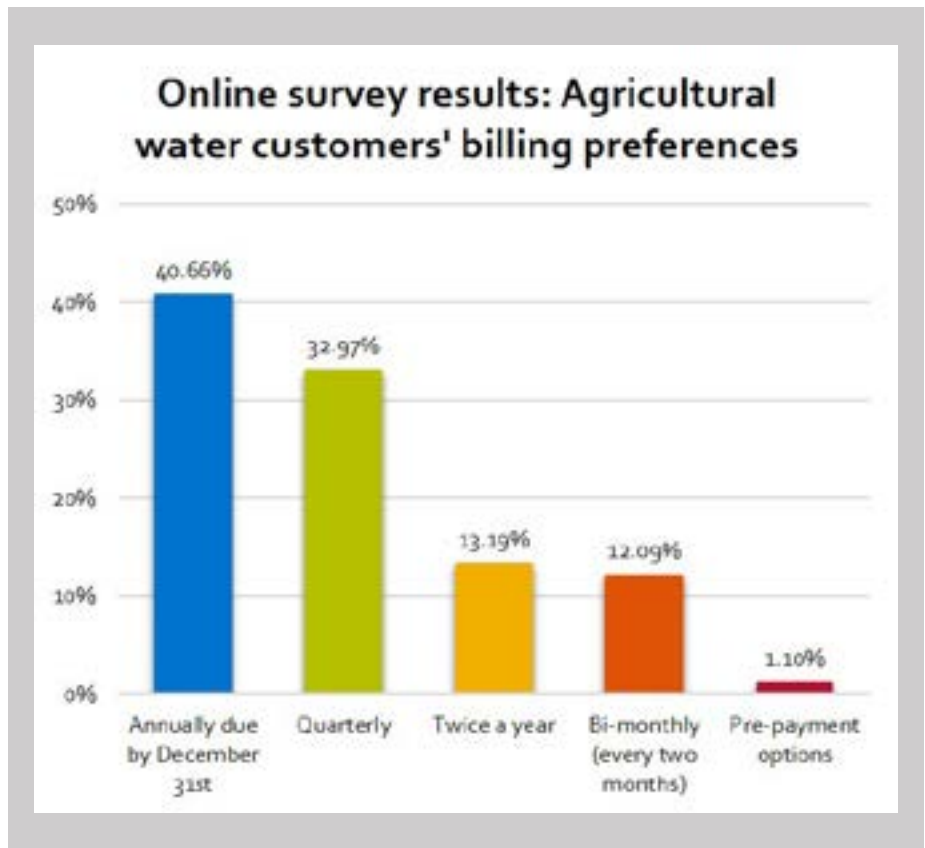


Topic 4: Preferred billing options

Agricultural stakeholders were asked to describe their preferred billing options (e.g. how many bills per year, timing of bills, online access to usage history, etc.). SEKID users currently receive annual water bills, while City of Kelowna customers receive bills every two months.

Stakeholders responded that annual bills are generally preferred over bi-monthly, and that it was important to consider that most users don't use much water during the off-season.

Information availability would be supported on a more frequent basis. In fact, agricultural users would be interested in obtaining usage data more frequently than every two months if possible (monthly or even weekly during the growing season). An online system where each user can log into a personalized account would provide access to more frequent information. While most agricultural users have the capability to access this information online, it was noted that mail-out bills and usage history would be useful as a back-up form of communication.



"Hopefully rates will not be raised for the agriculture consumers. Expenses for growers are high enough now so I feel that we should be concerned whether we are going to support the farmers in the Kelowna area or cause more reason for them to lose their enthusiasm to keep up their vocation."

– Survey respondent

Appendix A: Agricultural Stakeholders

Direct interest:

- SEKID Board of Directors
- Agricultural Advisory Committee (AAC)
- SEKID Agricultural Customers
- Current City Agricultural Customers
- SOMID Agricultural Customers
- City Council

Indirect interest:

- Industry Groups
- Other Water Improvement Districts/Communities
- Summerland Research and Development Centre Regional District of Central Okanagan
- First Nations

During the stakeholder workshop the following organizations were represented:

- City of Kelowna Agricultural Advisory Committee (3 members attended)
- Okanagan Basin Water Board
- BC Fruit Growers Association
- South East Kelowna Irrigation District (Board members, Executive Director and customers)
- Summerland Research and Development Centre
- Regional District of North Okanagan Water Sustainability Coordinator
- UBC Okanagan
- Summerhill Winery
- Wise Acre Farm Distillery
- Stirling Orchards
- Goraya Family Farms (cherries)
- Dendy Orchards (cherries)
- Day's Century Orchards (pears)

Appendix B: Online Survey - Who we heard from

Breakdown by water purveyor:

- 223 SEKID customers (52.22 per cent)
- 109 City of Kelowna water utility customers (25.53 per cent)
- 33 Glenmore-Ellison Improvement District (GEID) customers (7.73 per cent)
- 30 Black Mountain Irrigation District (BMID) customers
- 11 South Okanagan Mission Irrigation District (SOMID) customers
- 10 Rutland Waterworks District (RWD) (2.34 per cent)
- 11 respondents indicated they get their water from other sources

A majority respondent (266 or 62.30 per cent) indicated they are a residential, commercial, industrial or other type of water customer:

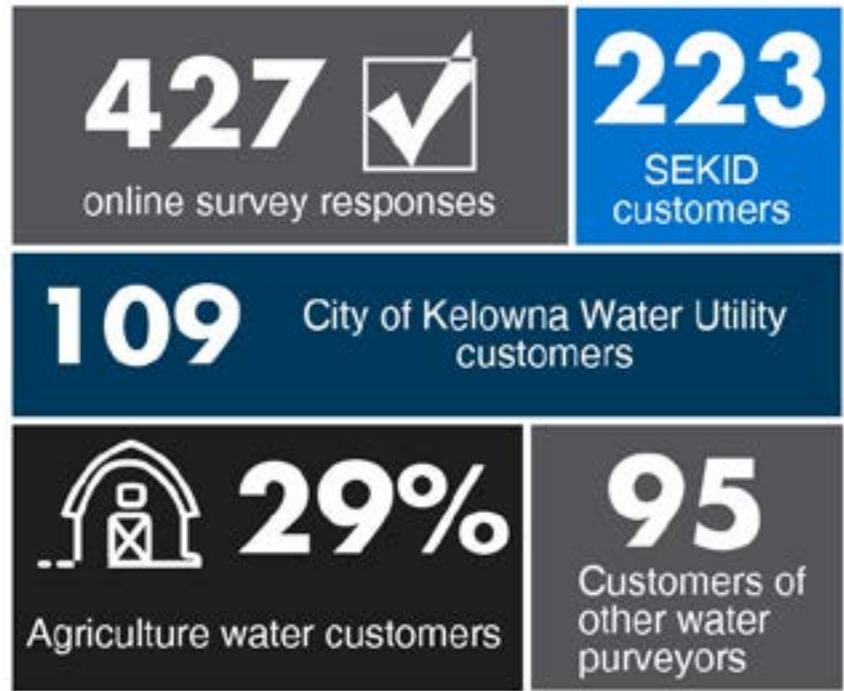
- 126 SEKID customers
- 82 City of Kelowna water utility customers
- 23 BMID customers
- 19 GEID customers
- 9 RWD customers
- 5 SOMID customers
- 2 respondents indicated they get their water from other sources

A total of 123 respondents (28.81 per cent) indicated they are agricultural water customers:

- 94 SEKID customers
- 8 GEID customers
- 6 SOMID customers
- 6 BMID customers
- 2 City of Kelowna water utility customers
- 0 RWD customers
- 7 respondents indicated they get their water from other sources

A total of 38 respondents (8.90 per cent) indicated that they do not pay for water directly. Instead they pay for it through rent, strata fees, etc.:

- 25 City of Kelowna water utility customers
- 6 GEID customers
- 3 SEKID customers
- 1 BMID customer
- 1 RWD customer
- 0 SOMID customers
- 2 respondents indicated they get their water from other sources





Water Supply Policy for Water UtilityAgriculture

October 7, 2019

Outline

- ▶ Rationale for Water Supply Policy
- ▶ Policy Principles
- ▶ Policy Statement Development



Rationale

- ▶ Significant changes to bylaw
 - ▶ 2 water systems; Potable, Non-potable
 - ▶ Inequitable access
 - ▶ Water rates

Principles

- ▶ Set priorities, directions, limitations
 - ▶ To ensure fairness and responsible management of the resource across all customer classes and support other city policies and initiatives
- ▶ Help direct bylaw development
- ▶ Long term servicing and planning
- ▶ Water Shortage Response Plan

Policy Statement - 1

City has two systems and will ensure an adequate supply of clean, safe potable water to all utility customers to maintain health and safety. The City will provide adequate water for other uses (e.g. firefighting, commercial, industrial) when available.

Policy Statement - 2

Water for irrigation may be sourced from either potable or non-potable supply.

The City will determine the extent of the non-potable water system as well as the properties served by the system based on best overall value to the utility and consistent with the priorities outlined in the Policy

Policy Statement - 3

The non-potable water system will be maintained and operated to meet the Canadian Irrigation Water Quality Guidelines during the irrigation season



Policy Statement - 4

The City supports Agriculture within our utility service area.

Pricing of water for agricultural purposes will reflect our community's support and will be set within a competitive range of agricultural water rates in the Okanagan valley.

Properties eligible for agricultural water rates will be classified as Farm under the Assessment Act.

Policy Statement - 5

To encourage the use of the lower cost, non-potable water to the extent that it is available, pricing for non-potable water for irrigation purposes will be lower than the pricing for potable water for the same customer class.

Policy Statement - 6

Water will be provided based on the following priorities (ranked from highest to lowest):

1. Safe water for human health and sanitation (e.g. drinking, bathing, cooking, etc.);
2. Fire suppression and emergency response
3. Irrigation for safety;
4. Commercial and agricultural uses to support local business and the Kelowna economy;
5. Irrigation for aesthetics;.





Questions?

For more information, visit kelowna.ca.

Report to Council



Date: October 7, 2019
To: Council
From: City Manager
Subject: Annual Civic & Community Award Program Updates
Department: Active Living & Culture

Recommendation:

THAT Council receives, for information, the report from Active Living & Culture, dated October 7th, 2019, that outlines the Annual Civic & Community Award program updates;

AND THAT Council endorse in principal changes to the Civic & Community Award categories as outlined in the report dated October 7th, 2019;

AND THAT Council directs staff to prepare a council policy which outlines the core structure and governance of the Civic & Community Awards and report back for approval.

Purpose:

To obtain Council's support for changes to the Civic & Community Award categories and for the development of a Council Policy to govern the awards program.

Background:

The Civic & Community Awards program recognizes the outstanding achievements and contributions made in the city of Kelowna each year. Currently, there are 17 awards that honour volunteers, artists, athletes, environmentalists and businesses. Up to three finalists are selected in each category, with one recipient being announced during the awards ceremony. Changes to some of the categories and the development of a new council policy requires the consideration of Council.

Discussion:

Each year the Civic & Community Awards Steering Committee goes through a debrief process that identifies improvements to the overall program. Changes are generally focused on the nomination process, the flow of the event and the audience experience. At the conclusion of the 2018 event, discussions were centered on taking a deeper look at the award categories to make them more streamlined and inclusive.

To supplement the discussion of the committee, staff researched award programs in other communities, such as Vancouver and Calgary. Each municipality was unique in the format of the awards, the categories and the level of recognition provided. Some simply post recipients on a website, while others hold a gala event.

Based on the research and the discussion with the steering committee, some changes to the award categories are proposed:

- Make the categories more inclusive by establishing gender neutral categories, where appropriate
- Streamline and simplify the award categories to eliminate confusion and to combine categories where nomination numbers are limited

Based on municipal best practices and alignment with the Council Priority of ensuring a social and inclusive community, the following is a list of proposed changes:

- Introducing a “Young Citizen of the Year” award to replace the Young Male and Female Volunteer of the Year awards.
- Introducing a “Citizen of the Year” award to replace the Man and Woman of the Year awards.
- Amending the Champion for the Environment award from two different awards recognizing an individual and a business, into one “Champion for the Environment” award which allows for a simplified approach, as the distinction between individuals and the work of their business is not always clearly defined.
- Amending the Corporate Community Award – Small and Medium/Large Business from two different awards into one “Corporate Community of the Year” award to eliminate confusion surrounding the sub-categories for small, medium and large business, as it relates to volunteerism, not business size.

The chart below outlines the current and proposed updates to the award categories:

Current Category	# of Awards	Proposed Category	# of Awards
Young Volunteer - Male and Female	2	Young Citizen of the Year	1
Man & Woman of the Year	2	Fred Macklin & Sarah Donalda Treadgold Memorial - Citizen of the Year	1
Champion for the Environment - Individual and Business	2	Champion for the Environment	1
Corporate Community - Small & Medium/Large Business	2	Corporate Community of the Year	1
Total	8 Awards	Total	4 Awards

Current Categories to Remain the Same	# Of Awards
Honour In the Arts - Teen and Adult	2
Volunteer Organization of the Year	1
Brian Couling Memorial – Team of the Year	1
Bob Giordano Memorial – Coach of the Year	1
Augie Ciancone Memorial - Male and Female High School Athlete	2
Athlete of The Year - Male and Female Athlete	2
Total Awards in 2019 program	13 Awards + Anita Tozer Memorial

As staff worked through the review process with the steering committee and municipal research, the need for a framework to govern the award categories and other key elements of the program became apparent. With that in mind, staff are proposing the development of a Council Policy that would clarify Council's role in this award program, with respect to the following key areas:

- Establish award categories with general description of the award's intent
- Process to amend award categories
- General program guidelines
- Establish the Terms of Reference for the Steering Committee to manage the award program

Should Council support the proposed category changes and development of a council policy, staff will report back at a future Council meeting with the proposed council policy for consideration. Once approved by Council, staff will revise the criteria for each award to reflect the intended changes and update the 2019 nomination forms prior to opening the nomination period on December 9th, 2019.

Conclusion:

Incorporating the above changes will result in the reduction of awards from 17 to 13, also reducing the maximum number of finalists from 51 to 39. As a result of the proposed changes, the level of distinction in the award categories will be strengthened, the award ceremony will be condensed and the program will be more inclusive overall.

Internal Circulation:

Active Living & Culture; Communications & Information Services

Considerations not applicable to this report:

Legal/Statutory Authority:

Legal/Statutory Procedural Requirements:

Existing Policy:

Financial/Budgetary Considerations:

External Agency/Public Comments:
Communications Comments:

Submitted by:
M. Moran, Recreation Technician, Active Living & Culture

Approved for inclusion:



cc: J. Gabriel, Divisional Director
C. Weadon, Communication & Information Services



Civic & Community AWARDS



Background

- The annual awards program recognizes volunteers, artists, athletes, individuals and businesses for their contributions to the city of Kelowna
- The program includes 17 awards and up to 51 finalists



Post Event Debrief

- Make the categories more inclusive by establishing gender neutral categories for civic volunteer categories
- Streamline and simplify the award categories to eliminate confusion and to combine categories where nomination numbers are limited

Research & Comparison

- Varying award programs within different municipalities
- Finalists
- Gender neutral categories – civic volunteer awards
- Event format

Proposed Category Updates

CURRENT CATEGORY	# of Awards	PROPOSED CATEGORY	# of Awards
Young Volunteer of the Year - Male and Female	2	Young Citizen of the Year	1
Fred Macklin Memorial Man of the Year and Sarah Donalda Treadgold Memorial Woman of the Year	2	Fred Macklin and Sarah Donalda Treadgold Memorial Citizen of the Year	1
Champion for the Environment - Individual and Business	2	Champion for the Environment	1
Corporate Community of the Year - Small and Medium/Large Business	2	Corporate Community of the Year	1
TOTAL	8 Awards	TOTAL	4 Awards

Remaining Categories

CURRENT CATEGORIES TO REMAIN THE SAME	# OF AWARDS
Honour in the Arts - Teen and Adult	2
Augie Ciancone Memorial - Male and Female High School Athlete	2
Athlete of the Year - Male and Female	2
Bob Giordano Memorial – Coach of the Year	1
Bryan Couling Memorial – Athletic Team of the Year	1
Volunteer Organization of the Year	1
TOTAL	13 Awards + Anita Tozer Memorial

The above changes will result in a revised number of finalists from 51 maximum to 39 maximum.

Framework for Council Policy

Development of a Council Policy would establish:

- Award categories with general description of the award's intent
- The process to amend award categories
- General program guidelines
- Terms of Reference for the Steering Committee to manage the award program

Example Program Guidelines

- Up to three finalists will be recognized in each category
- Nominees cannot be a current elected official
- Nominees can be nominated in more than one category
- Award recipients can be nominated for the same award in consecutive years



2019 Award Season Key Dates

- Opening of the nomination period - Monday December 9th, 2019
- Mayor's Reception (location TBC) - Sunday May 24th, 2020
- 45th Annual Civic & Community Awards Night at the Kelowna Community Theatre - Wednesday June 3rd, 2020



Comments and Feedback



Award Category Criteria

Teen Honour in the Arts

(*managed by ArtsCo)

Awarded to a youth who has made outstanding contributions to the city of Kelowna through cultural and artistic efforts.

Honour in the Arts

(*managed by ArtsCo)

Awarded to an individual who has made outstanding contributions to the city of Kelowna through cultural and artistic efforts.

Augie Ciancone Memorial Award

(*managed by Okanagan Central Schools Athletic Association)

Awarded to the most outstanding female and male high school athletes in the Central Okanagan.

Young Volunteer of the Year

Awarded to a young female and male in recognition of their overall outstanding voluntary contributions to the city of Kelowna.

Bryan Couling Memorial – Athletic Team of the Year

Awarded to the Kelowna based team (amateur or professional) who brought the greatest amount of recognition to the city of Kelowna.

Bob Giordano Memorial – Coach of the Year

Awarded to an individual who has contributed significantly to the city of Kelowna through voluntary service to amateur sport, such as coaching or administrative support.

Athlete of the Year

Awarded to the female and male athletes (amateur or professional) who brought the greatest amount of recognition to the city of Kelowna.

Champion for the Environment

Awarded to an individual and business whose actions and achievements have shown outstanding environmental leadership or innovative environmental contributions, having direct benefit on the city of Kelowna.

Corporate Community of the Year

Awarded to a business in recognition of overall outstanding contributions to the community through initiatives, employee volunteerism and financial or in-kind donations, with direct benefit on the city of Kelowna.

The Central Okanagan Foundation Volunteer Organization of the Year

Awarded to a volunteer organization that has provided outstanding community services with direct benefits to the city of Kelowna.

Fred Macklin Memorial Man of the Year

Awarded to a man in recognition of his overall outstanding voluntary contributions to the city of Kelowna.

Sarah Donalda-Treadgold Memorial Woman of the Year

Awarded to a woman in recognition of her overall outstanding voluntary contributions to the city of Kelowna.

Anita Tozer Memorial

Awarded to an individual or group in recognition of an extraordinary and positive contribution to the quality of life in Kelowna.