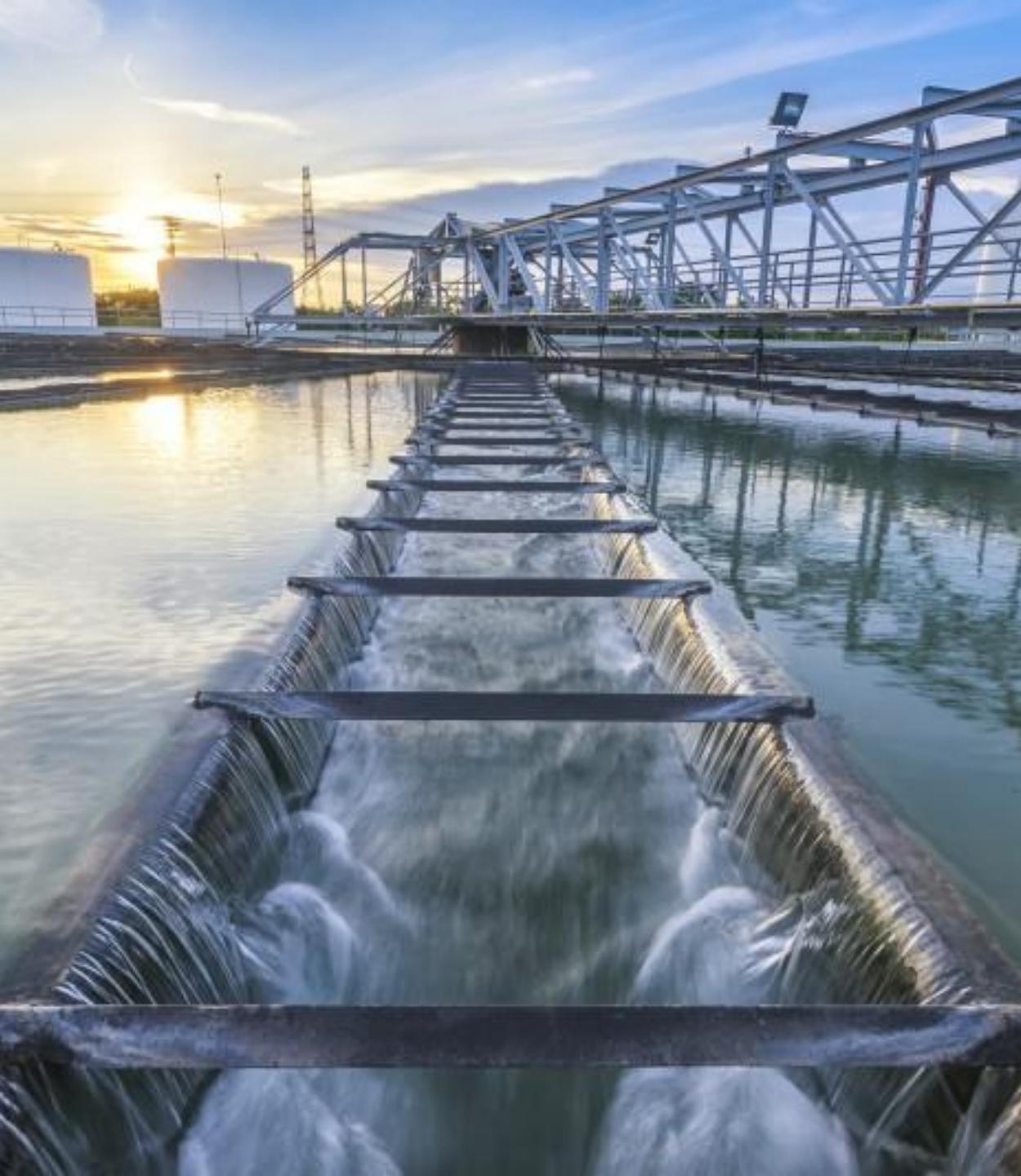




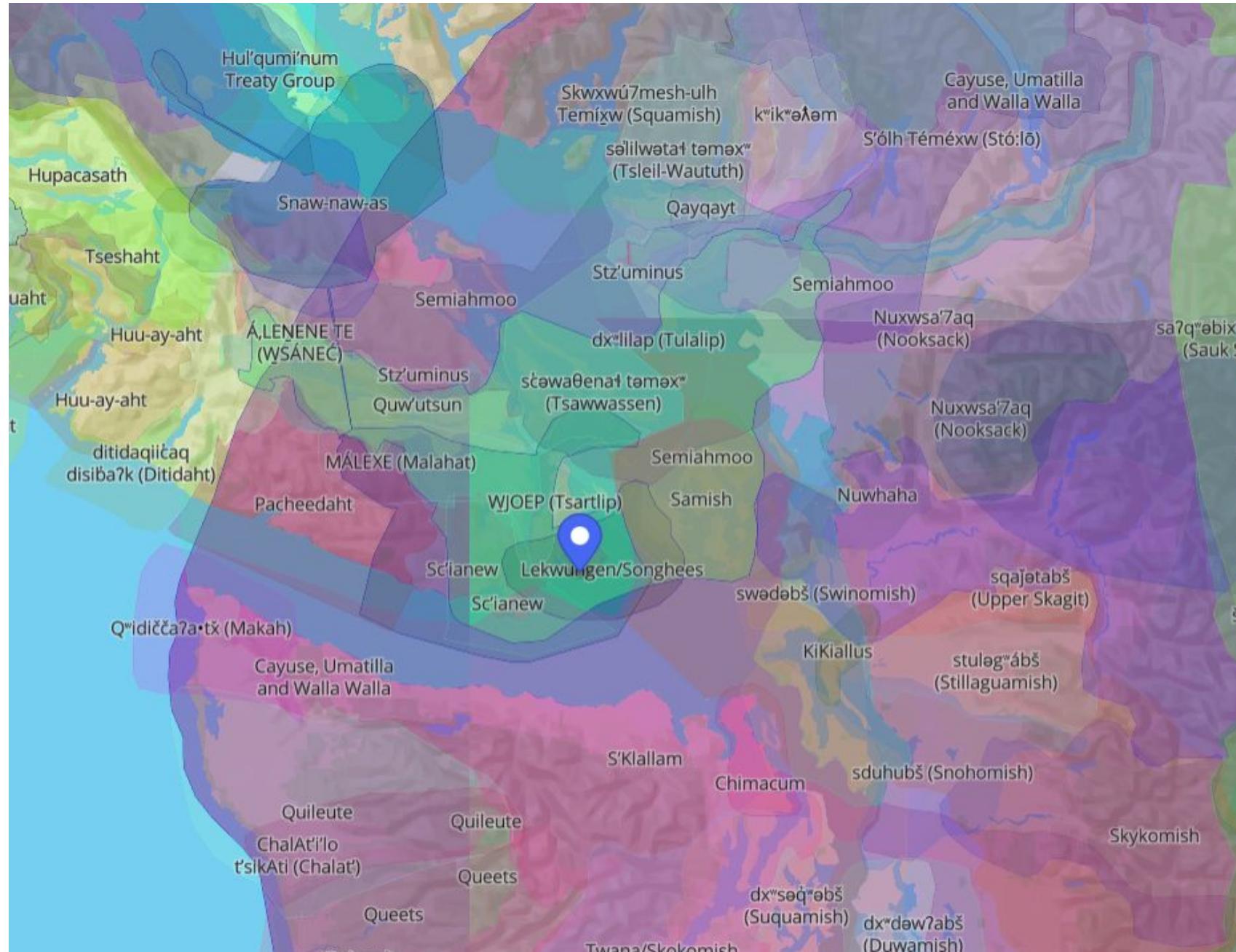
Canadian
Water
Network

Financially sustainable water utilities

November 4 | 8:30 - 10:00 am
Saanich 1&2

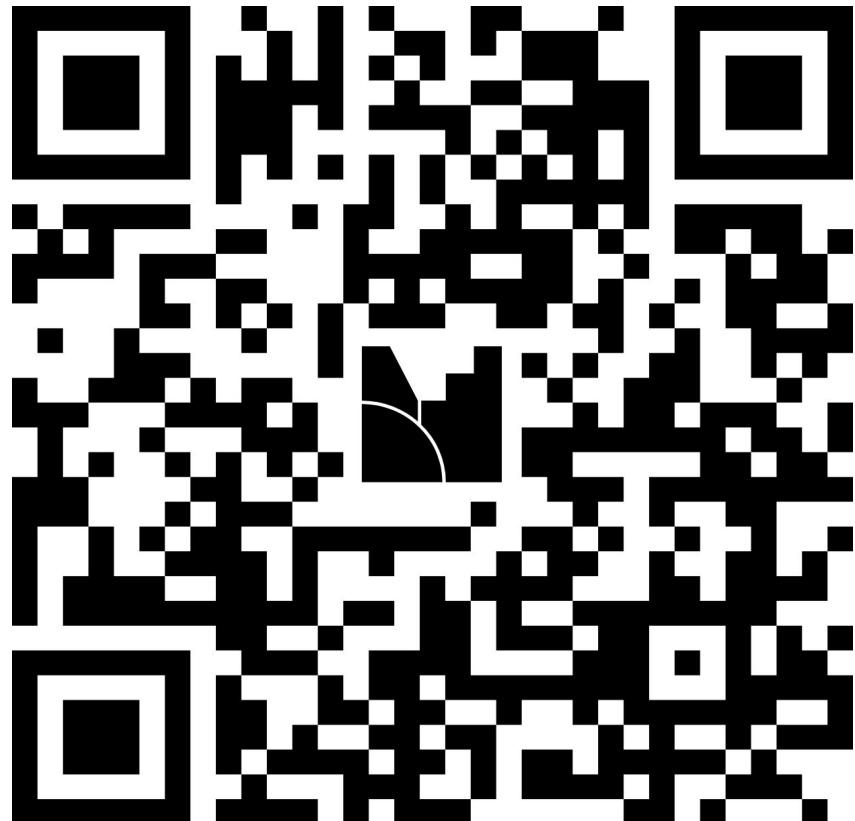


Territorial Acknowledgement



Source: <https://native-land.ca>

Mentimeter



Scan the QR code or
go to menti.com

Enter code:

4242 5901

Bring the power of Mentimeter to PowerPoint

- ❖ Seamlessly embed your favorite Menti slide without changing windows.
- ▶ Edit and more on [Mentimeter.com](#) and sync in real-time.



Log in to use
Mentimeter

Work email

Your password

 Forgot password?

Log in

[Forgot password](#) [Log in with SSO](#)



Don't have an account? [Sign up](#)

Workshop Flow

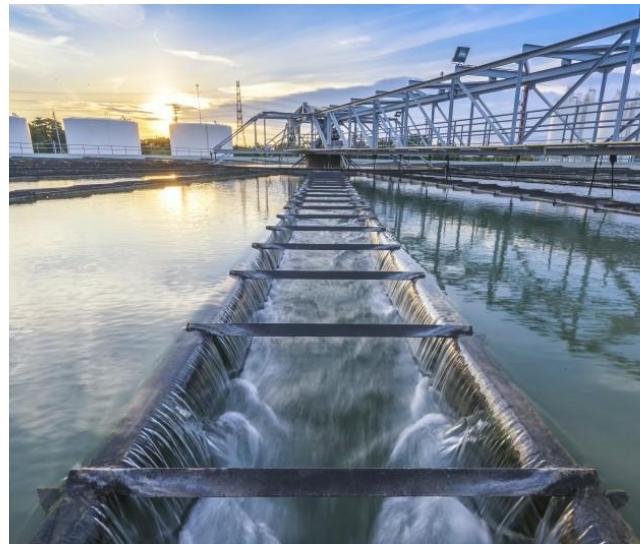
#1

Welcome
Introduction to CWN and
project background



#

2 Barriers to Financial
Sustainability



#

3 Opportunities to
Enhance Financial
Sustainability





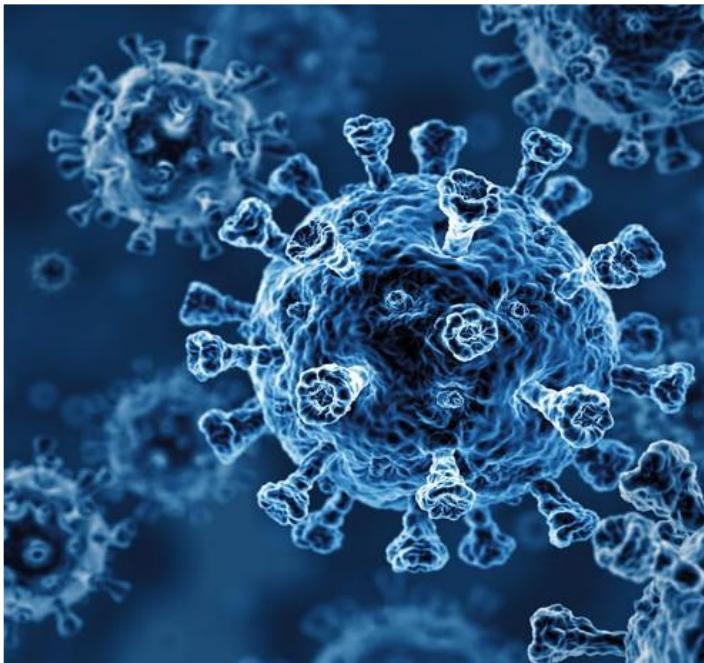
Connecting people. Advancing solutions. Strengthening Canada's water future.

Canadian Water Network (CWN) is a national nonprofit that brings together the people who shape Canada's water future — from municipal leaders and government agencies to private sector innovators and Indigenous communities.

We help Canada stay ahead of emerging challenges by:

- Flagging critical issues early.
- Co-creating solutions with decision-makers.
- Translating knowledge into action.

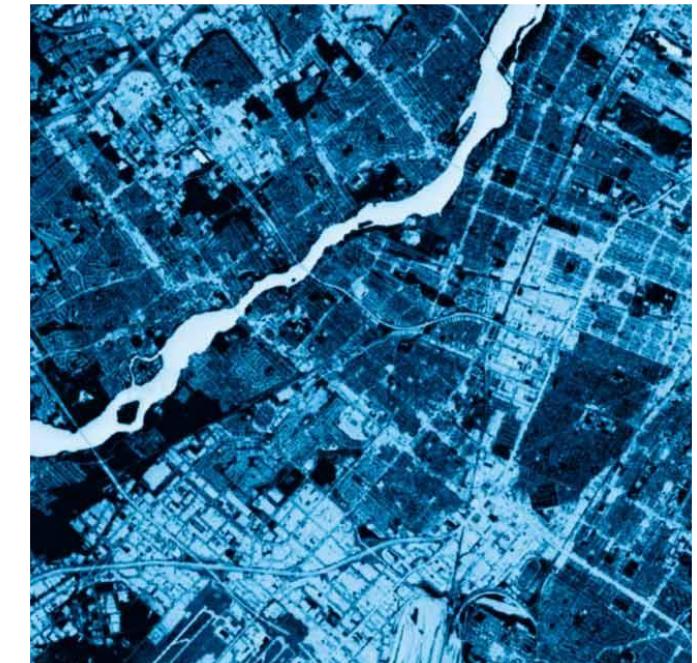
Working at intersections where collaboration can make the biggest difference.



Water & Health



Water & Climate



Water & Communities

Municipal Water Consortium

National strategic peer network focused on knowledge sharing, expert insights, collaboration.

26 members servicing largest cities, over 50% of Canada's population.

Members: Heads of utilities and senior management.



About the Project

Financial challenges - Mid-sized water utilities face a range of challenges in achieving financial sustainability for their water utilities.

Collaborative qualitative approach - Utilize peer-to-peer learning and stories to foster knowledge sharing and innovative financial solutions

Strategic goal

- Inform federal policy and program development
- Enhance financial planning and asset management practices of water utilities

Supported by Housing Infrastructure and Communities Canada (HICC)

Next Step: Rapid Roundtables

WHO: Senior leaders from mid-sized Canadian water utilities

WHAT: Peer-to-peer learning sessions

WHEN

- November 28, 1:00 – 2:30 ET
- January 8, 1:00 – 2:30 ET

REGISTER

- Scan the QR code OR
- Email Nancy Goucher: ngoucher@cwn-rce.ca



Financial sustainability in water utilities



Ensure long-term fiscal health by covering all system costs



Recover operational, capital, and debt service expenses



Maintain infrastructure in a state of good repair



Build reserves for future investments and unexpected challenges

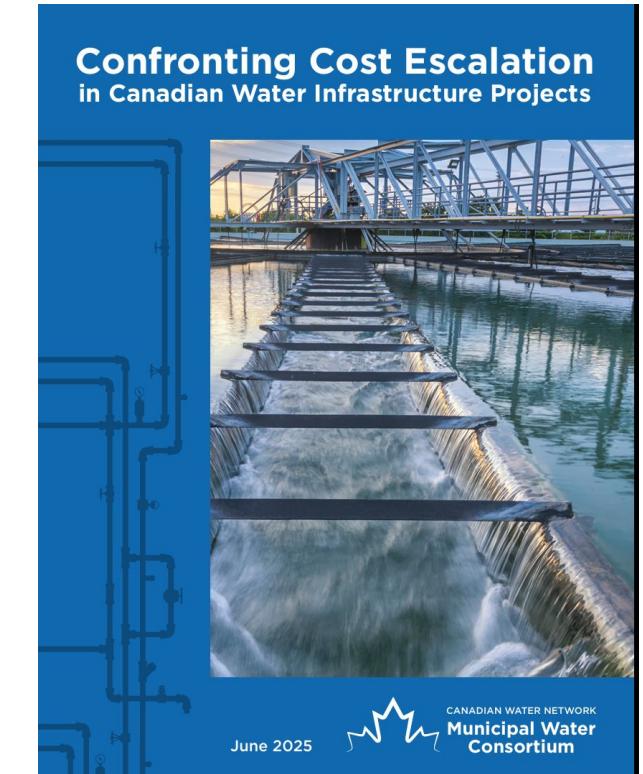
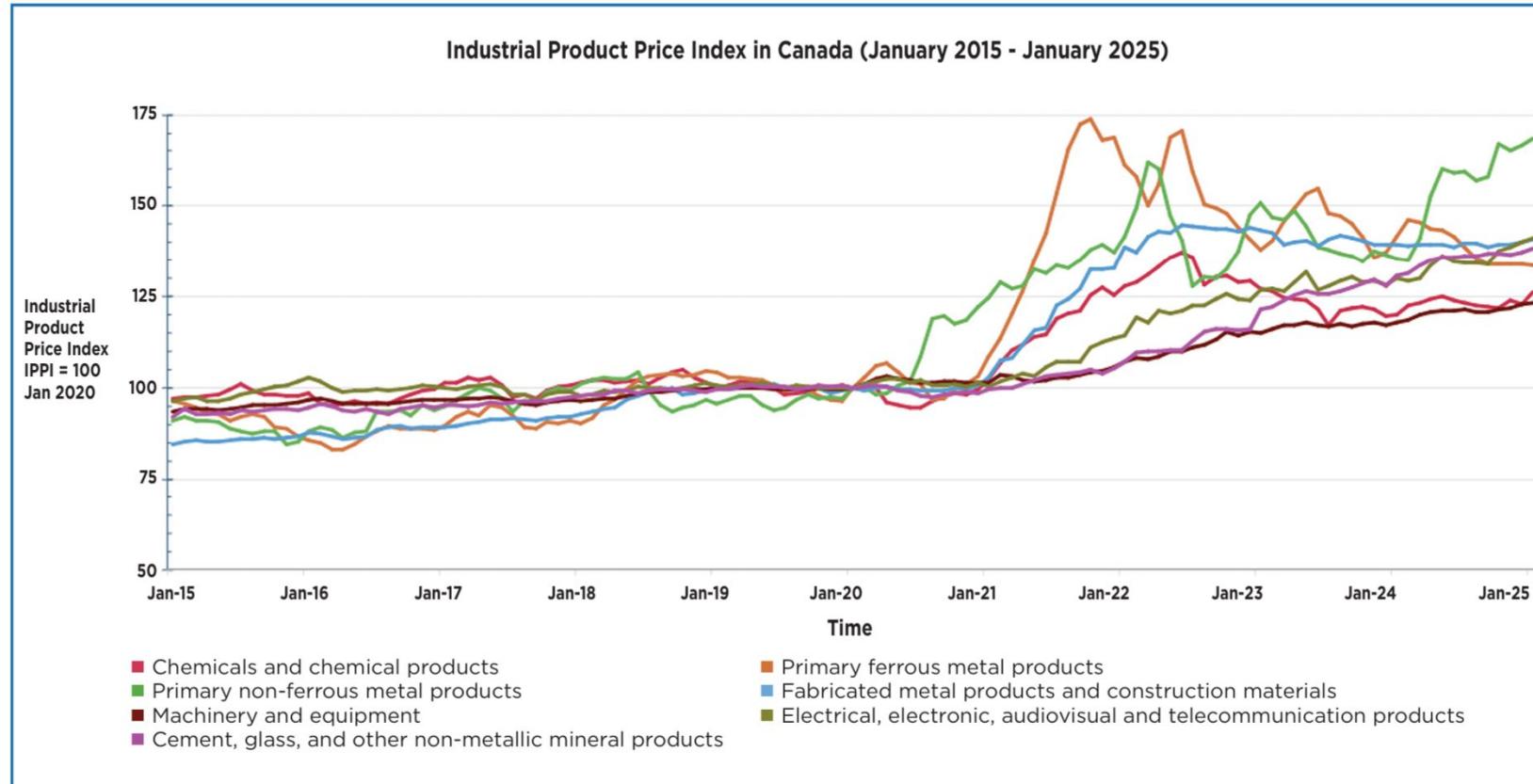


Promote fairness, affordability, and intergenerational equity in pricing

What we're hearing...

Barriers to Financial Sustainability in Mid-Sized Municipal Water Utilities

Rising Costs to Operate, Maintain and Build



New report available at cwn-rce.ca

Absence of Water Metering

60% of municipal water customers are not metered (2021)*

Water metering can:

- **Provide accurate, equitable and consumptive-based pricing**
- **Ease strain on infrastructure by reducing consumption through conservation**

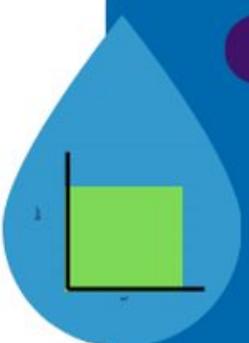
Provide data to pinpoint sources of water loss

Non-revenue water

- **National drinking water losses: 17% or 806 million L (2021)***

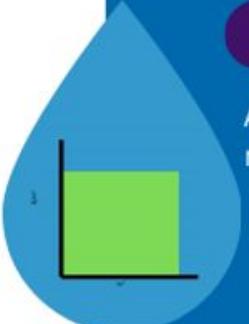
*Source: Statistics Canada 2023

Flat Rate



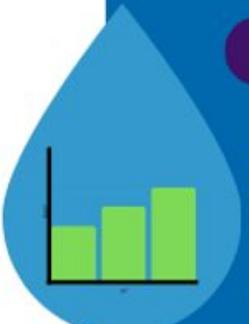
A fixed monthly charge that remains the same regardless of how much water is used and does not require metering.

Uniform Volumetric Rate



A user-pay approach where meters are used to monitor usage, and those who use more, pay more.

Increasing Block Rate



Increasing Rates apply specified and varying rates for set volumes of water usage (blocks). This rate increases as more water is consumed

Water Rates and Structures

Flat rates leads to higher consumption and increased operational costs

Rates should be set to cover full costs

Resistance to rate changes

Rate-setting guidance is often vague, leaving room for interpretation and inconsistent application.

Data Insufficiencies

Without standardized data, it's hard to demonstrate need or secure appropriate funding.

Underused analytics delay leak detection and increase non-revenue water loss and repair costs.

Data enables preventative and proactive maintenance.



Small Group Breakout: Your experiences with barriers

7-min

Which of the challenges discussed do you find **most relevant** to your experience, and which do you find **least relevant?**"



Menti.com
4242 5901

Bring the power of Mentimeter to PowerPoint

- ➡ Seamlessly embed your favorite Menti slide without changing windows.
- ➡ Edit and more on Mentimeter.com and sync in real-time.



Log in to use
Mentimeter

Work email

Your password



Log In

[Forgot password](#) [Log In with SSO](#)

or



Don't have an account? [Sign up](#)

Small Group Breakout: Your experiences with barriers

8-min

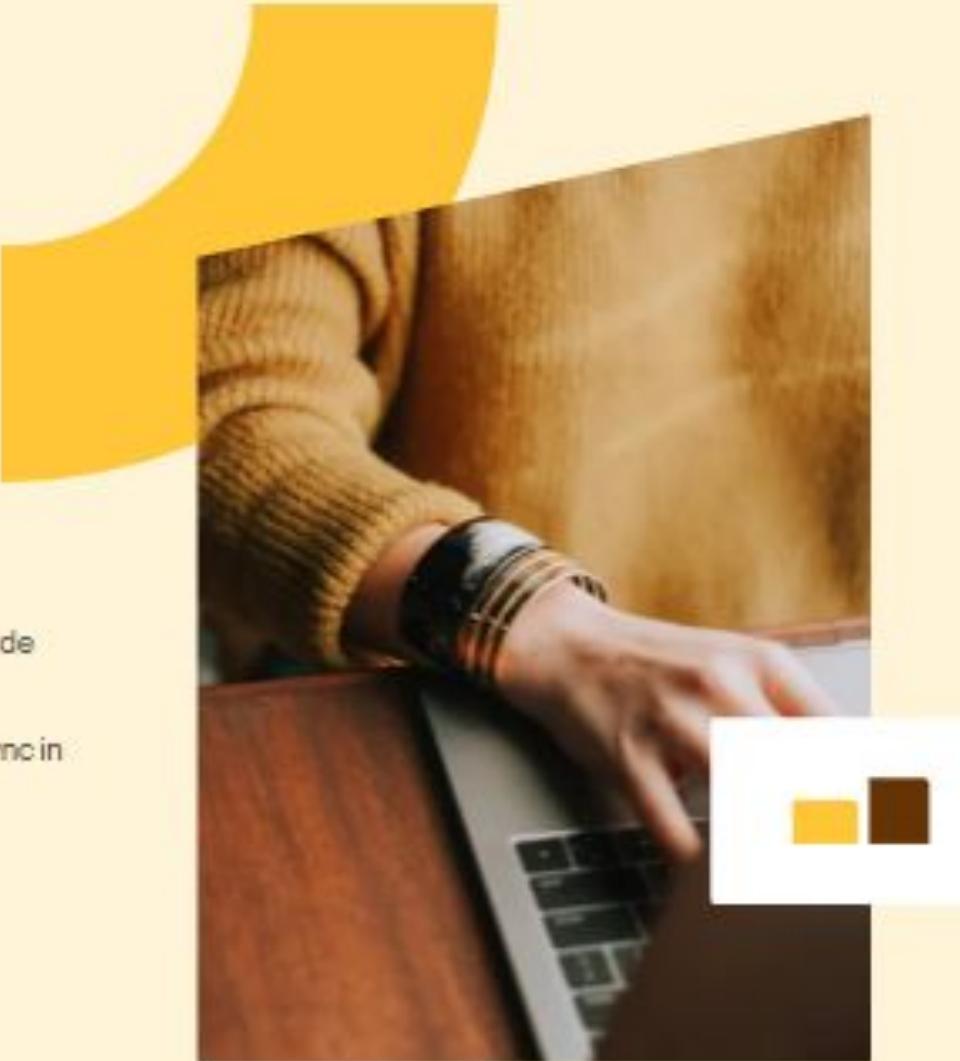
What additional **challenges** or **obstacles** hinder municipalities from achieving long-term financial sustainability?



Menti.com
4242 5901

Bring the power of Mentimeter to PowerPoint

- Seamlessly embed your favorite Menti slide without changing windows.
- ▲ Edit and more on [Mentimeter.com](https://mentimeter.com) and sync in real-time.



Log in to use
Mentimeter

Work email

Your password

 ④

Log in

[Forgot password](#) [Log in with SSO](#)



Don't have an account? [Sign up](#)

What we're hearing...

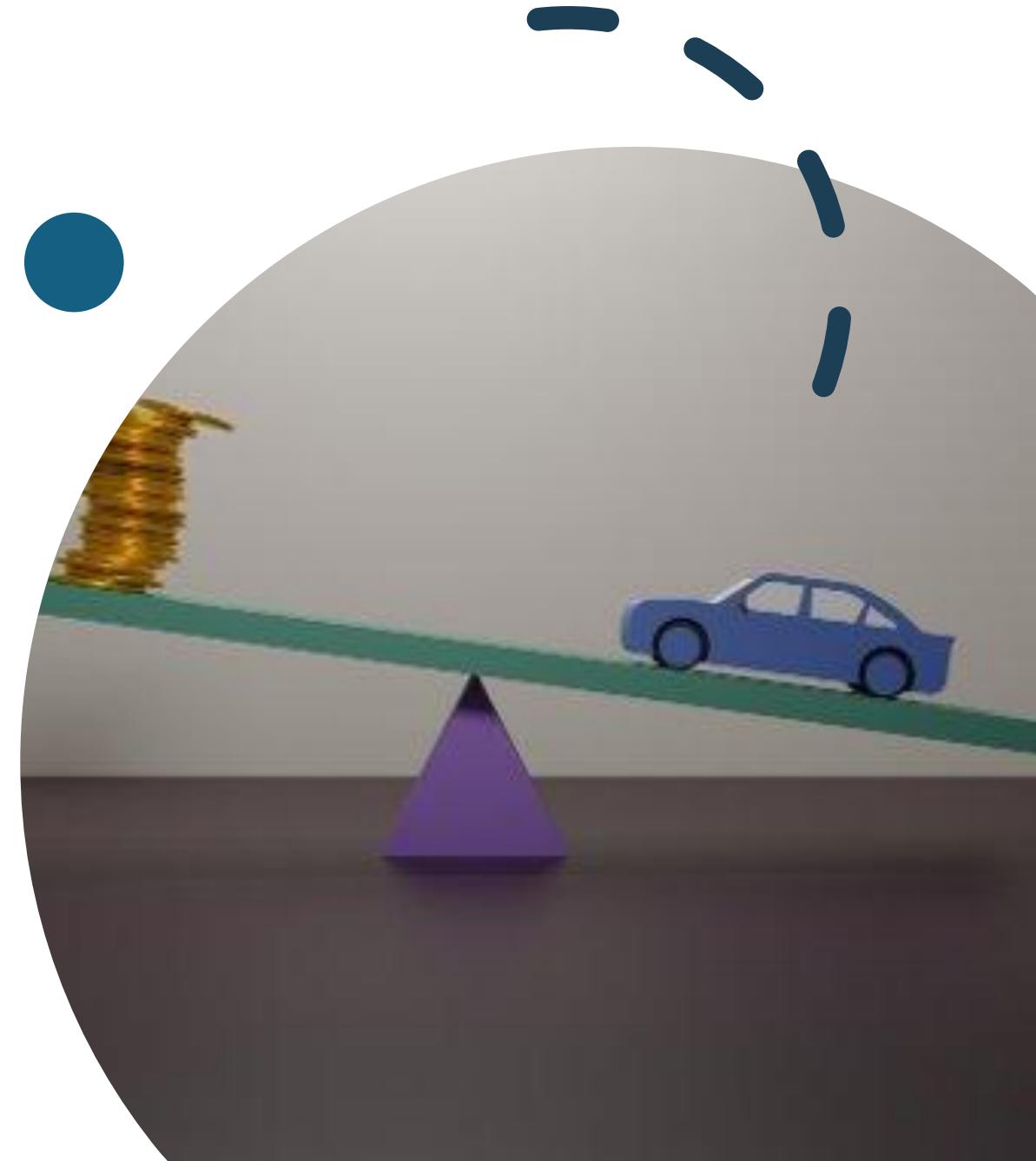
Strategies for Achieving Long-Term Financial Sustainability in Water Utilities

Adequate Reserve Funds

Be prepared for financial risks and unanticipated events.

Reserve funds promote fairness by sharing infrastructure costs among future users equitably. They provide stability for municipal water utilities.

Develop clear guidelines on when and how reserve or contingency funds can be used.



Cost Effective Asset Management

Shift to Condition-Based Maintenance
-to prioritize interventions based on asset condition and risk, improving resource allocation efficiency.

Risk-based criteria guide infrastructure renewal and decommissioning, enabling strategic management of aging assets.



Life-Cycle Planning

Reduce costs and enhance system resilience

Considers entire life cycle of infrastructure assets for better decisions.

Plan to have funding available when it's time to make major capital investments



Trust-building With Decision Makers

Transparent Financial Processes - Regular meetings with councilors can depoliticize costs and maintain public confidence.

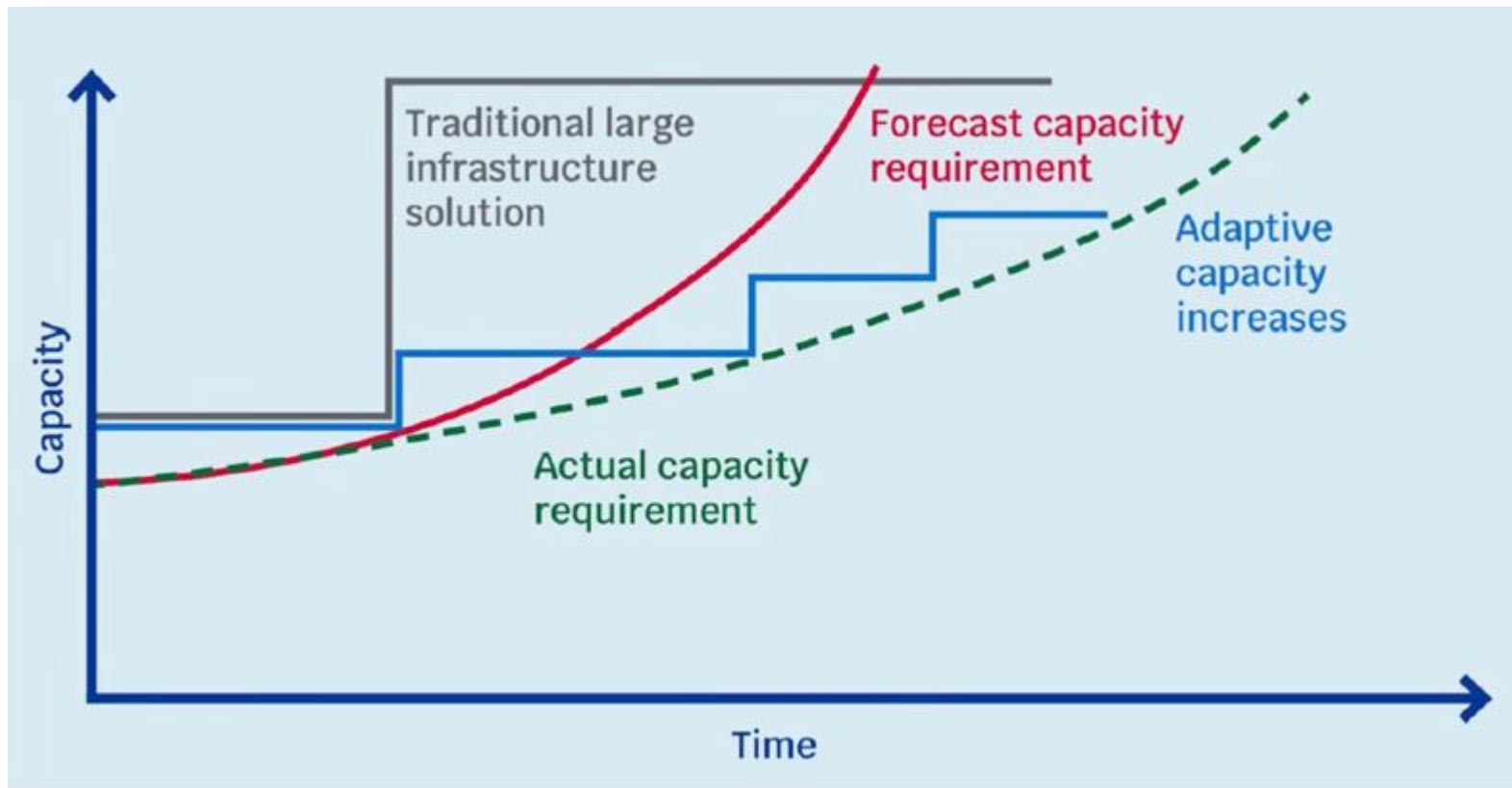
Education for Informed Decisions - Educating on operations and finances fosters mutual understanding and better decision-making.

Consistent Communication and Accountability- Regular updates demonstrate commitment to infrastructure and community priorities.



Long-term Planning

Respond to evolving financial conditions and climate change



Join our
Community of
Practice!

Small Group Breakout: Your experiences with strategies

8-min

Have you **applied** any of these strategies in your organization or projects?

- If so, what **approach** did you take and what were the **outcomes**?
- If not, discuss which you think would be **most effective** and why.



Menti.com
4242 5901

Small Group Breakout:

Your experiences with strategies

12-min

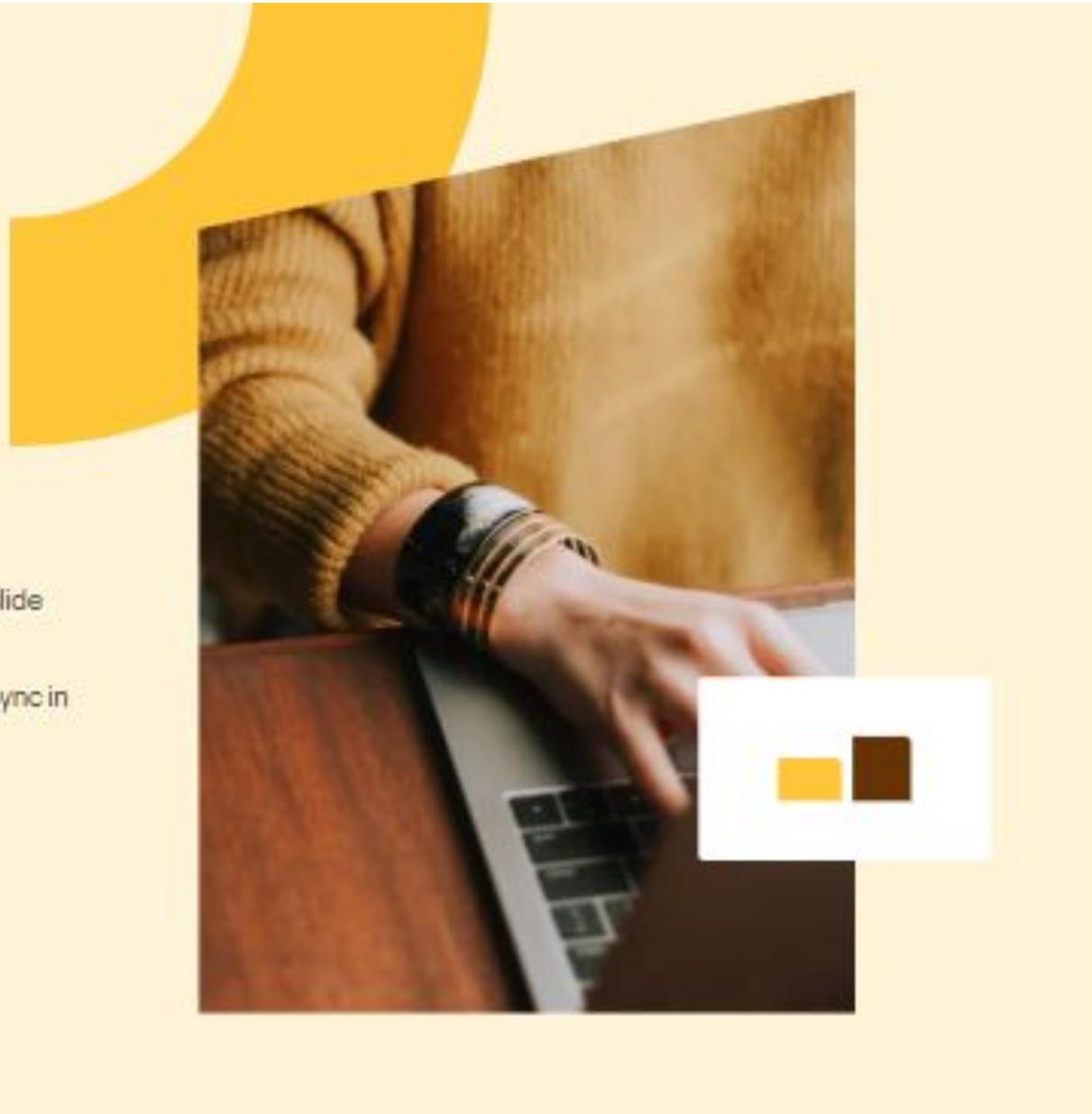
What additional **strategies** or **enabling factors** help municipalities achieve long-term financial sustainability?



Menti.com
4242 5901

Bring the power of Mentimeter to PowerPoint

- Seamlessly embed your favorite Menti slide without changing windows.
- ▲ Edit and more on [Mentimeter.com](https://mentimeter.com) and sync in real-time.



Log in to use
Mentimeter

Work email

Your password

 ①

Log in

[Forgot password](#) [Login with SSO](#)



Don't have an account? [Sign up](#)

Contact us!



Nancy Goucher

Manager, Municipal Water
Consortium

ngoucher@cwn-rce.ca



Meghan Ewing

Program Advisor

mewing@cwn-rce.ca

a



Nicola Crawhall

Chief Executive Officer

ncrawhall@cwn-rce.ca

a

SAVE
THE
DATE

JUNE 9-10

BLUE CITIES

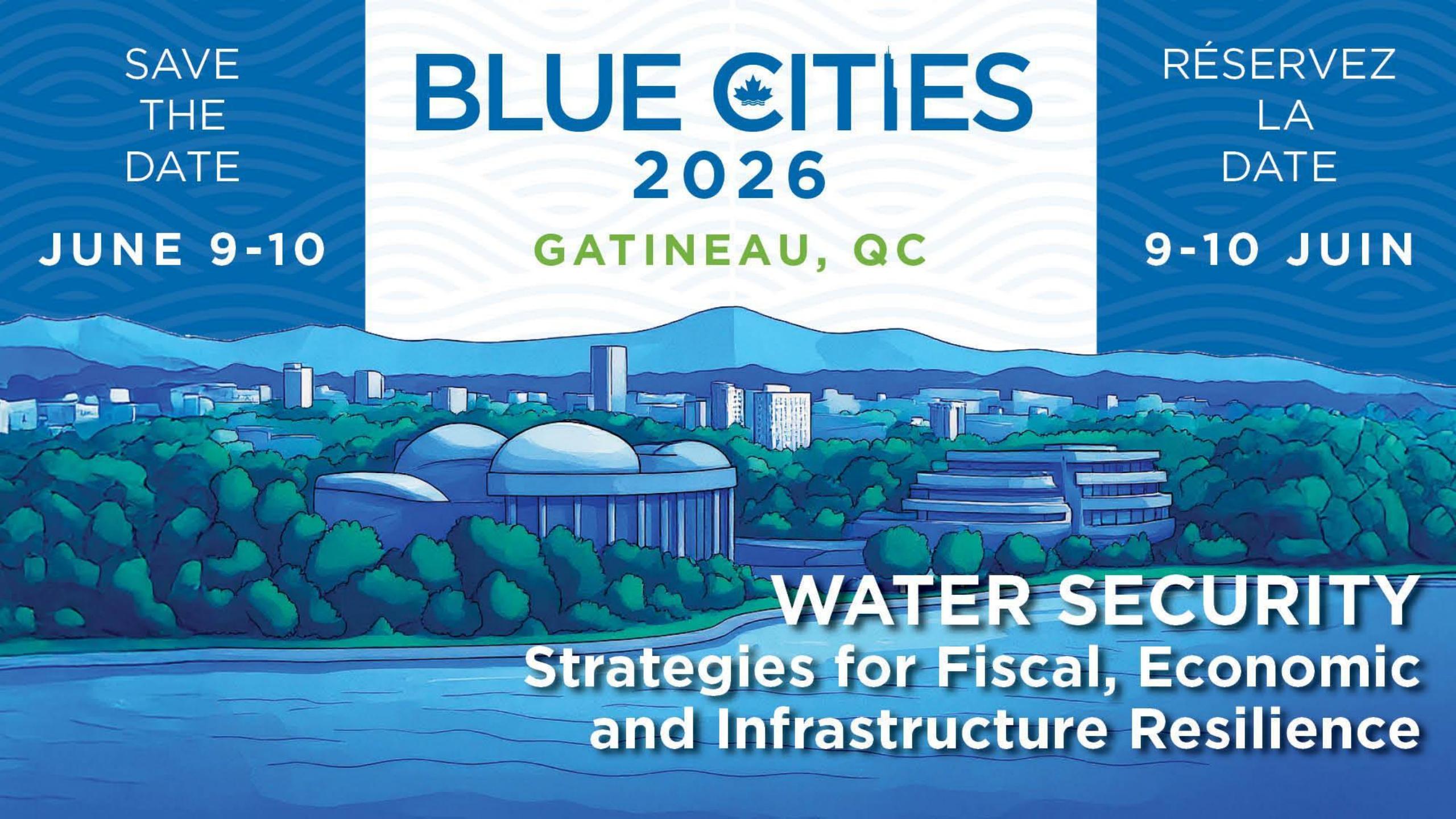


2026

GATINEAU, QC

RÉSERVEZ
LA
DATE

9-10 JUIN



WATER SECURITY
Strategies for Fiscal, Economic
and Infrastructure Resilience



Charting the Course to Net Zero Water in Canada

November 4th, 10:30 am
Oak Bay 1 & 2





NWWC 2025

Building Value: Financially Sustainable Water
Solutions for Canadian Utilities



Scan here to check in for Continuing Education Credits