

## WHAT WE DO


**13**
**MUNICIPALITIES**

**400,000+**  
RESIDENTS

**80 MILLION**  
LITRES TREATED DAILY

### MEMBER MUNICIPALITIES

ARROW Utilities is a publicly owned, not-for-profit regional wastewater commission serving 13 municipalities across Alberta's Capital Region. On behalf of our member communities, we safely collect, treat, and manage wastewater for more than 400,000 residents and thousands of businesses. Each day, approximately 80 million litres of wastewater is transmitted and treated through over 300 kilometres of regional infrastructure, protecting public health, supporting economic growth, safeguarding the environment, and ensuring long-term system reliability.



## HOW THE COMMISSION WORKS

ARROW Utilities is governed by a Board of Directors made up of municipally elected officials, with one representative appointed by each of its 13 member municipalities. This Board provides strategic direction and oversight to a team of ARROW Utilities employees who manage day-to-day operations.

Each year, the Board approves a wholesale wastewater rate; this is what is charged to each of the 13 municipalities. Each municipality then incorporates that rate into its own local utility budget and rate structure, based on its individual needs. This collaborative governance model ensures regional coordination while respecting local decision-making.

ARROW Utilities is a not-for-profit regional wastewater utility. All revenues, including wastewater rates, are reinvested directly into operating, maintaining, renewing, and expanding the regional wastewater system. ARROW Utilities does not generate profit.



## HOW UTILITY RATES ARE DETERMINED

Much of ARROW Utilities' wastewater infrastructure was built in the 1980s and now requires significant renewal and expansion to meet current treatment demands and support continued regional growth.



**ARROW  
UTILITIES**

# YOUR WASTEWATER TREATMENT SERVICE PROVIDER

When recommending a wholesale wastewater rate, ARROW Utilities considers a range of interrelated factors to ensure the system remains safe, reliable, and financially sustainable. Long-term capital planning is a key driver in this process and is informed by a 10-year Utility Master Plan developed by Stantec Consulting and presented to the Board in early 2025. The plan identified substantial reinvestment needs across a wastewater system that is now more than 40 years old.

ARROW Utilities also considers financial sustainability, including the need to address historic underinvestment and limited reserves. Factors such as system usage and future demand, rising construction and inflationary costs, and ongoing operating expenses—including staffing, electricity, maintenance, treatment, and regulatory compliance—are carefully reviewed and incorporated into wastewater rate planning.

## INVESTING FOR THE FUTURE

To ensure reliable wastewater service today and into the future, ARROW Utilities is making strategic investments to support long-term system sustainability and growth. These efforts include advancing a \$250 million capital investment program over the next decade, expanding treatment capacity through a plant expansion to meet regional growth needs through 2050, strengthening financial practices such as reserve and debt management, and exploring innovative opportunities like treated wastewater reuse to conserve potable water and support regional industry.

- Long-term capital renewal and system upgrades
- Operating costs such as staffing, electricity, treatment & maintenance.
- Inflation and construction costs
- System usage and future demand
- Financial sustainability



## DID YOU KNOW?

 ARROW Utilities' transmission system includes 138 km of gravity sewers and 58 km of pressurized pipelines? Together, that is longer than the driving distance from Edmonton to Red Deer.

ARROW Utilities partners with the Nutri-Gold Program to convert wastewater byproducts into nutrient-rich fertilizers for Alberta farmers. This process supports sustainable agriculture, reduces waste, and makes practical use of resources for the benefit of our communities and environment.



**TO LEARN MORE: Visit [www.arrowutilities.ca](http://www.arrowutilities.ca)**