

BACKGROUND

2008 SaskWater Annual Report *Connections*

SaskWater is the commercial Crown providing solutions to Saskatchewan municipalities, rural pipeline groups and First Nations communities through reliable and professional water and wastewater services. SaskWater helps Saskatchewan communities access quality water treated in accordance with strict standards and helps provide the expertise and capital needed to deliver quality drinking water to our communities. SaskWater currently serves 48,490 Saskatchewan residents, which represents about 5% of the province's population.

2008 Annual Report Highlights:

- Operating revenues increased by \$1.5M or 7.5% to \$21.1M, up from \$19.6M in 2007.
- Total water sales volumes increased to a record 21.3 billion litres which is up from 20.2 billion litres in 2007.
- SaskWater had a net loss for 2008 of \$905,000.
- SaskWater delivered a record 14.65 billion litres of non potable water. The growth in sectors such as potash, ethanol, canola processing and fertilizer production saw the volume of non-potable water supplied by SaskWater increase by 6.78% in 2008.
- In 2008, water supply agreements were signed with three new customers, two new certified Operations and Maintenance (COM) contracts were signed and two existing COM contracts were expanded.
- On behalf of Indian and Northern Affairs Canada, SaskWater trained 111 water and wastewater operators at 39 First Nations communities and prepared to add remote monitoring services to three of those communities.
- SaskWater continues to provide high quality water and its customers received no boil water orders in 2008. SaskWater's detailed Water Quality Report for 2008 is being distributed with the 2008 Annual Report and is also available online at www.saskwater.com.
- SaskWater's focus on efficiencies resulted in the energy consumption per sales unit being substantially lower than targeted. The year end result for energy consumption per sales unit was 2.99 KWhr/SU versus the targeted 3.19 KWhr/SU.
- Water conservation is important to SaskWater, and as such, efforts have been made to reduce water losses. Transmission pipeline losses are 2.11% for the year which is better than the target of 3.50% and better than the 2007 rate of 4.44%. Overall, the water loss from SaskWater's infrastructure is very low.
- SaskWater completed a customer satisfaction survey in 2008 which revealed that current customers exhibited high satisfaction levels of 8 on a scale of 1 to 10. The vast majority of current community/association customers (88%), and industrial customers (89%) would recommend SaskWater to other communities/associations or industries.