



WESTERN IRRIGATION DISTRICT

June 4, 2025

Dear Irrigators,

Since joining the Western Irrigation District (WID) two years ago, we have moved forward on many fronts. Many of our efforts are related to infrastructure, including rehabilitation, automation, increased storage, inline controls, and expanding external revenue streams to help sustain our systems. Growth has been a priority. Our 15,000-expansion plebiscite acres have been fully awarded, and we plan to hold another plebiscite later this year for further expansion, but this is **dependent on our ability to deliver**.

The communication process outlined below is in line with our continuous improvement plans and aims to enhance our efficiency, streamline communication channels, and better align our resources with our strategic objectives. First and foremost, these objectives are to service our clients and deliver water on time.

Water Delivery Communication Process / Roles and Responsibilities

Water Operations

Water delivery is the core of our business. Client communication is the foundation of successfully delivering this critical activity. This activity is primarily handled by the Water Operations department and supported by all other departments.

Brian Sander (Senior Manager Operations): Brian oversees all water operations, including water management, environmental and regulatory compliance, maintenance, operations, and capital maintenance budgeting. If you need to escalate an issue regarding operations, water services, or delivery for any reason, please do not hesitate to contact Brian.

Derrick McGougan (Water Foreman): Derrick trains and mentors junior operators and supports operations with all day-to-day needs. If you are not able to get a hold of your Water Operator or are not getting the service you expect, please contact Derrick.

Water Operators

Water Operators are responsible for the direct operation of our canals, pipelines, reservoirs, and control of water flow rates and volumes to ensure clients' needs are met. The Water Operators are your frontline staff and should be your first point of contact regarding any water orders, delivery, and/or service requests or concerns. We desire that each of our irrigators and water users have a good relationship with the area water

operator. Please call them with all your water requests or concerns. Our Operators work 7:30 to 4:30 Monday to Saturday but are on call for any emergencies. Please do your best to contact them during working hours, but we understand that during water season there will be times that you need to contact them outside of regular work hours:

Joe Friedman	Gleichen/Cluny (District E)	403-325-4642	jfriedman@wid.net
JR Dunbar	Crowfoot (District F)	403-325-4639	jdunbar@wid.net
Graham Wolf	Strathmore (District C)	403-325-4601	gwolf@wid.net
Clive Tilson	Carseland (District B)	403-899-4641	ctilson@wid.net
Jaye Wegener	Chestermere (District A)	403-901-8422	jwegener@wid.net
Ward Drydale	Rockyford (District D)	403-325-4640	wdrydale@wid.net
Mel Harris	Headworks & Reservoirs	403-934-8119	mel.harris@wid.net

Administration

Water delivery is supported by the WID Administration team in various ways. Irrigators and clients often contact this department to set up accounts, modified irrigation acres through various processes, address billing matters, etc.

Executive Manager – Donna Mitchel

If you are unable to connect with one of our admin or run into an issue, please **contact Jon Peters, Information Systems Supervisor**. If for any reason you would like to discuss any admin matters with a senior manager and/or you are not getting the service you expect, please do not hesitate to contact Donna.

Land & Business Development

Modifications in our water delivery system is supported by the Land & Stakeholder Relations department. This group represents irrigators and clients during construction and maintenance activities and plays an important role resolving concerns and issues as they arise.

Executive Manager Land & Business Development – Jeff Gibeau

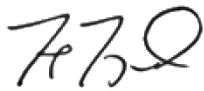
Department focus is stakeholder relations & engagement, land holdings and management, business development, contract negotiations and oversight, as well as business strategy. If you are doing any construction project, then the land department should be involved to ensure all agreements are in place and agreed to before commencing work. We have two **Landmen - Shawn Thurber and Chris Lizotte** that act as mediators/neutral partners between irrigators and operations/construction to ensure everyone is treated equally. The direction they have been given is to ensure they are neutral, listen to our clients (irrigators), and provide each party's perspective to come to an amicable and fair agreement. If for any reason you are not getting the service you require, and/or you don't feel the negotiation is fair, please do not hesitate to contact Jeff directly.

General Manager – Troy Tangedal

If for any reason you don't feel you are being dealt with appropriately or disagree with the approach or decisions being made, please do not hesitate to contact me directly. It is my job to ensure that each of our clients (not customers as a past board member once pointed out – thanks Henry) and staff individually, as well as a whole, are being treated fairly. Irrigators are not only our clients but our stakeholders. I represent the board who represents the irrigators. Of course, you can always reach out directly to your board director as well, they will raise your concern with me, and I will take care of your concern. I truly believe the WID should always have our irrigators' interest at heart in all dealings we make. Irrigation is and should always be our number one priority. After all, it's why we exist!

For all inquiries please call main office at 403-934-3542 or inquiry@wid.net. If you have any immediate questions or require clarification, please do not hesitate to reach out to me directly.

Sincerely,



Troy Tangedal
General Manager, WID

403.899.4632
ttangedal@wid.net