



EPCOR FRENCH CREEK NEWSLETTER

WINTER 2018

New Water Rates – 2018, 2019, 2020

As part of our regular course of business, EPCOR files a rate application for its water rates every three years. The current water rates expired on December 31, 2017. As a result, in November 2017, EPCOR filed an application with the BC Comptroller of Water Rights to set water rates for the 2018 – 2020 period. Within the application, we proposed an annual rate increase of 0.6 per cent per year to cover increasing operating costs. In order to recover costs outside of EPCOR’s control or system credits, there is also a proposed *rate rider* on your bill. The rate rider combined with the new water rate, will bring the average residential customer bill down by \$4.47 per month in 2018. In 2019, the average customer bill will increase by \$0.78 per month and \$0.38 per month in 2020.

A notice is enclosed with this mailing advising of the proposed rates and the regulatory process set out by EPCOR’s regulator, the B.C. Comptroller of Water Rights. Once the regulatory process is completed, the Comptroller will issue a final decision.

For more information about how water rates are set or to read the application, visit our website at www.epcor.com/2018-2020-RateApplication

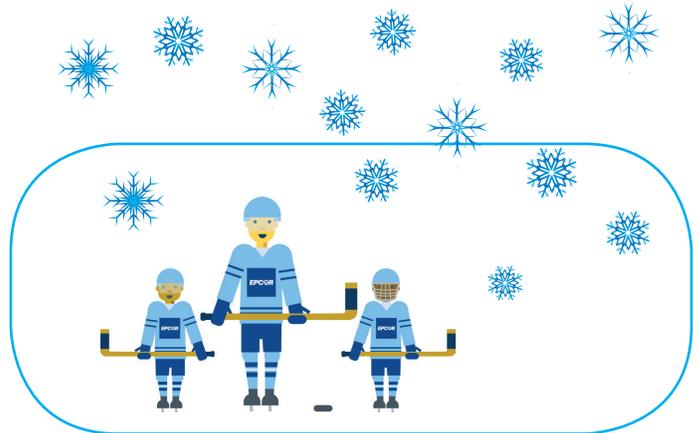
For more information on the regulatory process, please contact the Secretary to the Deputy Comptroller of Water rights at 778 698-7334 or by e-mail at Chris.McMillan@gov.bc.ca

Community Advisory Panel

In June 2017, we kicked off a new term for our water Community Advisory Panel (CAP). Thank you to the eight members of the French Creek water service area who have volunteered to meet 3-4 times a year, for a two-year term (June 2017 to 2019)!

The CAP brings together groups of people, representing a variety of viewpoints within the community, to discuss issues, programs and projects relating to drinking water and water service delivery in French Creek. This sentence is a bit confusing so let’s split it up to read:

The panel serves to educate participants who in turn connect on these topics with the community. The panel is also designed to gather feedback from the community on key water treatment projects and issues of interest. Since June, we’ve toured the water system and discussed a number of topics, including: the French Creek water system, operational projects, the regulatory approvals process, privatization of utilities and the 2018 - 2020 rate application.



Winter Maintenance Tips

- Please keep hydrants and meters clear of debris and snow so they can be accessed immediately in emergency situations,
- Shut off and drain outdoor taps/hose bibs to prevent freezing of pipes, and
- Remove hoses from taps to prevent freezing.

Winter Billings

Due to the potential for inclement weather conditions, your January 2018 meter reading may be estimated. Readings will be taken once conditions permit and, if necessary, adjustments will be made on your next bill.



Emergency Preparedness

EPCOR works hard to repair water outages with minimal disruption to customers. If you receive notification that your water supply will be disrupted, please take the following steps while EPCOR works to restore your water service:

- Fill up your bathtub with water to use for washing and for toilet flushing.
- Ensure you have at least four litres of drinking water per person/per day available.

Did You Know?

- 70% of an elephant is water
- Human brains are 75% water
- Once evaporated, a water molecule spends about 10 days in the air

Source: (<http://www.lennotech.com/water-trivia-facts.htm>)



Contact Us

EPCOR's office is open Monday to Friday between 8:00 a.m. - 4:30 p.m. We are closed from 12:00 - 12:30 p.m.

Our office will be closed for the following holidays: FEBRUARY 12, MARCH 30 and APRIL 2, 2018

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Happy New Year!

