



EPCOR FRENCH CREEK NEWSLETTER

WINTER 2019

Unidirectional Flushing

Most utilities use some form of flushing as part of a regular maintenance program to help maintain good water quality. EPCOR’s annual Unidirectional Flushing (UDF) is scheduled for the first quarter of 2019, depending on weather conditions. We will post a notice in the newspaper to let you know when flushing will occur in your area.

UDF simply means guiding water in a single direction through the pipes by systematically closing valves and releasing it through fire hydrants. This differs from traditional flushing, which opens hydrants and flushes water for an extended period. With UDF, all of the water flows in one direction at a high velocity to effectively clean the mains and keep water pressure high.

UDF servicing doesn’t affect your water bill. You’re only charged for water that passes through your meter and flushed water is emptied out of the distribution system well before then.

When UDF takes place, you may temporarily experience cloudy water or changes in your water pressure. This can last anywhere from 15 to 60 minutes. Once flushing is complete, we recommend you take the following actions:

- Run your taps for a minimum of five minutes to remove possible sediment;
- Flush your hot water tank as per manufacturer’s instructions.

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.
- Remove hoses from taps to prevent freezing.



Winter Billings

Due to the potential for inclement weather conditions, your January 2019 meter reading may be estimated. Readings will be taken once conditions permit and, if necessary, adjustments will be made to your next bill.



Did You Know?

- The first municipal water filtration works was opened in Paisley, Scotland in 1832
- The Great Lakes contain 18% of the world’s fresh water
- A living tree is 75% water
- By the time you feel thirsty, your body has already lost more than 1% of its total water.

Source: (<https://www.safewater.org/fact-sheets-1/2017/1/23/facts-and-statistics>)

Emergency Preparedness

EPCOR works hard to repair water main breaks 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 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.
- Keep all hot and cold water faucets turned off.
- Don’t use any household appliances that require water (e.g. built in fridge ice maker, dishwasher, washing machine, etc.).

Contact Us



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

The office will be closed February 18, 2019, for the Family Day holiday.

Phone: (250) 951-2460 Fax: (250) 954-0361
Emergency Phone: (250) 954-5337
E-mail: frenchcreek@epcor.com
#10D, 1343 Alberni Hwy
Parksville, B.C. V9P 2B9
epcor.com



EPCOR French Creek is proudly Canadian owned and operated