

# EPCOR FRENCH CREEK NEWSLETTER

WINTER 2020

## Community Advisory Panel

Thank you to everyone who submitted their applications for EPCOR’s voluntary Community Advisory Panel. The new panel has been selected and we had our first meeting in December 2019 to welcome new members and to provide them with an overview of the French Creek water system.

We look forward to receiving feedback from the panel, which will assist us in providing better service to our customers.

## Understanding Your Water Service Line

Underground mains carry water from our treatment plant to French Creek homes and businesses. A water service line is the pipe that connects your property’s plumbing to the water main in the street. The illustration to the right explains where the property owner’s responsibility begins and ends.

The utility’s portion of the service line runs from the water main under the street or alley to the water meter.

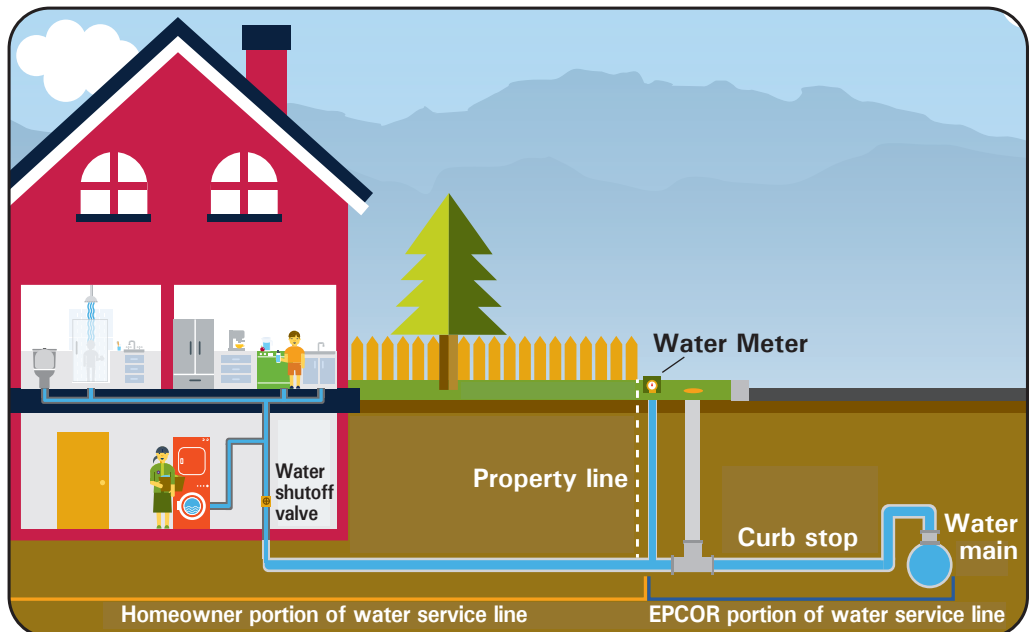
The homeowner’s portion of the service line runs from the water meter to the home or business.

## New Water Rates 2021-2023

Water rates support the cost of providing water services to residents and maintaining and upgrading the distribution system.

Current water rates expire on December 31, 2020. EPCOR will be filing an application for new revenue requirements and water rates for the period from January 1, 2021 to December 31, 2023. It is expected the application will be submitted to the B.C. Comptroller of Water Rights this summer.

Once filed, the complete application package will be available online at [epcor.com](http://epcor.com).



### Property owner responsibility

As a homeowner, you are responsible for maintaining and repairing most water fixtures on your property, including the following:

- Pipe connected to the water meter
- Water shutoff valve inside home
- Water line
- Hot water tank
- Internal plumbing
- Toilet

EPCOR is responsible for the pipes leading up to the property line and the water meter itself.

### Running toilet

Toilets are a common source of water leaks. Sometimes, you'll hear running water or a trickle, but often, a toilet leak can be silent and easily overlooked. Here are some reasons for a leaky toilet:

- Chain getting stuck under the flapper
- A broken, worn or warped flapper
- Flapper sticks in the open position
- Float in the improper position
- Water level inside tank is set too high, causing water to flow into overflow tube in tank

We recommend routinely checking your home for leaks and visiting a local hardware store or hiring a plumber to have them repaired.

### Water leaks inside your home

Water leaks inside your building or home will appear as bursts or breaks in exposed pipes. In severe cases, you may also notice flooding near the affected pipe.

If you suspect a water leak inside your building or home:

1. Locate your water shutoff valve (usually in the basement or crawl space).
2. Attempt to turn the valve to the "off" position. If the valve is seized, don't force it closed as you may break it, causing the valve itself to leak.
3. If you were able to close the valve, confirm that the leak has stopped (open and close the valve annually to ensure it remains operable).
4. If you were unable to control the leak using your water shutoff valve, call EPCOR at 250-954-5337 and report the leak. We will then shut off your water from the meter. Please don't attempt to shut the water off from the meter yourself.
5. We'll dispatch our team to isolate the leak from outside your property.
6. Contact a certified plumber to repair the leak.



### Contact Us

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

The office will be closed for the following holidays: February 17 and April 10 and 13, 2020.

Phone: 250-951-2460 Fax: 250-954-0361

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