



EPCOR FRENCH CREEK NEWSLETTER

SPRING 2020

EPCOR's COVID-19 response

We continue to deliver safe and clean drinking water to our customers in French Creek. There are no interruptions to essential services related to COVID-19 and we have continued to receive deliveries of essential supplies. We have temporarily suspended some of our non-essential services to protect the health of our employees and of our customers. Affected services currently include: inside meter readings at commercial and residential properties and non-essential meter replacement inspection or maintenance. Public assembly activities such as community committees have been postponed.

We will continue to provide essential in-person customer services including responding to leaks, water main breaks, and water meter installations at new locations.

Our physical office location is not open for visitors but you can reach EPCOR staff during normal business hours via phone and email.

EPCOR has plans in place to manage disruptions or emergencies, and we are committed to providing reliable water service to the French Creek community. We continue to closely monitor the COVID-19 outbreak, and will provide further updates on customer service impacts.

Watering Restrictions

Warmer weather means that we will be entering the water restriction season. Responsible outdoor water use is crucial in ensuring our water supply is available for everyone. See the following page for examples of wise water use.

The following **Stage 1** outdoor watering restriction takes effect **April 1**:

- Water use outdoors is limited to between the hours of 7 p.m. and 7 a.m.

Stage 2 restrictions will start **May 1** with the following schedule:

- Even numbered homes water on even dates (e.g. 4th, 6th, 18th, etc.), if necessary.
- Odd numbered homes water on odd dates (e.g. 3rd, 5th, 21st, etc.), if necessary.
- Water only between 7 a.m. and 10 a.m. or between 7 p.m. and 10 p.m. for a maximum of two hours.

NOTE: Remember to set your automatic irrigation systems to comply with these restrictions.

Watch our website for updates to these restrictions: www.epcor.com.



For more tips on water conservation, please see our website: www.epcor.com

Community Advisory Panel

The new term for the Community Advisory Panel (CAP) began at the end of 2019. EPCOR is pleased to welcome four returning and seven new members who will help us understand the community's current priorities around drinking water and provide input on a variety of water-related topics.

The CAP met in December (our March CAP was canceled due to COVID-19) to discuss water treatment and water service delivery in French Creek, the regulatory process governing our operations, EPCOR's Master Plan and the upcoming rate application.

Given the current COVID-19 pandemic, we will be working with panel members on ways to connect in the future other than in person.

New Water Rates 2021-2023

Water rates reflect the cost to provide safe water services to residents and to maintain and upgrade the distribution system during this time frame.

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.

EPCOR plans to submit the application to the B.C. Comptroller of Water Rights this summer. As with previous rate applications, the B.C. Comptroller of Water Rights will review the forecast costs and proposed rates in a regulatory process that includes opportunities for customer input.

Wise Water Use

Thank you for your continued cooperation in using water wisely. As gardening season has begun, we offer the following tips to help you conserve water around your home:

General:

- Consider sweeping your driveway clean rather than washing with a hose.
- Use a rain barrel to collect rainwater for watering flowers, shrubs, trees and gardens.

- When spring planting, form a shallow bowl around plants to ensure that water reaches the roots rather than running off. Cover the depression with mulch to avoid surface evaporation.

Lawn Watering:

- A healthy lawn needs no more than one hour of watering each week, and even less if it rains.
- The best time to water is early morning or early evening to avoid sun-related evaporation.
- Keep the length of your grass relatively high (6 cm or 2.5 inches). Taller grass shades the roots and holds moisture better.

Keep Water Meters Clear

Spring is a good time to ensure your water meter is clear of debris. This keeps our meter readers safe and ensures your meter is properly read. More importantly, it allows our operators to shut off your water in the event of an emergency in your home. Please ensure there are no bushes, branches or trees blocking access to the meter.

You can help keep your neighbourhood safe by clearing leaves, grass or shrubs from nearby fire hydrants to ensure first responders have clear access in the event of an emergency.

In order to protect the health of the public and our employees as a result of COVID-19, EPCOR's offices will be closed to the public until further notice.

You can reach us during regular business hours of Monday to Friday, 8:00 a.m. – 4:30 p.m. by the following:

Phone: 250-951-2460

Email: frenchcreek@epcor.com

Payments by cheque may be deposited in the mail slot by the front door on the first floor.

In case of emergency please call 250-954-5337.

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