



# EPCOR FRENCH CREEK NEWSLETTER

SUMMER 2020

## COVID-19 MEASURES

EPCOR continues to deliver safe and clean drinking water to our customers in French Creek. As governments across Canada and the U.S. proceed with the early stages of re-opening economies, it provides both a sense of optimism and time for careful consideration. At EPCOR, we will take a cautious approach, being a mid-to-late adopter of relaxed measures. This allows us to observe the impacts of changes in communities and then make informed decisions, every step of the way.

As of June 15, we have reinstated non-essential services, including meter replacement inspection or maintenance. Our physical office location remains closed to the public but our team can be reached during normal business hours via phone and email.

We will continue to closely monitor COVID-19 and provide updates as they affect customer services.

## New Water Rates 2021-2023

EPCOR’s application to the B.C. Comptroller of Water Rights for new revenue requirements and water rates for the period from January 1, 2021, to December 31, 2023, is expected to be submitted later 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.

You can find more information on our website.

## Contribution in Aid of Construction (CIAC) Application

In June 2020, we applied to the B.C. Comptroller of Water Rights to revise a charge applicable to developers or new development customers applying to become part of the French Creek water utility. This charge has not increased to keep up with inflation since it was last changed in September 2015. This change will ensure that revenue collected from developers remains in line with EPCOR’s costs to expand waterworks capacity for the benefit of developers or new development customers and ensures equity across customers joining the system at different points in time.

The new CIAC charge will remain interim and refundable, subject to a final decision by the Comptroller of Water Rights. For more information on how you can participate in the regulatory process, visit [epcor.com](http://epcor.com)



For more tips on water conservation, please see our website: [www.epcor.com](http://www.epcor.com)

## Wellhead Protection Program

EPCOR relies on groundwater wells to supply drinking water to French Creek. A wellhead is the physical structure of the well above ground. A wellhead protection area is the area around the wellhead where land use activities have the potential to affect the quality of water that flows into the well. Pollutants can sometimes seep into the ground and contaminate the water in a well.

Wellhead protection is a good way to prevent drinking water from becoming polluted. EPCOR has developed a wellhead protection program in order to protect the wells that distribute water to French Creek residents. A well protection plan contains practical, protective measures to minimize and prevent undesirable impacts from land use activities on the source of water for the community wells. This includes identifying potential sources of pollution or contamination, examining the risks posed by each potential source and developing a mitigation plan to address the identified risks.

## Community Advisory Panel (CAP) Update

The 2019-2021 CAP is made up of 11 customers who will help us better understand the community's priorities around drinking water and provide input on a variety of water-related topics.

While in-person meetings have been postponed indefinitely, we held our last meeting on May 12, 2020, via Zoom and plan to continue in this manner until further notice. At our past meeting, we discussed the updated 2020 Master Plan and the 2021-2023 Rates Application, and responded to questions from CAP members.

## Watering Restrictions

We are currently in Stage 2 Watering Restrictions.

As we enter the drier summer months, we continue to work with the Regional District of Nanaimo and other local communities to determine proactive restrictions on water use.

Please refer to our website for any updates regarding restriction levels.

## Water Conservation Tips

Thank you for your continued cooperation in using water wisely. Here are a few tips to continue conserving in your yard.

- Set your sprinklers to ensure the water is only spraying your lawn rather than your home, sidewalk or street.
- Pay close attention to the condition of your water features (ponds, fountains and waterfalls) to ensure they don't use more water than they should.
- Check the root zone of your lawn or garden for moisture with a spade before watering. If it's still moist two inches under the soil surface, you still have enough water.
- Scatter soft grass clippings on your lawn. This will help replenish up to 40% of the applied nitrogen back to the lawn as the clippings break down. A mulching mower will help speed the breakdown of the clippings.

For more information on wise water use, please visit [www.epcor.com](http://www.epcor.com)



## Contact Us

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

The office will be closed for the following holidays:  
August 3 and September 7, 2020.

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