



# EPCOR FRENCH CREEK NEWSLETTER

WINTER 2021

## New Water Rates – 2021, 2022, 2023

In September 2020, EPCOR applied to the B.C. Comptroller of Water Rights to set water rates for the upcoming 2021-2023 rate period. The rates proposed in our application reflect the forecast costs of providing water service and maintaining and upgrading the French Creek water system during this timeframe. Our application is currently under review by the B.C. Comptroller of Water Rights.

The proposed water rates reflect the costs to provide safe and reliable water service in French Creek. The new rates that we have proposed for 2021-2023 are relatively consistent with those from the previous rate period (2018-2020). For a customer consuming 20 cubic metres (m<sup>3</sup>) per month, the proposed adjustments to the 2021-2023 rates and rate riders will result approximately in a \$1.74/month decrease in 2021, a \$1.53/month increase in 2022 and a \$1.62/month increase in 2023.

We have also proposed a reduction in volume use to our lowest rate tier from 15 cubic metres (m<sup>3</sup>) - 75 m<sup>3</sup> to 12 m<sup>3</sup> - 75 m<sup>3</sup>, which would result in a reduction to the monthly base rates. If approved, the reduction to the minimum rate tier will mean that a customer consuming less than 15 m<sup>3</sup> per month will see a net reduction in their overall bill over the 2021-2023 period. A customer consuming more than 15m<sup>3</sup> per month will see a small increase in their bill over the same period.

If you wish to have further information on the regulatory process, please contact the Secretary to the Deputy Comptroller of Water Rights at 778-698-7334 or by email at Chris.McMillan@gov.bc.ca.



## Winter Maintenance Tips

With the cold weather creeping up, be sure that your house is ready for winter so you keep everyone safe and don't face costly repairs this year.

### *Check for leaks*

About 12% of water in the average North American household is lost to leaks. A dripping tap or leaky faucet is constantly working and, if the leak is bad enough, it can waste as much as a litre every couple of hours.

Checking your toilet is a likely place to find these leaks as toilets are the largest source of indoor water use in single-family homes. Check your toilet for leaks by putting a few drops of food colouring into the tank. If the colour appears in the bowl after 15-20 minutes, you have a leak.

Your local hardware store can help you fix most minor household plumbing issues.



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

### Winterize outdoor faucets

Be sure to detach, drain and store any outdoor hoses. Close any inside shut off valve that leads to the outdoor spigot. Open the outdoor faucet and let it drain for a few hours before closing. Install a cover on your outdoor faucet if you don't have a freeze-proof spigot.



### Keep water flowing

If you go away for even just a few days, ask your house sitters to run all the taps in your house for five minutes each visit. If they notice a drop in water pressure, this could mean frozen pipes, in which case, they should contact EPCOR immediately.

### Keep space for fire hydrants

A fire hydrant on property is one of your homeowner responsibilities. Fire hydrants need space around them for fire crews to work. Do not park in front of a fire hydrant. Ensure there aren't trees, plants, fences, or other landscaping features too close to it. They also need to be inspected each year to make sure they're working properly.



### Winter Billings

Due to the potential for inclement weather conditions, your January 2021 meter reading may be estimated. Readings will be taken once conditions permit and, if necessary, adjustments will be made on your next bill.



### Water Main Flushing

EPCOR flushes the water mains as part of our regular maintenance program to remove sediment and maintain good water quality. This process may temporarily result in cloudy water and/or changes in water pressure. **Your water remains safe to use.** If you experience cloudy water, we recommend that you run your cold water tap for approximately three to five minutes or until water runs clear.

EPCOR will flush the water distribution system between 7:30 a.m. and 3:30 p.m. in the following areas:



**Feb 1–5:** Oceanside, Johnstone Road, Pintail Road, Drew Road, Sunrise Drive, River Crescent, Imperial Drive, Barclay Crescent, Lee Road, Woodland Drive, Pebble Beach and Sumar Lane.

**Feb 8–12:** Church Road, Ackerman Road, Wembley Road, Riley Road, Kasba Circle, Reid Road, Neden Way, Esslinger Road and Tara Crescent.

**Feb 15–19:** Osprey Way, Crystal Court, Aerie Estates, Lowrys Road, Brookfield, Arrowsmith Way and Yellowbrick Road.

**Feb 22–26:** Mulholland Drive, Ascension Way, Fishermen's Circle, Robertson Blvd, Quail's Landing and Morningstar Drive.

**Mar 1–5:** Columbia Beach area, French Creek Marina, Breakwater, Dickinson Way, Glenhale Crescent, Island Highway, Cavin Road and Ocean Place.

### 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:  
February 15 and April 2 and 5, 2021

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