



EPCOR FRENCH CREEK NEWSLETTER

FALL 2021



Watering Restrictions

Thank you for conserving outdoor water use these past few months. Your efforts during this drier than normal summer have allowed us to return to Stage 1 watering restrictions as of October 1.

Stage 1 Watering Restrictions in Effect

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

Water Conservation Tips

Stay water wise with these tips for conservation in cooler temperatures:

- Be sure to turn off or unhook garden hoses from your outside taps to prevent them from freezing, bursting and causing water to drain into your home.
- Consider trees, shrubs and grasses that can be planted in the fall when conditions are cooler and rainfall is more plentiful.
- Install a rain sensor on your irrigation controller so your system won't run when it's raining.

For more tips, visit epcor.com.

Fall Cleaning

Clear a path to the water meter

As you prepare your yard for winter, please ensure the area around your water meter is clear. This will save you time and money as EPCOR's meter readers will be able to get an accurate reading rather than estimating based on previous consumption. You'll also be helping to keep meter readers safe from a slippery or icy pathway and potentially buried items covered by landscaping or shrubs.

Inspect irrigation systems

Fall is the time to inspect your irrigation system and protect it from frost damage. To winterize your system, drain the lines thoroughly and close all valves before clearing the lines with air.

Be sure your system is closed before cleaning so that there is no possibility of cross contamination of the public water system. For more information on the proper care of your system please consult your local irrigation parts and service supplier.



Attention Snowbirds

Whether you're going on vacation for one week or an extended period of time, it's important to take precautions and make arrangements for while you're away to avoid costly repairs when you return.

Shut off your water main

You can shut off your household water supply by accessing the main water valve in your home. You will still receive a quarterly bill for fixed service costs during this time. However, if you are planning to be away for more than a three-month period, it may be cost effective to have EPCOR shut off the water meter during your absence. The cost of the service is \$80 (\$30 for disconnection and \$50 for reconnection). You can request this service by completing the application on our website.

Check your faucets and toilets for leaks

A dripping tap or leaky toilet can waste as much as a litre every couple of hours, adding to your monthly bill. Your local hardware store can help you fix most minor household plumbing issues.

Remember, your water meter can also help you determine if you have a leak in your home. If everything is turned off and the leak indicator is moving, or if the leak indicator symbol is displayed, there may be a leak somewhere on your property (inside or outside).

Drinking Water Regulations

EPCOR treats the water in French Creek to ensure it meets or exceeds Health Canada Guidelines for Canadian Drinking Water. In addition, we work closely with our regulators: the B.C. Comptroller of Water Rights and the Vancouver Island Health Authority (VIHA).

Our Operators monitor the water distribution system through the eight sample locations chosen in conjunction with VIHA. We report our quality assurance, environmental, safety and security data and information to VIHA for review. VIHA must be satisfied that French Creek's drinking water successfully meets all water quality regulatory requirements, including microbial requirements.

In addition, tests at various levels and for different parameters are conducted daily, weekly and monthly. Not only do our local Operators test and calibrate the equipment used in reporting water quality results daily but certified technicians also calibrate and check all water lab equipment annually.

On average, EPCOR performs more than 5,000 water quality tests to ensure the water continues to be safe and meets provincial and federal guidelines.

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:

October 11, November 11, December 27 & 2, 2021 and January 3, 2022.

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