



EPCOR FRENCH CREEK NEWSLETTER

SPRING 2021

Rate Application Update

In September 2020, we applied to the B.C. Comptroller of Water Rights to set water rates for the current 2021-2023 rate period.

On March 17, 2021, the new rates were approved by the BC Comptroller of Water Rights in Order No. 2582. These rates are effective January 1, 2021, and were reflected on customer bills received after April 1, 2021.

Visit our website for more information on the rate application and the associated regulatory process.

Why the Rates are Changing

We apply to set the water rates in French Creek every three years. The new rates will enable EPCOR to carry out its scheduled operating and capital programs for the 2021-2023 rate period, which allows us to continue providing safe and reliable water service to our customers.

In addition, we have changed the rate structure to encourage water conservation. The French Creek community draws its water from aquifers that are also used by neighbouring communities and private wells—we are only allocated a certain amount.

While we have adequate supply for the needs of our customers, we want to ensure there's capacity to support the continued growth of the community while safeguarding the local watershed.

Supporting Water Conservation

We have adjusted our lowest rate tier from 15 m³ - 75 m³ to now be 12 m³ - 75 m³, which has resulted in a reduction to the monthly base rates.

The reduction to the minimum rate tier means that a customer consuming less than 15 m³ per month will see a net reduction in their overall bill over the 2021-2023 period. A customer consuming more than 15 m³ per month will see an increase in their bill over the same period.

Every little thing you do to conserve water can add up to a big difference. Whether it's considering the landscaping around your home or turning off the tap while you brush your teeth, your efforts can make an impact. For suggestions on how to conserve water, please visit epcor.com/conservation.



Warmer weather is approaching and, accordingly, we are now approaching the water restriction season.

The following **Stage 1** outdoor watering restrictions take effect **April 1**:

- Even numbered homes water on even days, if necessary
- Odd numbered homes water on odd days, if necessary
- Water only between 7:00 a.m.–10:00 a.m. and 7:00 p.m.–10:00 p.m. (for a maximum two hours)
- Visit our website for updates to these restrictions

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



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

Use a Rain Barrel

Rain barrels collect and store rainwater, which can then be used for watering your lawn, garden and potted plants. Half an inch of rainwater typically fills a 208 litre/55 gallon rain barrel. Note that you should never use collected rainwater for drinking or food preparation.



Maintaining your rain barrel

- Clean the screen monthly to remove debris and leaves.
- Add a small amount of olive oil or dish soap to the water to prevent mosquitoes from breeding in your barrel.
- Keep the lid on your barrel at all times to keep children and wildlife out.
- Make sure your rain barrel is on even ground in a location away from your home's foundation. If the barrel falls it could lead to flooding.

Caution: Collected rain water is not potable water. Never drink or ingest standing water that has been collected in a rain barrel. This water may become stagnant or contaminated, and isn't fit for human or animal consumption.

Sign up for Automatic Payment Withdrawal

Paying your bill is easy and convenient with Automatic Withdrawal.

Your quarterly bill is withdrawn from your bank account on the billing due date and automatically credited to your EPCOR account.

Once enrolled, you'll continue to receive a water bill each quarter. Watch for a message on your bill welcoming you to the plan you've selected.

To set up Automatic Withdrawal, contact our office for a form or visit epcor.com/account-billing.

Payment Options

There are a number of ways you can safely and comfortably pay your EPCOR bill. Find the payment method that works best for you:

- **Automatic withdrawal:** never miss a payment when you enroll in this payment plan
- **Through your bank:** pay online, by telephone or in person at the bank
- **By mail:** payment can be mailed to our office
- **After hours:** submit your payment into our office drop box (no cash please)
- **In person:** our office is temporarily closed to customers due to the pandemic

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:

May 24 and July 1, 2021.

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

Emergency Phone: 250-954-5337

E-mail: frenchcreek@epcor.com

#10D, 1343 Alberni Hwy

Parksville, B.C. V9P 2B9

epcor.com

