

EPCOR FRENCH CREEK NEWSLETTER

SUMMER 2021



Stage 3 Water Restrictions in Effect

Due to a combination of a drier winter, recent hot weather and some non-compliance on recovery days, we are currently in Stage 3 of watering restrictions.

In order to avoid proceeding to Stage 4, please consider reducing your water use, especially outdoor watering, in addition to implementing Stage 2 outdoor watering restrictions. What does this mean?

- Even numbered homes can water on even dates (e.g. 4th, 6th, 18th, etc.).
- Odd numbered homes can water on odd dates (e.g. 3rd, 5th, 21st, etc.).
- Be sure to water only between 7 a.m. and 10 a.m. or between 8 p.m. and 10 p.m. for a maximum of two hours.

Our website will indicate the current restriction level. Visit epcor.com for restrictions and updates.

Checking for Water Leaks

The average Canadian uses 220 litres of water each day, according to Statistics Canada. But leaks or changes in your regular water use can increase your water consumption and your utility bill. If you notice any unusually high usage, think about what might have caused it (guests, remodeling, leaks, etc.). Remember—usage is typically higher in the summer because of the heat, so that should be reflected on your bill. Conditions that may indicate water leaks are:

- Pooling water on your property
- Inside taps dripping
- Toilets running
- Constant water running through your pipes

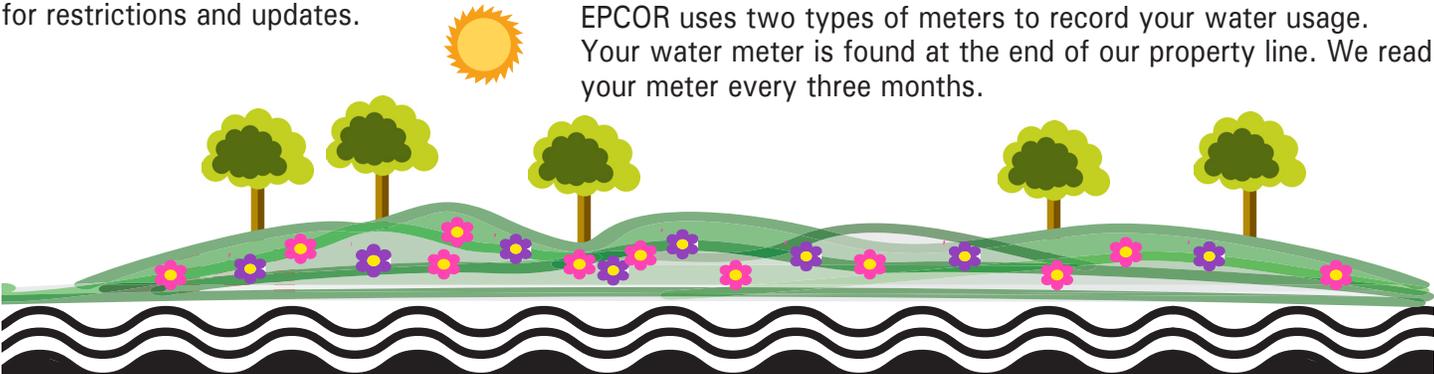
Use your water meter to check for leaks

Your water meter can also help you determine if you have a leak in your home. Your water meter is located in the front of your property near the street.

Make sure everything that uses water is turned off (shower, dishwasher, washing machine, automatic pool filler, irrigation system, etc.) and look at your water meter to verify that no water is passing through it (see next page). 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).

Reading your water meter

EPCOR uses two types of meters to record your water usage. Your water meter is found at the end of our property line. We read your meter every three months.



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

You can use the following information to read your water meter. *NOTE:* One cubic metre equals one thousand litres.



An eight-dial meter records water usage in cubic metres to the nearest 1/1000.



A six-dial meter records usage to the nearest 1/10.

For six-dial meters, the small triangle in the centre of the face is a low-flow indicator. It will turn when even a very small amount of water is passing through the meter. If this is moving and everything that uses water in your house is turned off, you have a leak somewhere.

To read your meter, start with the number on the left. If recording your usage, be sure to include digits after the decimal place.

If you have questions about your water meter or previous reading, please contact us.

Visit our website for videos and more information on how to detect and fix water leaks.

Water Quality

Our team works around the clock to make sure your drinking water is safe and clean. French Creek's drinking water is sourced from 16 active wells in three well fields. We treat the water to ensure it meets or exceeds all of the requirements set by provincial standards and Health Canada Guidelines for Canadian Drinking Water.

How do you monitor water quality?

- We perform 6,500 water quality tests each year. Our testing protocols meet or exceed the standards defined by provincial and federal requirements and health guidelines.
- We test both the raw water supply and the treated water to ensure safe and reliable drinking water to the community.

Why does my water smell/taste different from my neighbour's?

- The characteristics of a raw water source in a community determine what's necessary to treat it properly. In the case of French Creek, naturally-occurring minerals from water sources in the area result in variations in odour or taste. However, there is no concern with any sources of contamination in the area impacting water quality.
- While some French Creek customers choose to install in-home water treatment and filtration systems in their homes to improve the aesthetics of their drinking water, water quality in French Creek meets or exceeds Health Canada's Guidelines for Canadian Drinking Water.

What can I do to improve water quality at my home?

- Don't use water from your hot taps for drinking, eating, cooking or baking. Only consume water from your cold taps, then heat it up if needed. Hot water can increase the leaching of metals from your plumbing.
- Run the cold water tap for at least three minutes, or until it runs cold, any time you haven't used the water for six or more hours, if you will be drinking or cooking with water from that tap. This flushing time can be reduced if combined with other water use like flushing toilets, showering or running household appliances like the dishwasher or washing machine.
- Inspect the aerators or screens on your taps monthly and clean them if you find debris.
- Replace in-home plumbing fixtures or fittings, such as faucets, that contain lead or brass with ones that are certified to the standard on low lead content.

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 2 and September 6, 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

www.epcor.com

**EPCOR
FRENCH
CREEK**