



EPCOR FRENCH CREEK NEWSLETTER

FALL 2022



Watering Restrictions

Thank you for conserving water these past few months. Your efforts, combined with a mild summer, allowed us to maintain adequate water levels for personal use and fire protection.

Water restrictions will return to Stage One for the month of October. Water use is limited to between the hours of 7 p.m. and 7 a.m.

EPCOR Ebill Is Now Available

You may now elect to have your bills delivered by email rather than in the post. EPCOR ebill is easy, convenient and paperless. You'll receive your quarterly bill via email, letting you know the payment amount and due date, and you'll have one less bill in your mailbox.

Save even more time by signing up for ebill and automatic withdrawal. You'll be notified when your bill is ready, it will be withdrawn from your bank account on the billing due date and automatically credited to your EPCOR account.

When you switch to ebill, you can also still pay your bill through your bank, by mail or at our office.

To switch to ebill, please contact our office or download the application form at www.epcor.com/ebill.

Flying the Coop this Winter?

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.

Drain your irrigation system: Fall is the time to inspect and prepare your lines to protect them from frost damage. To winterize your system, drain the lines thoroughly and close all valves before clearing the lines with air. It is important to ensure your system is closed before cleaning so 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.

Store your rain barrel: Store your rain barrel safely for the winter months to protect your home from flooding in the spring. Drain your barrel and store it upside down so it does not collect snow over the winter months. Ideally you should keep your barrel in a shed or garage as barrels left outside in the winter may crack. —Continued on next page.

For water conservation tips, please see our website: www.epcor.com/conservation

Flying the Coop this Winter?

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Check for water leaks: A dripping tap or leaky toilet can waste as much as a litre every couple of hours, adding to your 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 dial is moving, there may be a leak somewhere on your property (inside or outside).

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.

Keep a clear path to the water meter: This will save you time and money while you're away 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.

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 contacting our office.

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:
Oct. 10, Nov. 11, Dec. 26 & 27, 2022.

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