



# EPCOR FRENCH CREEK NEWSLETTER

SPRING 2022

## Water Rates Update

This is a reminder that water rates will change in 2022 and be reflected on your April bill. The average residential household will see an increase of \$1.53 per month.

### Why the Rates are Changing

In March 2021, the BC Comptroller of Water Rights approved our rates for the 2021-2023 period. This enables EPCOR to carry out our scheduled operating and capital programs for this time period, which allows us to continue providing safe and reliable water service to our customers.

As part of the rate filing, we 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.

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.

## Watering Restrictions

Spring is here, which means that we will be entering the water restriction season. Responsible outdoor water use is crucial in ensuring our water supply is available for everyone. Thanks in advance for your cooperation.

**Stage 1** outdoor watering restrictions take effect **April 1**. All homes may water only between 7:00 p.m. - 7:00 a.m.

**Stage 2** restrictions begin **May 1** unless dry conditions necessitate an earlier start. **Stage 2** restrictions are as follows:

- 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.

*Please remember to set your automatic irrigation systems to comply with these restrictions.*



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

## Keep Water Meters Clear

Spring is a good time to ensure your water meter is clear of debris. This keeps our meter readers safe and ensures your meter is properly read. More importantly, it allows our operators to shut off your water in the event of an emergency in your home. If we can't access the water meter it will take longer to turn the water off if you have a leak. Please ensure there are no bushes, branches or trees blocking access to the meter.

You can help keep your neighbourhood safe by clearing leaves, grass or shrubs from nearby fire hydrants to ensure first responders have clear access in the event of an emergency.

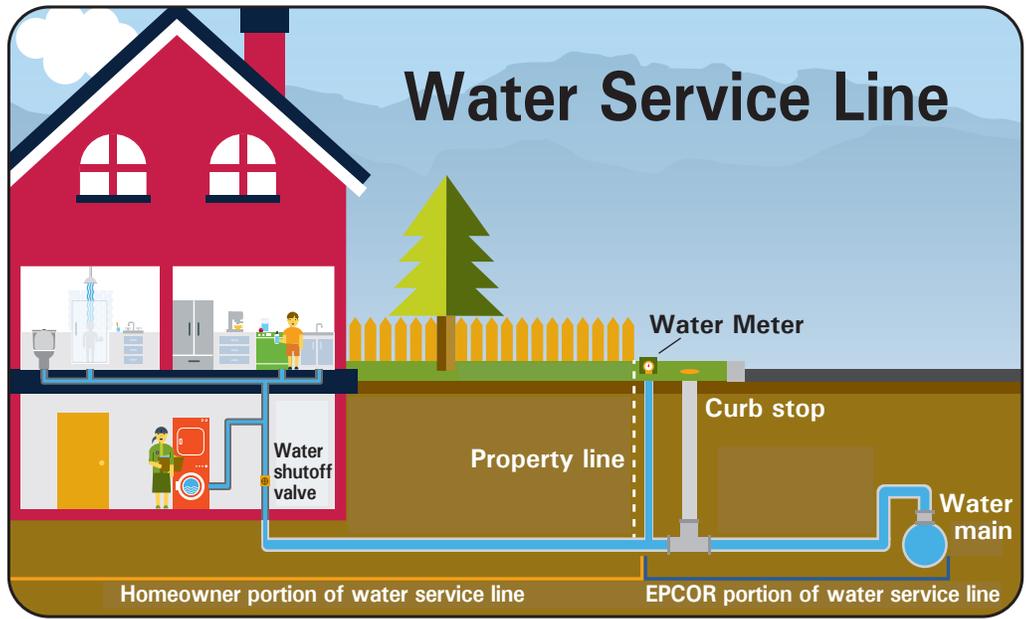
## Apply Now For The Community Liaison Group

Want to learn more about your community's water service delivery and operations, and provide your insights, views, and ideas?

We are seeking up to 10–15 EPCOR French Creek customers representing a wide range of interests, ages and backgrounds to become members of our Community Liaison Group (CLG), formerly called the Community Advisory Panel.

Members will help EPCOR better understand the community's priorities around drinking water and provide input on a variety of water-related topics, customer impacts and the environment. The group will meet three times per year over a two-year period.

If you are interested, please fill out the online application form available at [epcor.com/clg](http://epcor.com/clg). We are accepting applications until April 15, 2022. We will reach out to those interested regarding the status of their application.



## Understanding Your Water Service Line

Underground mains carry water from our treatment plant to French Creek homes and businesses. A water service line is the pipe that connects your property's plumbing to the water main in the street. The illustration explains where the property owner's responsibility begins and ends.

The utility's portion of the service line runs from the water main under the street or alley to the water meter.

The homeowner's portion of the service line runs from the water meter to the home or business.

## Contact Us

**EPCOR is welcoming customers in person to our office to assist with your water service needs.**

Our office is open Monday to Friday from 8:00 a.m. – 4:30 p.m.

and closed from 12:00 – 12:30 p.m.

This office is closed for the following holidays in 2022:

April 15 & 18, May 23 and July 1, 2022.

Phone: (250) 951-2460

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