

EPCOR FRENCH CREEK NEWSLETTER

SUMMER 2022

EPCOR Ebill Is Now Available

You can now receive your water bill via email. 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 You'll be notified when your bill is ready, it will be withdrawn from your bank account on the billing due date and automatically credited to your EPCOR account.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.

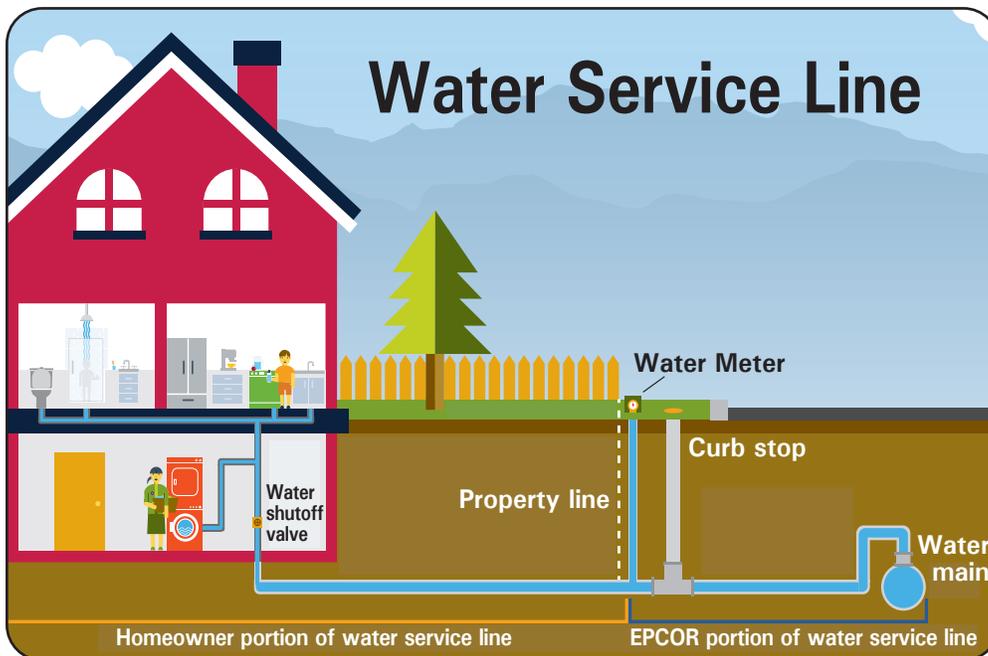
To switch to ebill, please complete and return the attached application form or contact our office.



Watering Restrictions

We are currently under Stage 2 outdoor watering restrictions. What this means:

- 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 7 p.m. and 10 p.m. for a maximum of two hours.



Shutting Off Water at the Meter

Sometimes, you may have to turn off the water coming into your house. For plumbing installations or repairs, or in the case of a flood or back-up, you'll want the water off. If you need to shut off service at the water meter, please contact our office and we will send one of our operators to look after this for you at no charge. Damage to the water meter and subsequent repairs or replacement is the property owner's responsibility.

Save Money And Water

Remember to check for water leaks as part of your regular maintenance. Homeowners are responsible for fixing problems with water fixtures, plumbing and lines within your home and property, including the pipe connected to the water meter even if it is not on your property. EPCOR is responsible for the water meter itself and the pipes leading up to your property line.

A History Of Operational Excellence In French Creek

Protecting local watersheds and public health by providing safe, quality water remain EPCOR's top priorities. In the 16 years that EPCOR has operated the water utility, we have not had a single environmental incident. We work with the Vancouver Island Health Authority and the BC Comptroller of Water Rights to meet or exceed the standards set in the Guidelines for Canadian Drinking Water Quality.



Grieving The Loss Of Our Team Member

In May, Brian Thorburn, Lead Hand, of our operations passed away suddenly.

Brian came to EPCOR more than 20 years ago. Throughout his career, Brian was a leader in the water and wastewater industry. He was a dedicated volunteer and recently named chair of the Canadian Water and Wastewater Operator Certification Committee.

With just four employees at our site, Brian was instrumental in maintaining operations. He frequently presented to our Community Advisory Panel and had positive relationships with customers. Brian was known as an avid golfer, curler, fisherman and dedicated father. Given the number of people on whom he was a positive influence in the community and in EPCOR's operations, we know that his presence will be sorely missed.

On behalf of everyone at EPCOR, we extend our condolences to Brian's family.

Contact Us

EPCOR's office is open Monday to Friday,
8:00 a.m. – 4:30 p.m.

We are closed from 12:00 p.m. – 12:30 p.m.

The office will be closed for the following holidays:
Aug. 1, Sept. 5 and 30, 2022.

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