# EPCOR FRENCH CREEK NEWSLETTER

WINTER 2022

## Winter Billing

Due to the potential for inclement weather conditions, your January 2022 meter reading may be estimated. Readings will be taken once conditions permit and, if necessary, adjustments will be made on your next bill.

## Quarterly Bill 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- **Automatic withdrawal:** Enroll to have your bill withdrawn from your bank account on the billing due date and automatically credited to your EPCOR account.
- **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 continues to be closed to customers due to the pandemic.

## Winter Maintenance Tips

Be winter-ready with these tips to keep your home in order and avoid costly repairs.

- **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 or debris over the winter months. If possible, keep your rain barrel in a shed or garage.
- **Check for leaks** on your property. A dripping tap or leaky toilet can waste as much as a litre every couple of hours, adding to your water bill. If the dial or the flow indicator on your water meter is moving and you aren't using any water at the time, you have a leak somewhere inside or outside your home.
- **Keep water flowing** to prevent frozen pipes. If you're going away for even just a few days, ask your house sitter to run all the taps in your house for a few minutes each visit. You can also ask us to turn off the water if you plan on being away for a longer period of time.
- **Shut off, drain and remove outdoor taps and hoses** to prevent pipes cracking or freezing.
- **Keep hydrants and meters clear** of debris and snow so they can be accessed in emergency situations.

**Did you know?** As a homeowner, you are responsible for internal plumbing and fixtures within your home, as well as the pipe connected to the water meter. EPCOR is responsible for the water meter and the pipes leading up to your property.

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

*EPCOR's Karen Bacon and Eric Taylor pictured with McMillan Arts Centre's Jennifer Bate and Oceanside Arts Council's Colleen Stuart and Stuart Clark*

## In Your Community

In response to the pandemic, we established the Heart + Soul Fund to support organizations that bring joy to our community, and provide a lifeline to those hardest hit by COVID-19. This year, we provided funding to the following organizations:

- **Arrowsmith Search and Rescue:** to help build its new Operations Centre that will be used for training activities for its dedicated volunteer group who help individuals lost or injured in the wilderness or in the community.
- **Society of Organized Services:** for its Project Rebuild program that helps seniors and children in low-income homes, and works to reduce poverty in the community.
- **McMillan Arts Centre:** in support of its Aging Artfully program that provides a creative and social outlet for seniors and the Art Therapy free, drop-in program that helps participants express emotions without words and improve their mental health.

## Water Main Flushing

EPCOR flushes the water mains as part of our regular maintenance program to remove sediment and maintain good water quality. This process may temporarily result in cloudy water and/or changes in water pressure. **Your water remains safe to use.** If you experience cloudy water, we recommend running your cold water tap for approximately three minutes or until the water runs clear.

EPCOR will flush the water distribution system between 7:30 a.m. and 3:30 p.m. in the following areas:

**Feb. 2-4:** Columbia Beach, Sunrise Drive, Drew Road, Sumar Lane

**Feb. 7-11:** Oceanside, Johnstone Road, Pintail Road, River Crescent, Imperial Drive, Barclay Crescent, Lee Road, Woodland Drive, Pebble Beach, Quail's Landing

**Feb. 23-25:** Church Road, Ackerman Road, Wembley Road, Riley Road, Kasba Circle, Reid Road, Neden Way, Esslinger Road, Tara Crescent

**Mar. 1-4:** Osprey Way, Crystal Court, Aerie Estates, Lowry's Road, Brookfield Crescent, Arrowsmith Way, Yellowbrick Road

**Mar. 7-11:** Mulholland Drive, Ascension Way, Fisherman's Circle, Roberton Blvd., Morningstar Drive, French Creek Marina, Breakwater, Dickinson Way, Glenhale Crescent, Island Highway, Cavin Road, Ocean Place

*Best Wishes for 2022*

EPCOR staff would like to take this opportunity to extend our warmest wishes to everyone for continued health and happiness in 2022.

## 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: Feb. 21, 2022.
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

EPCOR FRENCH CREEK

**EPCOR French Creek is proudly Canadian owned and operated**