

# French Creek Newsletter

**SUMMER 2025**

## **Avoid Bill Delays - Switch to eBill Today**

Due to the ongoing Canada Post labour dispute and possible strike, printed bills may arrive late. Stay on top of your account by signing up for eBill—a fast, secure, and convenient way to receive your bill directly in your email inbox.

### **Why switch to eBill?**

**No delays** – Get your bill on time, every time.

**Easy access** – View and pay your bill from anywhere.

**Eco-friendly** – Reduce paper waste.

Sign up now at [epcor.com](http://epcor.com).

## **Frequently Asked Questions**

### **Will I still get my bill in the mail?**

Your printed bill may be delayed because of the Canada Post strike. We recommend switching to eBill to avoid potential disruptions.

### **Do I still need to pay my bill if I do not receive my bill in the mail?**

Yes, customers are still required to pay their bills during this time. There are several ways to access your account balance and make a payment, including online or by calling our Customer Care team to check balances and bill due dates.

### **Where can I find more information?**

Visit [epcor.com](http://epcor.com) for more information about paperless billing and payment options. You can also call Customer Care: 250-951-2460.

## **Well Rehabilitation in French Creek**

EPCOR recently completed the rehabilitation of three of our older wells. This kind of maintenance helps keep our water system running smoothly by bringing the wells back to their best working condition. Over time, wells can slow down or get clogged up with minerals, so this rehab work helps boost their performance and keeps your water flowing the way it should.

Questions? Please call: 250-951-2460.

## Reminder: Stage 2 Watering Restrictions in Effect

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

- **Odd-numbered addresses:**  
Water on odd days only
- **Even-numbered addresses:**  
Water on even days only
- **Max 2 hours per day**, between **7-10 a.m. or 7-10 p.m.**

Tip: Set your irrigation system to follow these rules automatically.

Visit [epcor.com](http://epcor.com) for updates on these restrictions.

## Smart Watering Tips

Use tree grow bags to water deeply and efficiently.

- Aerate your lawn in spring/fall to improve water absorption.
- Group plants with similar needs to avoid overwatering.
- Weed regularly to reduce competition for water.
- Aim sprinklers at plants—not sidewalks.

For more information on wise water use, please visit [epcor.com](http://epcor.com)

## Contact Us

### Office Hours

Monday to Friday, 8:00 a.m. – 4:30 p.m.  
Closed from 12:00 p.m. to 12:30 p.m. daily

The office will be closed for the following holidays:  
August 4, September 1, and September 30

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