

February 2017

Water System Annual Update

Water Quality

The MacArthur/Reedman Waterworks' water quality was excellent in 2016, with turbidity levels well within the Provincial standards. Weekly samples were taken from various locations with no bad sample results noted. Water quality information is available on the CSR website.

Email Updates

If you would like to receive email updates regarding your water system, send an email to: operations@csrd.bc.ca

Please indicate which water system you are connected to.



The CSR is now able to provide an electronic option to receive your water utility bill. If you would like to receive your annual utility bill via email, please complete the attached Utility E-billing form included with this newsletter and return to the CSR office.

2016 Financial Report

The 2017 residential water system user fee will increase by 2% to \$510 from \$500 in 2016. The annual parcel tax contribution will remain unchanged for 2017. The user fee will increase by 2% each year over the next five years, which equates to an annual increase of approximately \$10 per connection. Over the past several years increases associated with hydro, natural gas, internet, chemical costs and staff time have put significant pressure on water system operating budgets.

As water systems depreciate, adequate funds must be available for infrastructure replacements and/or upgrades. The current MacArthur/Reedman capital reserve fund is insufficient to meet long term infrastructure replacement requirements. Therefore, allocations to the capital reserve fund will be increased.

Asset Management and Managed Maintenance

Continued advancements in asset management will have benefits to all CSR water systems. The Asset Management program involves the collection of data related to infrastructure from within each water system. These assets are assigned a life expectancy and a replacement value. Accurate projections can then be made to ensure necessary funding is in place to meet future capital requirements.

The managed maintenance program involves assessing the condition of equipment and assigning maintenance servicing schedules. This program will help extend the life of existing equipment and will result in fewer

breakdowns. These projects involve a substantial amount of resources to complete and will be in progress over the next several years.

System Maintenance and Projects

There were no water line breaks in 2016, however, a failure at the upper booster station resulted in the replacement of a new pump and check valve. All CSR water systems contributed funds to the SCADA monitoring upgrade in 2016, which included the purchase of a new server and software updates.

Excessive water use during the summer months continues to be a major concern for this water system (see graph on reverse). The CSR will continue to investigate the source(s) of the excessive use. The CSR may consider the implementation of water



Water Treatment Plant



Inside Water Treatment Plant



Invoice Payment Options

CSR D water utility customers can pay their water utility bill online through most financial institutions in Canada. To use the online banking feature, you will need to add the Columbia Shuswap Regional District as a payee and have your account number available. This is the 13 digit numeric code on the upper left hand portion of your bill.

In addition to paying through online banking, water utility customers can still pay in person at the CSR D office at 555 Harbourfront Drive NE, Monday through Friday between the hours of 9AM and 4PM (except on statutory holidays), using cash, cheque or debit card.

Cheques or money orders can also be mailed to the Columbia Shuswap Regional District, PO Box 978, Salmon Arm, BC V1E 4P1. Please note post-marks are **NOT** accepted as the date of payment so be sure to mail your payment in plenty of time before the May 1, 2017 deadline.

For further information on water utility payments, please contact Chelsea Kraft, Deputy Treasurer directly at 250.833.5908

2017 SPRINKLING RESTRICTIONS

Sprinkling Restrictions are in place from

MAY 15 - SEPTEMBER 15 annually

Users may water from **6 AM to 10 AM** and from **6 PM to 10 PM** on the appropriate day.

EVEN numbered houses may water on even numbered days.
ODD numbered houses may water on odd numbered days.

Automatic watering systems should be programmed to operate between 12 AM and 6 AM on the appropriate day.

CSR D Bylaw Enforcement will be enforcing these restrictions and can issue a fine.

A 10% discount on the annual user fee is available to those who pay on or before 4 PM May 1, 2017.

Payments must be received at the CSR D by this date.
Payments received after this date will not be eligible for the discount.

Average Daily Use Per Connection 2016

