

Fall 2015

## Residential Metering – Installations

Costs for meter installations are the responsibility of the property owner. GEID has arranged for a bulk meter discount through Corix Water Products, 750 Finns Road in Kelowna. **Due to the required meter specifications, only Corix Water Products will be supplying GEID meters.**

**We recommend that you make arrangements for your meter installation prior to October 1, 2015 to avoid delays in your installation.**

You have **three options** to choose from for the installation of the meter and remote reader:

**1.** Arrange for CORIX (phone 250-765-3826) to complete the meter installation. CORIX advises that you can also leave a voicemail with your Name, Address and Phone Number, and they will contact you about scheduling a meter installation.

**2.** Arrange for a certified plumber to complete the meter installation. **Meters must be purchased at Corix Water Products and they will provide a GEID Residential Meter Installation Handout.** If your contractor did not get a Residential Meter Handout, you can also visit the GEID website: [www.glenmoreellison.com](http://www.glenmoreellison.com) and click on the *Regulations/Residential Metering* tabs so that you can download a complete meter installation package which includes a list of plumbing installers, meter installation specifications, and a meter inspection form for your contractor to review. There is also a 'Frequently Asked Questions' section on the website. **Meter installation packages and FAQs are also available at the GEID Office.**

**3.** You may choose to install the meter yourself. Please refer

## RATE REVIEW & 2016 RATES

GEID and their consultant, Econics, who are specialists in utility rate setting, recently completed a comprehensive Rate Review to determine metered rates for 2016. As a result, the Board of Trustees adopted the Review and approved the proposed rates for 2016, which are outlined below. **NEW DUE DATES** were also approved (see article page 2).

### METERED RATES 2016

	Base Fee	First 90 cubic meters / quarter	Next 75 cubic meters / quarter	Balance of cubic meters / quarter	Every cubic meter
<b>Residential</b>	\$36.25/month	\$0.44	\$0.65	\$1.48	
<b>Multifamily</b>	\$16.40/unit/month				\$0.70
<b>Apartments</b>	\$5.80/unit/month				\$0.70
<b>Commercial</b> – includes business, industrial, institutional use	5/8" – \$23.96 3/4" – \$31.26 1" – \$41.44 1.5" – \$62.16 2" – \$98.42 3" – \$246.00 4" – \$363.00 6" – \$648.00 8" – \$842.00 10" – \$1,040.00				\$0.70
<b>General Irrigation*</b> – includes Commercial Irrigation & Non-Farm Status properties	Based on meter size as above				Introductory Rate: \$0.20 (billed only during the 6 months of irrigation season)

*\*The General Irrigation rate does not apply to Agricultural Properties with Farm Status.*

Check out the Rate Calculator on our Website!

### UNMETERED RATES 2016

<b>Residential</b>	\$75.00/month (\$225.00/quarter)
<b>General Irrigation</b>	\$35.00/month, billed only for the 6 months of irrigation season (\$105.00/quarter)
<b>Ellison Residential</b> (excluding Stratas)	\$50.25/month (\$150.75/quarter)

If you have any questions regarding rates, please call the GEID office at 250-763-6506, and Staff will be pleased to assist you.

to instructions in Option 2 about purchasing and installation of meter. **Customers choosing options 2 or 3 will need to contact the GEID office to arrange for an inspection once the meter installation is complete.**

In order to access the metered rate for January 2016, meters must be installed by December 29, 2015. (Initial reads will be done on December 30 and 31.) Accounts that have meters installed

after December 29 will be pro-rated to the date of installation. **If you haven't heard from your meter installer, call them again as many contractors/plumbers are backlogged.**

**ODD/EVEN WATERING REGULATIONS:** Watering is permitted according to civic addresses on odd or even days, and during specific hours, depending on whether underground or above-ground systems are used. These regulations apply to all outdoor sprinkling. See our website for more information. Also, see the Okanagan Basin Water Board's website at [www.makewaterwork.ca](http://www.makewaterwork.ca) for information on reducing your water consumption.



New  
Due Dates  
Announced!

## New Quarterly Due Dates for Residential Billing

**First Payment due April 30th, 2016 – for January, February, March 2016**

Residential categories will continue to be billed quarterly, however to accommodate the timing required to read the meters, new due dates for 2016 have been determined. For billing purposes, meters will be read on the 15th of each month and bills will be mailed near the end of the quarter.

Unmetered properties will continue to be billed quarterly until a meter is installed.

**The new Quarterly due dates will be: APRIL 30, JULY 31, OCTOBER 31 AND JANUARY 31 (2017).** There will be **NO January 31, 2016** due date as customers will be making payments on Dec 1st, 2015 for the 4th Quarter Period of October, November & December 2015. **Your first payment for 2016 will be due on April 30, 2016.** Payments received after April 30, 2016 will be subject to a 10% penalty.

**ATTN PRE-AUTHORIZED PAYMENT CUSTOMERS:** Your payments will be automatically withdrawn on the new due dates listed above. **Your first automatic payment for 2016 will be April 30, 2016.** Your original Pre-Authorized agreement form remains valid as we are still billing on a Quarterly Basis. Your bill will still be mailed or emailed to you as usual.

*Please note that Commercial categories will continue to be billed monthly. Commercial General Irrigation properties will be billed monthly for the 6 months during the irrigation season. Residential General Irrigation will be billed quarterly along with the Residential (domestic) invoice.*

## Irrigation Valves

GEID expects that the seasonal irrigation services will be turned OFF over a two-week period in October, focusing on Ellison/Dry Valley from Oct. 1-7th, followed by Glenmore from Oct 6-10th. Visit the District's website and tab to 'Irrigation Valves' for updates to this schedule.

## Assessment Notices

The 2015 Assessment Notices accompanying this newsletter contain important information concerning each property. This information includes the legal description of the property, the name of the owner on title, and GEID's assessment of the property. All property owners, by law, must receive these notices. If the assessment is correct, no action is required. If corrections are required, or if you have any questions, do not hesitate to contact the office.

If there is a dispute to the assessment that cannot be resolved, the dispute will be addressed at the Court of Revision to be held on Thursday, September 24, 2015, at 7:00 pm.

Appeal applications for the Court of Revision must be received by 4:00 pm on Wednesday, September 23, 2015.

## Newsletter Distribution

The newsletters are available for viewing on the District's website. If you do not wish to receive a printed newsletter in the mail, please send your request via email to [reception@geid.org](mailto:reception@geid.org), and include your name and address.

If you no longer receive a mailed newsletter, please ensure you visit the website on a regular basis to review information about water issues that may affect you. If you have a rental house in the District, please ensure your tenants are also advised to visit the website.



## Project Update: UV Treatment Facility at McKinley Reservoir

The Board of Trustees is pleased to advise that the second stage of water quality improvements for the Glenmore/McKinley areas has begun. GEID is constructing an Ultra-Violet Treatment Facility and Bypass at McKinley Reservoir, which is expected to be completed in early 2016. Once completed, GEID Staff will be working with Interior Health to re-assess the Water Quality Advisory that is currently attached to GEID's water supply.

## Main Line Flushing

Water main flushing is carried out each Spring and Fall to ensure that the freshest water is provided to GEID customers. The Fall 2015 flushing is scheduled for September 29th through to November 5th. Flushing dates for the various roads and areas are updated on the District website at [www.glenmoreellison.com](http://www.glenmoreellison.com) on a regular basis.

Water pressure fluctuations and discoloration in the water will occur during flushing. Check your water prior to use and avoid doing laundry or using hot water while flushing is underway in your area. If discoloration is experienced, run the cold water tap until the water runs clear.



## Private Infrastructure Flushing

Infrastructure systems not owned by the District, including within multi-family complexes, schools, plazas and other properties, are deemed as private and must also be flushed to ensure that the freshest water is delivered to the end user. This flushing should be conducted immediately AFTER the District has completed its mainline flushing.

The Fire Department expects hydrants to be regularly flushed to eliminate any deposits which could affect the pumping capacity of private hydrants. Private hydrant permits are available at no charge and are required from GEID prior to any private hydrant flushing.

## After Hour Call-Outs

After-hour service calls are EMERGENCY call-outs and are billed at a rate of \$150 per call-out to the property owner.

### HOLIDAY OFFICE CLOSURES

**Thanksgiving Day**  
Monday, October 12th

**Remembrance Day**  
Wednesday, November 11th

**Christmas Holidays**  
December 25th to January 2nd,  
re-opening January 4th



Published by  
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Office hours are Monday thru Friday,  
8:00 am to 12:00 pm and 12:30 pm  
to 4:00 pm, except for holidays.

### VOICEMAIL EXTENSIONS

<b>Darwyn Kutney</b> General Manager	#109
<b>John Bartell</b> Manager of Engineering and Operations	#102
<b>Mike Rojem</b> Projects Coordinator	#103
<b>Linda O'Neil</b> Administrative Treasurer	#104
<b>Drew Allingham</b> Works Foreman	#108
<b>Andrew Cammell</b> Water Quality Technician	#106
<b>Renee O'Fee</b> Accounts Payable & Utility Billings Clerk	#110
<b>Sarah Vestner</b> Development Clerk	#101
<b>Heather Bauer</b> Metering Clerk	#111
<b>Susan Ellrodt</b> Receptionist	#100