

WaterLogue

Fall 2010

Glenmore-Ellison Improvement District celebrates Anniversary

April 5th 2010 marked 20 years since the former Glenmore Irrigation District (GID) and the Ellison Irrigation District (EID) amalgamated to form what we now know as Glenmore-Ellison Improvement District.

Although GEID is only 20 years old, the original districts GID and EID date back to the

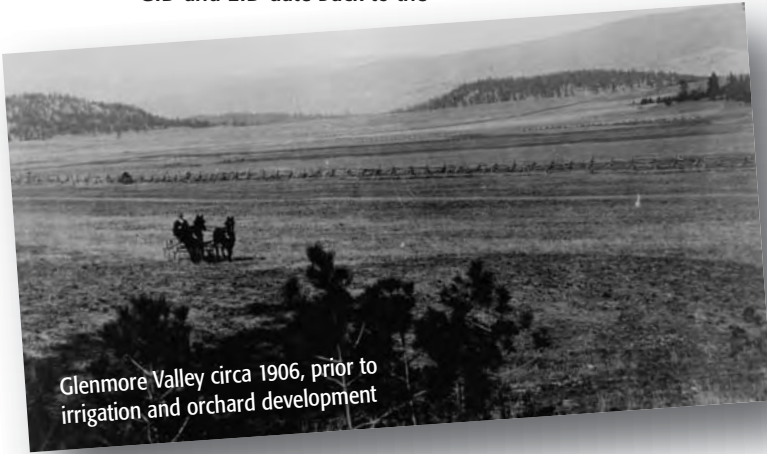
early 1900's when they were created to supply water to farmland in the valley bottoms.

The separate Ellison and Glenmore Irrigation districts both drew their water from Kelowna (Mill) Creek which flows from the mountains east of the Kelowna Airport, with water stored in three reservoir

lakes: Postill, Bulman, and South lakes. Each district operated separately with its own staff and elected board of trustees, however the districts coordinated water releases and withdrawals to ensure that they would not adversely impact the other. In the decades before 1990, there was recurring discussion

about amalgamation, however it wasn't until 1990 that the amalgamation occurred.

GEID continued to grow in 2005 with a boundary inclusion of the private McKinley Landing Waterworks System (MLWW) into the district. The MLWW supplies Okanagan Lake water to about 250 residential lots in the McKinley Landing area. ■



Glenmore Valley circa 1906, prior to irrigation and orchard development

Glenmore and Ellison – Together but Distinct

GEID's primary water source is Kelowna (Mill) Creek. Water is delivered to the Ellison area (east of the airport along with Dry Valley) directly from the intake on Postill Lake Rd. Creek water is also diverted from the intake into a transmission main which runs westward to the McKinley Reservoir near Glenmore Rd. and McKinley Road. Water is also supplied into the system from the district's 5 wells. From the McKinley Reservoir, the water is distributed to the Glenmore Valley, Wilden, UBCO, Quail Ridge and the Airport. As the water systems were

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Water conservation major concern for valley residents

Water conservation is a fact of life in an arid region. Conservation not only helps save this precious resource, it also translates into cost saving for our customers, since reduced consumption equals reduced demand for additional infrastructure such as pumps, reservoirs, etc., as well as lower operating costs such as electrical and chlorination.

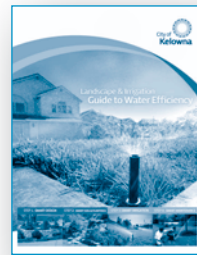
GEID continues with odd/even residential watering conservation measures based on civic addresses. In addition, underground sprinklers are permitted between midnight and 6 a.m. whereas above ground hoses/ sprinklers are permitted between 6 a.m. and 11 a.m. and between 6 p.m. and 11 p.m. No watering is permitted for residential or commercial cus-

tomers during the middle of the day (11 a.m. to 6 p.m.) since much of the water would be lost to evaporation. For more information on GEID water regulations, please visit the GEID website.

A booklet prepared by the City

of Kelowna entitled "Landscape & Irrigation Guide to Water Efficiency" is available at the

District office. This booklet is especially timely in view of residents' increased interest in water conservation and xeriscaping. Please drop by the office if you wish to obtain a copy. ■



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independently developed by GID and EID, it is currently not possible to supply all of Ellison's water demands from the Glenmore distribution system, or vice versa (see map at right).

Due to the proximity of the Ellison customers to Kelowna (Mill) Creek, turbidity and colour are usually higher for those customers than for the Glenmore customers. As a result, water notifications for the Ellison (which includes Dry Valley)

customers may be different than for those issued for Glenmore. GEID operates the Ellison and Airport wells to provide the Ellison system with well water however as soon as water demand increases due to irrigation requirements, the wells cannot supply all the needs of the Ellison side of the system and the creek water then supplements the balance.

Since McKinley Landing is supplied from Okanagan Lake, the water quality in that area also differs from the rest of the water system. ■

Water Notifications still in effect

GEID has been under a continuous Water Quality Advisory (WQA) since the Spring of 2006. This WQA remains in effect for residents in the Glenmore area whereas residents in the Ellison area, including Dry Valley, are currently on a Boil Water Notice due to higher turbidity in their portion of the system. The Ellison turbidity levels fluctuate at various times of the year. See map at right to determine which area you are in. Residents on the former McKinley Landing Waterworks System receive water from Okanagan Lake and are not affected by these advisories. Please visit our website for current information on water quality.

GEID announces changes in water quality through the media and on its website. Residents can also visit the Kelowna Joint Water Committee website (www.kjwc.com) and follow the link to Water Quality Alerts to register an email address for notifications. ■

Water Quality and Testing

Water quality is of utmost concern to GEID. While the original water system was built solely to supply farmers with much-needed water for agricultural crops in a dry climate, the present day demands must also ensure safe drinking water for GEID's customers.

GEID's Water Quality Technician, **Andrew Cammell**, has completed the Water Quality Program at Okanagan College and is also a Certified Water



Andrew Cammell

Operator. His primary responsibility is to monitor and test the water throughout the distribution

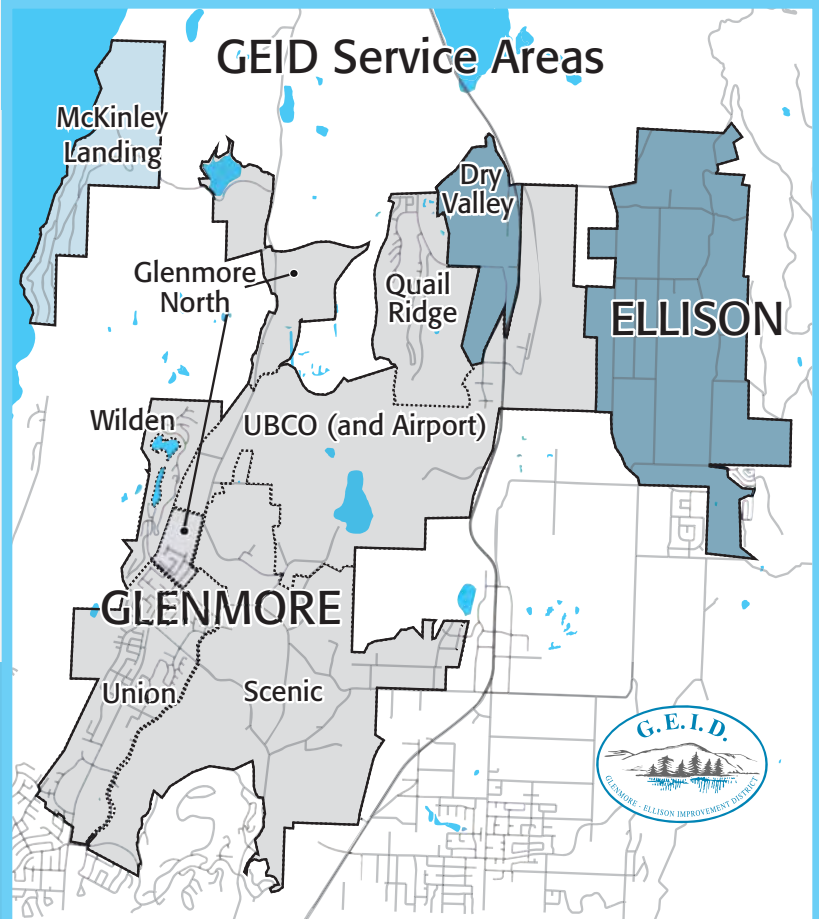
What part of the system are you on?

GEID has three main supply areas with distinct water sources and delivery areas: Glenmore, Ellison, and McKinley Landing.

The Glenmore area includes the Glenmore Valley from McKinley Rd. south to Summit Rd. plus those areas such as Wilden, UBCO, Quail Ridge, Sexsmith/Arab and adjoining roads and the west side of the Airport. The Glenmore area is supplied from McKinley Reservoir (which itself is supplied from Kelowna Creek and wells). Well water is also pumped directly into the distribution system near UBCO and forms a portion of the supply in that area.

The Ellison area is east of the Airport and is primarily composed of farms with a few residential areas. The water supply for this area is Kelowna (Mill) Creek, with supplemental water from wells. The Dry Valley area is generally supplied from Ellison in the summer months and from Quail Ridge (Glenmore area) in the winter months.

The McKinley Landing system supplies the McKinley Landing area, including the new subdivision in the Shayler Rd. area. This system is supplied from a small pumpstation on Okanagan Lake.



system, and also in the watershed. Tests are conducted at approximately 27 sites throughout the system, including raw water, treated water, and from various locations such as reservoirs and end-points of the distribution system. The tests include a variety of parameters such as

chlorine residual, temperature, colour, turbidity, total coliforms and *E. coli*. Some tests are completed daily, while others such as bacteriological testing are conducted on a weekly basis. GEID reports turbidity levels on its website under Water Quality. (continues on page 3)

Flushing

Fall water main flushing is scheduled from October 18th to November 19th. Hydrants and blow-off valves are used as

flush out points throughout the system. Flushing occurs between 8:00 a.m. and 3:30 p.m.

Flushing is essential to ensure the best possible water quality and a well maintained drinking water system. GEID flushes the entire system twice a year, starting at one end of the distribution system, and pushing the water completely through all water mains in order to remove accumulated sediment and biofilms, using a method called unidirectional flushing. During this time, the sediment and biofilm is dislodged and picked up by the fast-flowing water, sometimes resulting in highly coloured water for a day or more in the area where flushing is underway. Operators measure turbidity throughout the flushing program to determine when the sediment has been removed.

Spot flushing is done occasionally outside of the semi-annual flushing to address dead end lines.

During flushing, water pressure may vary slightly, and there will be some discoloration in the water. Please check your water prior to using. We recommend that you may wish to avoid doing laundry at this time. If you experience discoloration, run the cold-water tap until the water runs clear. To see when our crews will be in your area, watch the local news-

paper or visit our website at www.glenmoreellison.com.

If you would like to be notified directly when flushing occurs in your area, email your request (remember to include your street address) to: hbauer.geid@shaw.ca. Email notifications are preferred; please contact our office if there are special circumstances for providing telephone notification. While the District makes every effort to notify customers of regularly scheduled flushing, emergencies and other events may occur that prevent such notification.

Flushing within Strata Developments

Internal water lines are the responsibility of each Strata complex. Strata developments should always flush their lines AFTER the District has completed its flushing. Prior to flushing, Stratas

must obtain a no-charge private Hydrant Use

Permit. This is a requirement of both the Kelowna and Ellison Fire Departments and of GEID.

Please ensure you follow this protocol when accessing private hydrants. ■



Okanagan Lake Project

The Alternate Approval Process (AAP) to borrow \$12M for the construction of the supply intake and pump station on Okanagan Lake along with a transmission main to the McKinley Reservoir was conducted earlier this year, with ratepayer assent being confirmed. Discussions with various government departments, including environmental and fisheries agencies are continuing. Due to fisheries concerns, there has been a delay in the permitting process. GEID now expects that construction of the intake works will commence next spring. In the meantime, GEID continues to work on other portions of the project such as transmission mains, as well as completing final design work on the various components of the new system. ■

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An independent, accredited laboratory completes the bacteriological testing while other parameters are tested in-house. Any adverse results are reported directly by the laboratory to Interior Health as well as to GEID. This additional reporting is a provincial requirement, and provides extra protection for our customers. ■

REMINDER:

Don't landscape over or cover the District's water supply valve (curb box) located near the property line. Leaks happen. Digging for a buried water valve *shouldn't* happen.

GEID – Water Providers or Plumbers?

Many of the emergency call-outs for GEID staff are for issues that are on the customer's side of the property, and which GEID staff cannot resolve. We suggest that if you are encountering a dramatic change in water pressure, coloured water, or other issues, please take the time to first investigate the following before calling GEID: check all taps in the house; check for outside leaks; check for construction in the immediate area; check your pressure reducing valve; and check your newspaper for water announcements. If you phone the office and a GEID operator is dispatched to the site, he can only ensure that the main valve at property line is operating correctly. In most cases sudden changes especially in water pressure requires a visit from your plumber.

All customers should be familiar with the location of their home's emergency water shut-off, which should be inside the house near the location that the water service enters. In the event of a leak inside the home, the fastest way to turn off the water is for the customer to do so from inside the house. Some homes may have inoperable or damaged water shut-off valves inside their homes. While GEID staff is able to turn water service off at the curb, the response time to an emergency callout on a weekend or evening may make the difference between a small problem and a large flood. We recommend that customers test the operation of their main water shut-off inside the home, and have it repaired if necessary so that it will function properly in the event of an emergency. ■

Rate Review

At this time, GEID is conducting an analysis of the costs to supply each class of customers, factoring in such items as delivery costs, infrastructure renewal, water consumption, and other demands on the infrastructure. Based on the results of this work, changes to the existing rate structure may result for 2011. Developing a fair and equitable rate structure is a key concern for the GEID Board of Trustees and staff.

Dates to Note

- Irrigation Valves shut off** . . . October 4 to 8
- Fall Mainline Flushing** October 18 to November 19
- Holiday Office Closures** October 11, November 11, and December 27 to January 3

Assessment Notices and Court of Revision

GEID is a taxation authority and is required by the Local Government Act to provide Assessment Notices to its customers. These notices are to verify the land owners' name, property size, and grade. Assessments are mailed out the first week of September 2010. If your records do not agree with the Assessment Notice, please contact the office.

A Court of Revision will be held at 7:00 pm, on September 22nd, 2010 at the GEID office, 445 Glenmore Rd. The Court will only consider complaints regarding the assessment, i.e., that the owner on the assessment notice is not the registered owner of the assessed land or that his/her land has been classified incorrectly. Please contact the office for any discrepancies to determine if they can be resolved by staff without having to schedule an appearance at the Court of Revision. If you intend to file an appeal, you must do so one day prior to the Court of Revision. Therefore, all appeals must be delivered to GEID by 4:00 pm, September 21st, 2010.

Staff Changes and Office News

GEID lost a long-time friend and employee earlier this year. Ken Rojem, well known to many Glenmore farmers and residents, was an employee of GEID since 1990 and helped mentor and train many of GEID's newer operators. Ken could be counted on for reliable and accurate information on the water system plus invaluable historical information on the where's and why's of the system. Ken will be sorely missed.

In the past few years, there have been changes and additions to GEID's Operations staff resulting in a reorganization to address the increasing demands of the District. Mike Rojem is now responsible for coordination of the various projects presently underway while Drew Allingham is now responsible for day to day operations.

Agriculture Customers – Fall Shut Offs

Irrigation valves will be shut off for the season during the week of October 4th through 8th. The Board may provide late irrigation subject to application and payment of a late turn-off fee. Please visit our website or telephone the office no later than September 30th to confirm these arrangements.

Irrigation Tax

Bills will be sent out in late October and are due December 1st, 2010. To avoid a 10% penalty, please ensure your payment reaches the office by the due date.

Payment Options:

Please allow sufficient time for your payment to reach our office by the due date. Postmarks are not accepted as proof of payment.

- Bills can be paid at most Financial Institutions in Canada. Please pay in advance of the due date as it can take up to 3 business days for your payment to reach our office.
- Customers can pay by phone or internet through their bank's website or telebanking.
- Payments by debit card, cheque or cash can be made at the District office, or use the drop slot in the door during lunch or after office hours. Credit cards are not accepted.
- Set up pre-authorized payment for automatic withdrawal from your bank account at the office. A pre-authorized payment form is available on our website
- Mail cheques to GEID, 445 Glenmore Rd., Kelowna BC, V1V 1Z6. Post-dated cheques are accepted.



Published by
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VOICEMAIL EXTENSIONS

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Darren Schlamp Operations Manager	#102
Mike Rojem Projects Coordinator	#103
Linda O'Neil Administrative Treasurer	#104
Drew Allingham Works Foreman	#108
Andrew Cammell Water Quality Technician	#106
Renee O'Fee Accounts Payable & Utility Billings Clerk	#110
Pat Schmidt Development Clerk	#101
Heather Bauer Receptionist	#100