

Progress Continues on Okanagan Lake Pump Station

Earlier this year, GEID obtained the final rights of way that are needed for our Okanagan Lake pump station. Detailed design of the pump station and intake is now underway, along with the environmental assessment that is required by the City of Kelowna and the Ministry of Environment.

A final update to the cost estimates is now underway to more accurately estimate the total project cost now that preliminary design is complete. GEID has accumulated developer-paid reserves to put towards the pump station, and has been saving funds from the 2008 rate increases for completion of the ultraviolet

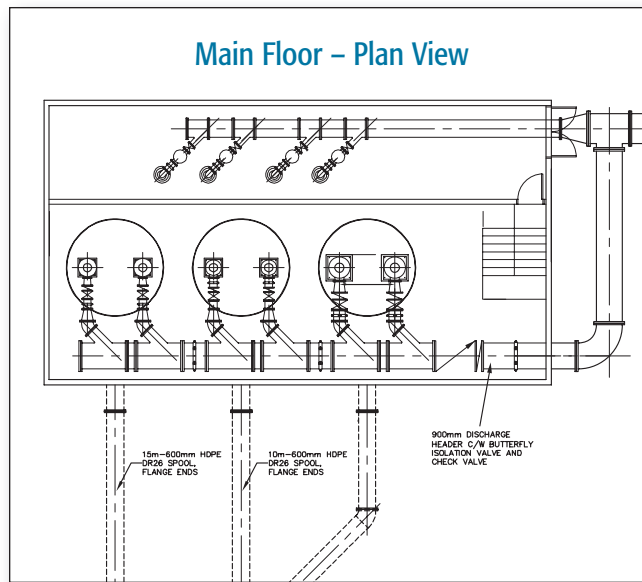
disinfection facility and other water quality initiatives. However, GEID will still need

to borrow several million dollars in order to complete the pump station, as discussed

in our Spring 2008 newsletter.

In order to pass a long term (>5 years) borrowing bylaw, GEID requires ratepayer approval. The Ministry of Community and Rural Development must approve all borrowing bylaws, and they recommend that ratepayer approval be obtained through the Alternate Approval Process for infrastructure projects.

As GEID has planned this project to meet Interior Health Authority drinking water quality standards, we hope to obtain ratepayer approval in Autumn 2009. Once ratepayer approval is obtained, GEID expects to be able to commence construction this winter.



Water Quality Advisory (WQA) Remains in Effect

GEID has been under a continuous WQA since the Spring of 2006. This WQA is still in effect for residents in the Glenmore, Ellison, Quail Ridge, UBCO, and Dry Valley Road areas. This DOES NOT include residents in the McKinley Landing area who receive Okanagan Lake water.

GEID measures turbidity levels daily and provides current turbidity levels on our website: www.glenmore-ellison.com

What is Turbidity?

Turbidity is defined as the relative clarity of water. It is a measure of the degree to which a beam of light is

scattered or absorbed as it passes through water. The less scattering and absorption of light, the clearer the water is, and the lower the turbidity level. Turbidity is caused by fine suspended particles of clay, silt, organic and inorganic matter, and other microscopic organisms that are picked up by water

as it passes through a watershed. While turbidity usually results from natural events such as spring runoff or weather activity such as storms, it can also be caused by manmade erosion. Turbidity levels are typically much higher in water from surface sources than in

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Water Quality Advisory Remains In Effect

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groundwater (wells). While turbid water adequately treated with chlorine is seldom a serious threat to healthy individuals, it can be a concern to those with compromised immune systems.

Why has this WQA been issued?

In 2006, Interior Health Authority (IHA) rolled out their Turbidity Notification Program. This program required that water suppliers issue a WQA at any time the drinking water exceeded 1 NTU. The water in the Glenmore-Ellison distribution system is considered to have a FAIR rating on IHA's Turbidity Index, based on turbidity levels in excess of 1 NTU.

What does a FAIR rating mean?

Health risk increases as turbidity levels rise, particularly for at-risk populations.

Who should be careful?

- children (0-12 years of age)
- the elderly (65 years of age and older)
- people with weakened immune systems (if unsure consult with a physician)

What should at-risk populations do?

As a precaution, water should be boiled for one minute. Boiled water should then be refrigerated in a clean, covered container and is intended for the following uses:

- drinking
- washing fruits and vegetables
- making beverages or ice
- brushing teeth

Alternatively, customers could choose to use bottled or distilled water, or water that has been filtered through a well-maintained treatment device.

What should public facilities be doing?

Owners of public facilities must post Water Quality Advisories at all sinks or drinking water fountains accessible to the public (alternatively, public fountains and taps may be turned off). As opportunities arise, they must also advise their clientele verbally of the Water Quality Advisory.

How can people stay informed about changes to water quality in their area?

You can receive electronic notification about

changes to water quality. Within the City of Kelowna boundaries, there are five large water utilities that supply water to residences. The Kelowna Joint Water Committee (KJWC) was formed with representatives from each water purveyor to assist with coordinating the efforts of the purveyors. There are water quality advisory tools to assist ratepayers on the KJWC website: www.kjwc.org. Select the tab "Who is my Water Supplier" to locate your local water purveyor. Click on "Be Informed" and register to be notified via email about any new water quality advisories or boil water notices.

ATTENTION OWNERS:
If you have a tenant within the District boundaries, it is your responsibility to keep them updated about any changes to their water quality.

Water Main Flushing

Fall water main flushing is tentatively scheduled from the end of October to mid-November. To see when our crews will be in your area, watch the local newspaper or visit our website: www.glenmoreellison.com.

Please Note: The District provides an advisory service to its customers to let them know when scheduled flushing will commence in specific areas. If you would like to be notified directly when flushing will occur in your area, email your request (remember to include your street address) to: hbauer.geid@shaw.ca. If you have already requested this service please reconfirm with the office so that we may keep our records current. While the District makes every effort to notify customers of regularly scheduled flushing, emergencies and other events may occur that prevent such notification.

Flushing occurs between the hours of 8:00 a.m. and 3:30 p.m. During this period you may notice variations in the water pressure and some discoloration in the water. If you experience discoloration, run the cold-water tap until the water runs clear. Please check your water for clarity prior to using.

Hydrants and blow-off valves are used as flush out points throughout the system. You will see District crews flushing large amounts of water at these points. This is an essential part of ensuring the best possible water quality and a well-maintained drinking water system.



A Reminder to Strata Developments:

The flushing of internal water lines is the responsibility of each Strata and must happen AFTER the District has finished flushing. We recommend that Strata developments contact their management company or hydrant contractor to commence flushing their internal water lines anytime after mid-November. **Please Note:** Prior to flushing internal lines, the Strata must visit the GEID office to obtain a NO-CHARGE private Hydrant Use Permit.

Drought Management



There have been several articles in local newspapers since June 2009 regarding the current drought conditions in the Okanagan. Some areas, such as South East Kelowna and Westbank, have reduced sprinkling to two days per week, and Okanagan Lake is visibly low, with lake levels in June even lower than they were in 2003.

GEID has been carefully monitoring our water consumption and reservoir storage since June, as our reservoirs did not fill this year. While GEID has increased our reliance on groundwater over the past decade with our five wells, water conservation remains a priority for the District, particularly in a drought year such as 2009.

The greatest threat to stable management of our water supplies is from a multi-year drought. With consecutive drought years, surface water reservoirs do not refill in the spring, and groundwater levels drop – meaning that both of GEID's water sources will be impacted. Our ongoing improvements in water conservation have helped GEID deal with population growth in recent years, but we ask that all of our customers continue to follow our watering regulations, and also to water only when necessary.

Water conservation is vital in drought years

such as 2009, but is even important in normal years, as eliminating water wastage leaves GEID better positioned to withstand future consecutive droughts. During the 2003 drought, watering restrictions were imposed which limited residential irrigation to one day per week. By conserving water, GEID customers can reduce the risk of needing to reduce water consumption that drastically in the future, and minimize the potential for disruption.

While the use of native species and other drought-tolerant plants will make your yard more resistant to drought and reduce water demand, every homeowner can do things like optimize existing sprinkler systems and add soil amendments to help reduce the water demand in their yards. Many resources are available on the internet on indoor and outdoor water conservation strategies. As part of BC's Living Water Smart strategy, the province has prepared a website at <http://www.livingwater-smart.ca> which has more information on conservation. Other resources include Waterbucket (<http://www.waterbucket.ca/>) and Go Blue (<http://www.goblue.org/en/>).

Water Availability and Conservation

GEID began the 2009 irrigation season expecting to be 36% above average storage based on snow course readings taken in April 09. However, due to temperature, winds, evaporation, ground saturation, etc., the upper watershed reservoirs did not spill and the district storage commenced the season at 20% below average.

As of July 31st, our average storage would normally be about 84% however as of July 31st, 2009 we were at 61%; about 23% below average. We continue to watch our levels very closely and update storage calculations every other day. We are managing our reservoir releases and cut back on our storage outflows so that we can have adequate carry over at year end. GEID operates 5 wells and we supplement our water supply with ground water which helps to alleviate the stress on the upper watershed.

The District operates during the irrigation season using conservation measures and restricts residential watering to odd/even days. This process assists the District in addressing peak day demands as well as reduces unnecessary water use.

The Board of Trustees extends their appreciation to all those customers who have been diligent in adhering to the Conservation Regulations/Watering Restrictions.

Agriculture Customers

Shut Offs

Agricultural shut offs will commence October 1st, 2009. If due to an exceptional situation, you require an extension of this date for agricultural purposes, you must complete a Special Irrigation Application Form which is available at the GEID Office. Please contact the office starting September 21st and no later than Sept 30th, 2009 to make these arrangements.

Okanagan Irrigation Management Project – OKIM

The District, in partnership with the Ministry of Agriculture, is continuing with the metering program on all agricultural properties within the GEID service area. The District has installed the majority of the agricultural meters and has begun the process of reading consumption and providing data to the landowners. The focus of this program is water sustainability, equity for

agricultural needs for the future and assisting the agricultural customers with efficient water use.

In 2010 GEID expects to enter the next phase of this project whereby the agricultural land owners will be able to access their consumption data from a website.

You can currently access general agricultural and irrigation information at the following websites. Go to www.waterbucket.ca and www.gov.bc.ca/al/

Office News

Assessment Notices & Court of Revision

GEID is a taxation authority and is required by the Local Government Act to provide **Assessment Notices** to customers within their boundaries. These notices are to verify the land owners' name, property size, and grade. Assessments will be mailed out the first week of September 2009. 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 23rd, 2009** at the GEID office, 445 Glenmore Rd.

Note: 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 at the office level without having to schedule a meeting 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 22nd, 2009.**

Irrigation Tax Bills will be sent out in late October and are due December 1st, 2009. To avoid a 10% penalty, please ensure your payment reaches the office by the due date.

Rate Increase

Effective January 1st, 2010, there may be an annual inflationary increase to taxes and tolls. The amount of rate increase will be available within the next month.

Payment Options

- 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.
- Customers can set up **pre-authorized payment** for automatic withdrawal from their bank account at the office. You can print a pre-authorized payment form from our website at www.glenmoreellison.com and drop it off at the District office or send it via mail or fax.
- **Mail cheques** to GEID, 445 Glenmore Road, Kelowna BC, V1V 1Z6. Please allow sufficient time for your payment to reach our office by the due date. Postmarks are not accepted as proof of payment. **We accept post-dated cheques.**

PLEASE NOTE: VISA and MASTERCARD are not accepted.

Notes of Interest

Sale of Leased Lots on Drinking Water Reservoirs

The Okanagan Basin Water Board (OBWB) endorsed two new policies: one supporting responsible management and use of crown lands to protect water sources, and the second in formal opposition to the sale of leased recreation lots on upper elevation reservoir lakes in the Okanagan. Visit www.obwb.ca for more details.

Power Outages

Higher elevation areas of GEID's water system rely on pump stations and reservoirs on hilltops to provide a reliable water supply. The reservoirs are designed to store enough water to supply several hours of demand and sufficient flows for structure fires. However, in the event of a prolonged power outage that could result from forest fires or other catastrophic events, it is important to avoid having reservoirs reach critically low levels.

As there is no way to be certain how long an outage will last until it is over, GEID asks all of our customers to do the following during every power outage:

- avoid all outdoor water use such as car washing
- turn off all residential and commercial irrigation or sprinklers
- turn off all agricultural irrigation
- minimize indoor water use

Water quality is often affected by draining and refilling of reservoirs during and after an outage. Increased color and turbidity are to be expected. Fortis BC is aware of the importance of restoring service to GEID's pump stations and prioritizes restoring power to these structures. The District operators are in contact with Fortis during these times to ensure pump stations and reservoirs are restored to normal operations as soon as possible.



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