

Water Quality Advisory Continues

Turbidity Education & Notification Program

A Water Quality Advisory is still in effect for water users in the Glenmore, Ellison, Quail Ridge, UBCO and Dry Valley Road Areas. Currently, GEID turbidity levels exceed the 1 NTU standard recommended. 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.glenmoreellison.com.

Most long-time residents of GEID are familiar with the water quality issues encountered in the Spring that are related to Spring runoff. Each Spring, the District experiences increases in water colour and turbidity levels as a result of high water flows in Kelowna

Creek caused by the melting of snow in the watershed surrounding our Postill Lake reservoir.

The melting snow causes the creek to rise and wash tiny particles of clay, silt, organic and inorganic matter, and microscopic organisms into the District's intake. The smaller particles pass through our screens, are disinfected with chlorine, and enter the distribution system. These tiny particles create 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. As noted above, turbidity is caused by fine suspended particles of clay, silt, organic and inorganic matter, and other microscopic organisms that are



MILL CREEK INTAKE: Over 113 people attended the 2007 Water Systems Tour hosted by GEID Trustees and Staff. See story page 2.

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 groundwater (wells).

While turbid water adequately **continues on page 2**

AGM
Wednesday
April 16th
see page 3 for details

Capital Projects Progress and Funding

As discussed in last year's 2007 Newsletter, GEID is continuing to work on its water quality improvement project, which will include an Okanagan Lake pump station and large diameter pipeline to supply McKinley Reservoir. The district has managed to purchase the pipe at prices lower than currently available as we purchased prior to

recent price increases and currency fluctuations. Design is complete for approximately half of the pipeline and construction will begin this spring.

Conceptual design is underway for the pump station, and GEID will also begin the detailed design work for the pump station later this year.

As the Okanagan Lake pump station and pipeline add

new supply capacity to the system, these costs will be paid for by new development. At least half of the pump station cost will be paid from GEID's existing Capital Expenditure Charge (CEC) fund (a levy on every unit of new development), which was collected under GEID's Bylaw #84. The remaining costs will be financed through

borrowing, and repaid from future CEC revenue.

In addition to the pump station and pipeline costs, GEID is creating a new water quality improvement fund, using the additional revenue from our 2008 water rate increase. This fund will be used to construct the proposed water treatment works, with

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Water Systems Tour

On Sept 15, 2007 the District Trustees and Staff hosted a Water Systems Tour, and 113 residents attended the four scheduled bus tours. The day included an informative presentation from the District Engineer on the GEID water system and the future plans of the District. This gave residents the opportunity to ask questions about water sources, delivery and health standards.

The presentation was followed by a guided bus tour of the main pump stations and reservoirs, providing an overview of how the water system operates from the intake, to distribution and disinfection.

Feedback about the tour was very positive. Many people commented that they learned a great deal about where their water comes from, how it is treated and then distributed. GEID thanks all those who attended for their community participation and interest in the District's Water System.



Union Road pump station.

Water Main Flushing

The District will carry out its system wide Spring water main flushing from March 31st through April 18th, 2008. 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 now 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

Water Quality Advisory Continues

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treated with chlorine is seldom a serious threat to healthy individuals, it can be a concern to those with compromised immune systems. Cryptosporidium, for example, are small protozoa that are resistant to chlorine disinfection and can cause gastrointestinal illness if present in the water supply. The Provincial Health Officer recommends anyone with a compromised immune system should not drink water from a surface source that has not been either disinfected and filtered, or, subjected to dual disinfection using both chlorine and UV light.

Interior Health has created the *Turbidity Education & Notification Campaign*, which is designed to educate users about turbidity and notify them of elevated levels, so people can make informed choices about their drinking water. If turbidity exceeds 1 NTU water suppliers are required by IHA to issue a Water Quality Advisory. If levels exceed 5 NTU, a Boil Water Notice will be triggered. GEID's water in the Glenmore Distribution system typically has a turbidity of between 0.8 and 2.2 NTU, while the Ellison system often has higher turbidity.

Interior Health has made the following recommendations

regarding a Water Quality Advisory: "Children, the elderly, people with weakened immune systems, and anyone seeking additional protection, drink boiled water or seek a safe alternative. For these at-risk populations, water intended for drinking, washing fruits and vegetables, making beverages or ice, or brushing teeth should be boiled for **one minute**. Boiled water should then be refrigerated in a clean, covered container. Customers could also choose to use bottled water or distilled water, or water that has been filtered through a well-maintained treatment device."

You can now 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.

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 lines is the responsibility of each Strata. Flushing your internal lines 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 lines anytime after April 18th, 2008. **Please Note: Prior to flushing internal lines, the Strata must visit the GEID office to obtain a NO-CHARGE private Hydrant Use Permit.**

2008 WATERING REGULATIONS

GEID continues to promote water conservation and responsible water use. With the District's Phase I metering program, meters have been installed in some existing homes and are ready for data collection. Meters have been required for all new housing since October 2003, while commercial and multi-family developments have been metered for several years. **Currently, of the Districts' 5499 domestic connections, 3064 connections are metered.**

The Okanagan Valley is one of the driest regions in BC and has a semi-arid climate. Water consumption is elevated in the spring and summer as residents

use water to irrigate lawns and plants, many of which are not native to this climate.

GEID is currently focusing on educating water users on efficient water use and encourages xeriscaping to reduce overall water consumption. There is no doubt that water costs will continue to increase as time goes on, but conservation will help minimize these rising costs.

2008 watering regulations currently in effect for all customers in the Glenmore, Ellison & McKinley Landing area are as follows:

<p>Residential Properties (The last digit of your street address determines even or odd day)</p>	<ul style="list-style-type: none"> 💧 Even-numbered properties shall water on even number calendar days. 💧 Odd-numbered properties shall water on odd number calendar days. 💧 All properties may water on the 31st day of the month. 💧 Portable above ground sprinklers — Only two portable above ground sprinklers per residential lot are allowed, and watering is only allowed between the hours of 6:00 a.m. to 11:00 a.m. and 6:00 p.m. to 11:00 p.m. 💧 Underground sprinklers shall only be operated during the hours of 12:00 midnight and 6:00 a.m. If your underground sprinkler system is unable to comply with these designated times please contact the office for other instructions. 💧 Open hose use is not permitted. The hose end must have a nozzle to control flow. 💧 Car washing should be done with a bucket, make sure there is a nozzle on the hose to control flow for rinsing. 💧 Driveway washing — a broom is a good, clean, water free alternative. 💧 Sprinkling on driveways and sidewalks is not permitted. 💧 Potted plants may be watered daily.
<p>Strata Complexes/ Multi-family</p>	<ul style="list-style-type: none"> 💧 Stratas are to follow residential properties regulations unless given specific permission from GEID to do otherwise. If the civic address is 555, the entire complex waters on odd numbered days, not by unit number.
<p>Schools</p>	<ul style="list-style-type: none"> 💧 Schools are to follow residential property regulations unless given specific permission from GEID to do otherwise.
<p>Acreages</p>	<ul style="list-style-type: none"> 💧 If your property is not a source of income, follow residential properties regulations unless given specific permission from GEID to do otherwise.
<p>Agricultural Properties</p>	<ul style="list-style-type: none"> 💧 Agricultural users are reminded to follow residential property regulations for any lawn areas unless given specific permission from GEID to do otherwise. Dole valves must be used to control irrigation watering.

The District will be actively enforcing District Bylaws to assist with these regulations. First offences will result in a written warning. Second offences will result in water being turned off, and a turn-on fee of One Hundred dollars (\$100.00) will be applied. Please contact the office should you have any questions or would like further information on watering regulations.

GEID 2008 Annual General Meeting

The 2008 Annual General Meeting will be held on Wednesday, April 16th at 8:00 p.m., at the District office located at 445 Glenmore Rd. All landowners are welcome to attend. The agenda will include:

- Financial Statements for 2007 (advance copies available)
- Managers' and Trustees' Reports
- New Business

ELECTION TIME

There are five elected trustees who represent landowners within the GEID boundaries. The trustees are responsible for making water-related decisions on behalf of area residents. The role of a trustee is to have an interest in the

welfare of the community he/she represents, and to govern the affairs of the District in the best interest of the residents. Trustees serve three-year terms.

Trustees **Bob Fugger** and **Emma Rantucci** have indicated that they will be seeking re-election for their three year terms. Nomination forms for these positions are available at the office or at the Annual General Meeting. Nomination forms will be accepted up to 3:30 p.m., Thursday, April 17th, 2008. To qualify as a candidate for a position as Trustee, you must own lands or have an interest in a company that owns land in the District. **If necessary, an Election will be held on May 7th, 2008 and an advance poll will be held April 30th, 2008.**

Capital Projects Progress and Funding

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enhanced disinfection such as ultraviolet treatment for the initial improvements. This portion of the project is planned for approximately 2010. The costs of enhanced disinfection are expected to be approximately \$2 million, so borrowing will also be required to complete this project. Payment of the borrowing costs will be funded from our recent rate increase, and only routine annual inflationary increases are expected in the future, until such time as water filtration is required.

Before proceeding with borrowing to finance water supply and treatment upgrades, GEID must receive approval from its ratepayers. The Ministry of Community Services recommends that GEID conduct an Alternative Approval Process to provide the assent required to proceed with the project. If ten percent of the total number of GEID eligible voters officially opposes

project spending by signing an Elector Response Form, the board of trustees can then only proceed with the project by going back to the electors and receiving assent by referendum. The start of the Alternative Approval Process will be advertised in the local media later this year. Once the process is started, Elector Response Forms will be available for those opposing the project, and can be picked up at GEID's office, 445 Glenmore Road. Copies of the forms will also be available for download from GEID's website. If you support the project, no response is required.

The estimated borrowing amounts will be updated and presented to GEID ratepayers based on the most recent estimates available at the time of the Alternative Approval Process. At this time, the total amount to be borrowed is estimated to be approximately \$4 million.

Notes of Interest

Payment Options:

- Payments can be made at most financial institutions, on-line, or by phone.
- Payments by debit or credit card (Visa and Mastercard now accepted) can be made during office hours at the District office. Credit card payments can also be taken over the phone.
- Payments can also be dropped off in the mail slot after hours.
- Pre-authorized payment forms (for automatic withdrawal from bank accounts) are available on-line or at the District office.
- When making payments, please allow sufficient time for the payment to reach the GEID office by the due date.



Spring Landscaping

Spring has finally arrived and so has all the yard work associated with it. Please remember to maintain a clear 1-meter radius around fire hydrants or standpipes and maintain an unobstructed area around the water shut-off. If you plan to make any changes to your landscaping and discover that the water shut-off for your property is too high or low, **DO NOT** adjust it yourself. This valve is District property and if any repairs or height adjustments are required, please contact the office to arrange for District crews to make the necessary repairs. There is no charge for this service during regular working hours. Should the valve be tampered with and repairs are required, the repair will be charged back to the homeowner.

Remember to call **BC 1 CALL's** toll free number **1-800-474-6886** to request a utility locate when planting trees or digging on your property. Do not take chances, as some utilities can be less than 6" deep.



Watershed

Watershed snow pack monitoring is used as a tool for predicting water levels and water availability. As we commence our highest water consumption time of the year we review this data to determine how we need to regulate water usage to ensure adequate flows for year round.

- As of March 14th, 2008, the snow course reading is 86% of average.
- Mountain storage reservoirs are still at 52.8% of capacity from 2007 carry over.
- Automated reservoir level and outflow monitoring equipment has been installed at Postill Lake and at the Kelowna Creek intake station. This equipment allows the District to accurately measure water levels and flows.

Agricultural News

IRRIGATION START-UPS

Turn on for all agricultural irrigation is tentatively scheduled to commence the week of April 14th, 2008. If you need your irrigation turned on earlier due to an exceptional situation, you must complete and sign a Special Irrigation Application Form (available at GEID office).

AGRICULTURAL METERING PROJECT

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 approximately **300** agricultural meters to date. This program is focusing on water sustainability and equity for agricultural needs for the future, and will assist the agricultural customers with efficient water use.



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