

Okanagan Lake Pump Station Project Underway

Detailed planning and design work for GEID's proposed Okanagan Lake pump station is now underway. GEID's goal is to see construction start this year, and for the pump station to enter service in late 2010.

The Okanagan Lake pump station was planned as a capital project which expands capacity by adding a new source, and as such, GEID can build the project using funds that are collected from charges on development. However, the existing reserves will not fully fund the entire project, and GEID will be required to borrow from the BC Ministry of Finance in

order to complete the works. While GEID has already completed some components of the project, including the purchase of pipe when exchange rates were attractive, the pump station project and pipeline is expected to cost another five million dollars. Of this amount, approximately three million dollars will need to be borrowed. In addition, the proposed ultraviolet (UV) disinfection facility at McKinley Reservoir must be paid for by existing users, and will cost over two million dollars. The combined borrowing for the pump station and the UV facility could be approximately five million dollars. GEID's 2008 increase in tolls was partially directed towards saving for the UV

facility, and was also intended to be able to pay the borrowing costs and increased operating costs of these new facilities. No further large rate increases are anticipated for this project.

In order to proceed with a borrowing bylaw, the Ministry of Community Development typically requests that an improvement district demonstrate approval from landowners, particularly for long term borrowing of large sums of money. This approval can be obtained in two ways, through an alternate approval process (AAP, also known as a counter-petition) or through referendum. The Ministry of Community Development typically recommends that an AAP

be used, and that a referendum be considered only in the event that an AAP fails.

Prior to tendering the pump station works later this year, GEID will be seeking the approval of landowners in the District for the planned borrowing. Further information on the process and timelines will be posted later this spring on the GEID website, and communicated through local media outlets. As the Okanagan Lake pump station has been a long term goal of GEID, and as it is intended to improve drinking water quality, the Board of Trustees is hoping for your support so that this project can proceed in 2009.



EASTER HOLIDAYS

The office will be closed on April 10th and April 13th for Easter.



Changes Coming Soon to Turbidity Program

In 2006, Interior Health Authority (IHA) rolled out their Turbidity Notification Program, which included a public advisory on drinking water quality that was solely based on drinking water turbidity, which is a measure of the cloudiness of the water. This program required that water suppliers issue a Water Quality Advisory (WQA) at any time the drinking

water exceeded 1 NTU, and that a Boil Water Notice (BWN) be issued when turbidity exceeded 5 NTU. With the exception of McKinley Landing, which is supplied with water from Okanagan Lake, GEID has been under a continuous WQA since Spring 2006, with periodic BWNs for increased turbidity or at other times when disinfection levels cannot be assured.

Both water suppliers and industry associations such as the Water Supply Association have expressed concerns since 2006 regarding this program. Many concerns focus on IHA's use of a single parameter, turbidity, which is unsuitable for describing risks to drinking water, and which does not capture all other risks.

Partly in response to the concerns raised by water suppliers and industry associations, in late 2007 the provincial government established a Technical

Advisory Committee comprised of prominent experts in risk assessment. The report issued on February 28, 2008, clearly stated that no single indicator (such as turbidity alone) is a reliable criterion for issuing a water quality notice, unless there is a clear link to contaminant levels. As the report was made public shortly before the 2008 spring runoff (freshet), IHA chose to continue with their turbidity program through the remainder of 2008.

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Water Quality Advisory Remains In Effect

Turbidity Education and 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.

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 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.

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.

Changes Coming Soon to Turbidity Program

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In recent months, the provincial government has worked with BC’s five regional health authorities to develop a single, province-wide notification program. As of early March when this newsletter was under preparation, the new process was not yet finalized, and no draft copies have been released. However, the new program is reported to allow system-specific assessment of risks.

GEID is hoping to develop a water quality response plan with IHA for each main water source before the 2009 freshet. Once this plan is finalized and approved, and depending on the ranking within the new risk-based process, GEID hopes to be able to remove the WQA for the Glenmore distribution system. While the Ellison distribution system is a more challenging situation due to the primary supply being directly from our Mill Creek intake pond, GEID hopes to be able to reduce future WQA notifications to a length of weeks or months, coinciding with water quality events such as freshet.

Further information will be posted on GEID’s website once the new program is released, as well as after IHA approves GEID’s new response plan. In addition, any changes to the advisory level will continue to be released to the media in accordance with the response plans. Customers can register to be notified via email or telephone in the event of an adverse change in water quality.

Improvements to GEID’s water quality in recent years have included an increased reliance on groundwater, as well as scheduling of inflows to McKinley Reservoir to minimize turbidity and colour in the reservoir. In 2009, GEID intends to install an automatic valve which would close the inflows of creek water to McKinley Reservoir based on creek turbidity. Design work on the Okanagan Lake pump station is now underway.

Water Main Flushing

Spring water main flushing is tentatively scheduled for March 30th to April 9th, 2009. To see when our crews will be in your particular, 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 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.



ATTENTION OWNERS:
If you have a tenant within the District boundaries, it is your responsibility to keep them updated about District information including: changes to their water quality, flushing dates, watering regulations, agricultural turn on dates, and changes to billing account information.

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 data collection has begun. 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' 6177 domestic connections, approximately 3600 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. Higher water use means higher production costs and conserving water helps keep the cost of water at a reasonable rate.

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

2009 watering regulations currently in effect for all customers in the Glenmore, Ellison and McKinley Landing area are as listed at the right.

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.

Residential Properties

(The last digit of your street address determines even or odd day)

- 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 am to 11:00 am and 6:00 pm to 11:00 pm.
- Underground sprinklers shall only be operated during the hours of 12:00 midnight and 6:00 am. 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
- Excessive sprinkling on driveways and sidewalks is not permitted.
- Potted Plants may be watered daily.

Strata Complexes / Multi-family

- 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.

Schools

- Schools are to follow residential property regulations unless given specific permission from GEID to do otherwise.

Acreages

- If your property is not a source of income, follow residential properties regulations unless given specific permission from GEID to do otherwise.

Agricultural Properties

- 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.

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.



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 9th 2009. **Please Note: Prior to flushing internal lines, the Strata must visit the GEID office to obtain a NO-CHARGE private Hydrant Use Permit.**

Agricultural News

Irrigation Start-Ups

Turn on for all agricultural irrigation is tentatively scheduled to begin the week of April 6th, 2009. 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 the majority of the agricultural meters. 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.

This year, you will be receiving meter readings for your agricultural meter on a utility bill but there are no charges attached to this bill. This is to show you what your meter readings are throughout the year. In October, there will be a final meter reading so you can compare your total consumption for the year to your annual allotment for your property.

GEID 2009 Annual General Meeting

The 2009 Annual General Meeting will be held on Wednesday, April 15th at 8:00 pm, at the District office located at 445 Glenmore Rd. All landowners are welcome to attend. The agenda will include:

- Financial Statements for 2008 (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.

Two trustee positions expire this year. Trustees **Joe Bulach** and **Horst Grams** have indicated that they'll be seeking re-election for their three year terms.

Nomination forms are available at the office or at the Annual General Meeting and will be accepted up to 3:30 pm, Thursday, April 16th, 2009. To qualify as a candidate for a position as Trustee, you must own land or have an interest in a company that owns land in the District. If necessary, an **Election** will be held on May 7th, 2009 and an advance poll will be held April 30th, 2009.

Fire Hydrants

All fire hydrants, whether public or private, require authorized permits for use. If you see a tanker truck, street sweeper or some other vehicle drawing water from a hydrant, please call our office, day or night, and report the occurrence. Staff will follow up on your call.

Unauthorized access or incorrect procedures in hydrant use can result in damage to the hydrants or sudden deterioration in water quality. Fluctuations in water pressure can set off fire sprinkler alarms, or can result in damages to District works and also to residential plumbing & fixtures. Hydrant use permits and instructions are available at the District office.

Notes of Interest

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 three 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.
- Set up **pre-authorized payment** for automatic withdrawal from your 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 NO LONGER ACCEPTED.**

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 February 26th, 2009, the snow levels were 67.1cm, which is 2% below the 25 year average. The water equivalent was 15.2cm, which is 13% below the 25 year average.
- The mountain storage lakes are still 54% full.
- 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.



Published by

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