

Spring 2016

Water Quality Advisory Soon To Be Lifted In Glenmore, UV Facility Nearing Completion

G EID's new Ultra Violet Disinfection Facility is scheduled for completion by April 2016. The state-of-the-art facility will improve water quality and will allow GEID to reduce the amount of Chlorine required for water treatment.

GEID has completed the installation of a new Bypass pipe that will convey deep Okanagan Lake water directly across McKinley Reservoir and into the new Ultra Violet Disinfection Facility. McKinley Reservoir will be bypassed, and under normal operation, will no longer be used for storing domestic drinking water. Future plans are to utilize McKinley Reservoir for regulating flow to irrigation customers only.

The next stage of water quality improvements scheduled by GEID is construction of a 6000 cubic meter enclosed Concrete Reservoir at the McKinley site to store treated water, and regulate the flow of water into the distribution system. Construction of the Concrete Reservoir is expected to start Spring 2016.

With these improvements, the GEID Board of Trustees anticipates that the longstanding Water Quality Advisory in the Glenmore area, including the UBCO and Airport area, will be removed. Interior Health has approved GEID's planned water quality projects and will be working with GEID to review the Advisory.

All Water Quality Improvements



Bypass under Construction at McKinley Reservoir

have been achieved without grant funding while maintaining fair and equitable water rates that remain competitive within the region.

Ellison Residents, who are outside of the City boundary but

within GEID boundaries, and who have been patiently waiting for water quality improvements, will be the focus of the next round of Improvements. Stay tuned for more details.

Residential Meter Requirement

As of January 1, 2016, all GEID water customers are required to have installed a water meter. Homes without approved meter installations will be billed at a higher flat rate of \$225.00 per quarter. Those homeowners that have water meters installed will be billed a base rate of \$108.75 per quarter plus consumption at a tiered rate.

Customers who still require meters are reminded:

- **Start by purchasing your meter and remote reading device.** Cost for the meter and MXU (remote reading device) as well as the installation are the responsibility of the property owner. GEID meters and reading devices can be purchased from our supplier, Corix Water Products, located at 750 Finns Road in Kelowna.
- **Arrange for a certified plumber to complete the installation.** You may obtain a list of plumbing companies, by visiting the District's website at: www.glenmoreellison.com. This list is for reference only, GEID does not endorse any individual company.

- **Arrange for a meter inspection by GEID** by calling the office at 250.763.6506. There is no charge for the inspection. However, if the inspection does not pass, a second visit from the GEID Inspector is required, and a \$75.00 fee will be charged.
- **Please note: If you choose Corix Utilities as your certified plumber to install your meter,** once an appointment has been made, they will supply the meter and MXU when they arrive. There is no need to purchase the meter separately. Additionally, Corix Utilities has been authorized by GEID to perform the inspection, so a meter inspection appointment is not necessary.



GEID's Meter Technician, **Brad Wallace**, will be performing NO-COST upgrades to remote reading devices. The majority of readers are located outside so there is no requirement for GEID customers to be at home during the change out.

Annual General Meeting

GEID's AGM will be held on **Wednesday, April 13 at 7:00 p.m.** at the GEID office at 445 Glenmore Rd. All landowners and the general public are welcome to attend.

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 Spring 2016 flushing is scheduled from March 7th through to April 15th, for the following areas:

March 7 to 24 Glenmore / Wilden / Quail / Dry Valley
March 29 to 31 UBCO / Airport Lands
April 4 to 8 Ellison
April 11 to 15 Scenic

Contact: reception@geid.org with your name and address if you wish to be advised by email prior to the scheduled flushing.

Water pressure fluctuations and discoloration in the water will occur during flushing. Please 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 not owned by the District, including multi-family complexes, schools, plazas and other properties deemed as private, must be flushed to ensure that the freshest water is delivered. 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. GEID private hydrant permits are available at no charge and are required prior to any private hydrant flushing being carried out.

Irrigation Valves – Turn Ons

GEID expects that the seasonal irrigation services for Farm-Status properties will be turned ON over a two-week period in April, focusing on Ellison / Dry Valley from **April 5 to 8**, followed by the Glenmore area from **April 11 to 15**. Visit the District's website and click on irrigation valves for updates to this schedule. The above turn ON schedule also applies to those customers with G-Grade properties (Non-Farm status), that have **notified** GEID by March 15, 2016 that they would like their separate irrigation service line turned ON.

General Irrigation – G Grade Properties

Did you know? Properties that no longer have Farm Status, but still have a separate Irrigation Connection, are eligible for the introductory G Grade Rate. See our website for more information.

After-Hour Call-Outs & Water Shut-Offs

After-hour service calls are considered **emergency** call-outs and are billed at \$150 per call-out to the property owner. Please call the office during regular office hours for non-emergency concerns.

For **non-emergencies**, the District requires a minimum 48 hours' notice to schedule water shut-offs during office hours. Residents are reminded that only GEID may operate GEID service connections or other valves. If the District's works are damaged by a private contractor or homeowner, all repair costs are the responsibility of the property owner. In addition, if a valve is activated by other than GEID, the District will inspect the valve and charge for the inspection and any related fees.



New
Due Dates
Announced!

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 on a flat rate basis until a meter is installed.

**The new Quarterly due dates will be:
April 30, July 31, October 31 and January 31 (2017)**

Trustee Election – May 5, 2016 The term of one Trustee expires in 2016. The deadline for nominations is 3:30 p.m., April 14, 2016. The Election, if necessary, is scheduled for Thursday, May 5, 2016 and an Advance Poll is scheduled for Thursday, April 28, 2016.

Trustees are elected by landowners and are responsible for making water related decisions on behalf of area residents. Please visit the District's website for a list of trustee and voter qualifications.

Notebook

Odd / Even Watering Regulations

- Watering is permitted according to civic addresses and during specific hours depending on whether underground or above-ground systems are used. These regulations apply to all outside sprinkling. More information is available on the website.

Service Connection Access

- GEID's water service connections (curb stops) must be kept accessible. If landscaping, concrete or asphalt covers the connection, GEID may be unable to turn off your water during an emergency. Property owners are responsible for ensuring that GEID can access these service connections.



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Visit our website at
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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

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