

Spring 2017

## GEID Water Quality Improvements

### Treated Storage Reservoir Nearing Completion

The construction of GEID's \$3.6 Million Ultraviolet Treatment Facility and Raw Water Bypass has been completed. GEID is now compliant with the conditions relating to the two barriers of protection—UV and Chlorine—as required by Interior Health Authority.

GEID is nearing completion with the next stage of their Water Quality Improvement Projects, which will add a new \$4 Million reservoir to GEID's infrastructure. This new 10,000 cubic meter Clearwell will result in GEID having one of the largest closed reservoirs within the city. The higher elevation of the new reservoir increases the hydraulic capacity of the distribution system by 38% and chlorine contact time is enhanced. Once completed, water will be pumped from the Joe Bulach Pump Station at Okanagan Lake and bypass the open McKinley Reservoir, be treated with the two barriers of protection, and stored in the Clearwell. All water to the Glenmore area will be supplied through a closed system and will not be exposed to outside influences.

*With the water quality improvement projects nearing completion, GEID Staff, in consultation with Interior Health Authority, expect to be issuing a news release announcing the removal of the Glenmore Water Quality Advisory.*

### Ellison Separation to Start Summer 2017

The Board of Trustees commissioned an Engineering report to create a detailed design to bring treated Okanagan Lake water to the Ellison properties located within the Regional District of Central Okanagan, and to separate the domestic and agricultural supply. This detailed design for the Ellison Separation is underway. Once the design is reviewed and approved, construction



can be tendered. Work is expected to begin Summer 2017.

**All Water Quality Improvement Projects are being delivered without government funding.**

### City-Wide Water System – Value Planning

The City of Kelowna recently unveiled its'

city-wide plan to integrate the Kelowna water systems. The initial \$348 million dollar plan begins with grant funding being allocated to South East Kelowna Irrigation District (SEKID) for Water Quality Improvements. GEID Trustees have advised Minister Fassbender that they support the grant funding designated to SEKID, as most of GEID's Water Quality projects are underway.

## Residential Metering Requirement

**As of January 1, 2016, by bylaw, all GEID water customers were required to have installed a water meter.** Homes without approved meter installations will be billed at a higher flat rate of \$300.00 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](http://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.

Annual General Meeting

GEID's AGM will be held on **Wednesday, April 12 at 7:00 p.m.** at the GEID office at 445 Glenmore Road. All landowners and the general public are welcome to attend.

## Main Line Flushing

**Mar. 20 – 24:** Glenmore Zone, West side – areas on and west of Snowsell Street and Glenmore Roads.

**Mar. 23 – 24:** Wilden.

**Mar. 27 – 31:** Glenmore Zone, East side – areas on and east of Snowsell Street and Glenmore Roads.

**Mar. 29 – 31:** Quail Ridge, Academy Way and Dry Valley areas.

**Apr. 3 – 7:** Ellison.

**Apr. 10 – 13:** Scenic Zone – or the “Upper Glenmore Bench” areas east of Valley Road to Highway 97.

**Apr. 17 – 19:** UBCO Zone – areas include the UBCO campus, Kelowna International Airport, Airport Industrial Park, Yaletown, Glenmore Road North and areas of Curtis Road.

Contact: [reception@geid.org](mailto: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 On Dates

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 3 to April 7, 2017**, followed by the **Glenmore area from April 10 to April 13, 2017**. Visit the District's website and click on irrigation valves for updates to this schedule.

### General Irrigation – G Grade Deadline

The above turn ON schedule also applies to those customers with G Grade properties (Non-Farm status). Those customers that would like their G Grade irrigation service turned ON must notify GEID by **Friday, March 24, 2017**, otherwise their irrigation service will remain OFF.

*We would like to welcome our new General Manager, Ian Wilks to the team. Welcome aboard!*

## 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 all of the costs to ensure that GEID can access these service connections.

### After-Hour Call-Outs & Water Turn-Offs

After hour service calls 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 turn 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.

### Billing Due Dates

**First payment due April 30, 2017 – covers January, February and March 2017.**

Residential categories will continue to be billed quarterly. For billing purposes, meters will be read on the 15th of each month and the invoices 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 Quarterly due dates will be: **April 30, July 31, October 31 and January 31 (2018).**

### Trustee Election – Thursday, May 4, 2017

Two Trustee terms expire in 2017. The deadline for nominations is 3:30 p.m., Thursday, April 13, 2017. The Election, if necessary, is scheduled for Thursday, May 4, 2017 and an Advance Poll is scheduled for Thursday, April 27, 2017.

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.



Published by  
**GLENMORE-ELLISON  
IMPROVEMENT DISTRICT**

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Office hours are Monday through Friday,  
8:00 am to 12:00 pm and 12:30 pm  
to 4:00 pm, except for holidays.

### VOICEMAIL EXTENSIONS

<b>Ian Wilks</b> General Manager	#102
<b>Linda O'Neil</b> Administrative Treasurer	#104
<b>Mike Rojem</b> Projects Coordinator	#103
<b>Drew Allingham</b> Works Foreman	#108
<b>Andrew Cammell</b> Water Quality Technician	#106
<b>Renee O'Fee</b> Accounting Clerk	#110
<b>Sarah Vestner</b> Development Clerk	#101
<b>Heather Bauer</b> Metering Clerk	#111
<b>Susan Ellrodt</b> Receptionist	#100