

Spring 2018

Notice to Ratepayers

GEID is aware of a recent anonymous mail out to various ratepayers, referencing an anonymous blog link. GEID believes that this article was written by a disgruntled employee or rate payer who is using this forum as a means to discredit the Board of Trustees without a factual basis.

All of the five elected Trustees undertake their roles and responsibilities with utmost importance and integrity. The Staff and Trustees value the trust and responsibility that the rate ratepayers bestow upon us, to fulfill the mandate of GEID. The information relating to the complex decisions we have to make on a daily basis is available to you. Documents pertaining to Trustee remuneration, as well as many other issues, are publicly available documents. Anyone with questions is encouraged to contact GEID, where we would be pleased to provide you with a better understanding of our operations and answer any questions or concerns in a transparent, open manner.

On behalf of the ratepayers, the Trustees would like to thank our Chair, Steven Bonn, for the leadership role he was delegated to fill on many occasions during the past 2 years in the absence of effective senior management leadership.

Recently, the Board of Trustees hired Dawn Williams as our Administrator. With less than 2 months at GEID, Dawn has already demonstrated her effectiveness and competence as a leader who shares the same vision and values for the District as the Board of Trustees. The Trustees are looking forward to a bright future for GEID, with Dawn at the helm. We welcome you to come and introduce yourself to her or connect with any of us personally.

Sincerely,

GEID Board of Trustees



2016-2017 Construction of McKinley Reservoir.



Residential Metering Requirement

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 \$300.00 bimonthly. Those homeowners that have water meters installed will be billed a base rate of \$72.50 per bimonthly plus consumption at a tiered rate. Customers who still require meters can call the office for more information.

Years of Service Award!

"In grateful appreciation, GEID would like to thank Mike Rojem for 30 years of dedicated service and his outstanding contributions as an employee." – Thank you Mike!

Water Quality Improvements

Glenmore Water Quality Advisory Removal

In December 2017, in consultation with the Interior Health Authority, GEID lifted the long-standing water quality advisory for the Glenmore area.

The Water Quality Advisory was initially issued to all GEID customers in the spring of 2006. At that time, Interior Health introduced a well-defined set of expectations for all the BC Public water suppliers to meet water quality standards. GEID developed a comprehensive plan to meet Interior Health's objectives. Over the past 11 years, and with \$22 Million of self-funded Capital Expenditure we have successfully executed a multitude of projects to meet these requirements, and to ensure the future community growth needs are met, while optimizing pre-investments.

The water supply and treatment system includes an innovative 34m deep water intake, designed to inhibit invasive mussel growth; a new pump-station with underground piping running through rough-terrain with a by-pass line through McKinley Reservoir to preserve the source water quality; a two-reactor ultraviolet treatment plant for removal or inactivation of giardia lamblia and cryptosporidium protozoa; a chlorinator treatment plant for virus deactivation, and a 9 million liter enclosed concrete reservoir.

A video of the system can be viewed at:

<https://vimeo.com/245958327>

McKinley Landing Integration Project Now Complete!

On February 27, 2018 GEID team finalized the complete integration of the McKinley Landing water system. The engineering, procurement, construction, flushing, programming, testing, commissioning and start-up activities were done during the last two months, with sustained efforts from the operations team, our projects assistant, and two subcontractor companies. The McKinley landing System is now in normal operation mode, with back-up from Dewdney Pump Station. The GEID water supplied to the McKinley Landing properties has now two levels of treatment, chlorination for a 4 log inactivation of viruses and UV treatment for 3 Log removal or inactivation of giardia lamblia and cryptosporidium protozoa, and is supplied from the Joe Bulach Pump Station, through the enclosed McKinley treatment system. This is a major improvement from the Dewdney supply operation mode due to: the additional UV treatment, deeper inlet suction screens at JBPS that allows a better and more consistent supply water quality, and increased redundancy due to possibility of back-up from Dewdney PS in case of failure of supply through the McKinley treatment system.

Ellison Separation

Detailed design to bring treated Okanagan Lake Water to Ellison properties located within the Regional District of Central Okanagan, and to separate the domestic and agricultural supply is complete, and construction works have been tendered. Work is commencing April 2018. More information relating to the project will soon be available on our website.

Notebook

Did You Know?



While dripping taps and running toilets are easy to detect, many leaks go unnoticed. Toilets, humidifiers, ice makers and reverse osmosis water filtration systems can all have slow silent leaks; wasting water and costing you more money!! Check for leaks in your home today!

For more tips on water-saving, check out: www.okwaterwise.ca

Annual Summer Sprinkling Regulations:

Kelowna's five major water utilities have adopted the same year-round, assigned day outdoor watering restrictions for their customers.

Under the current 'normal' conditions, odd numbered addresses may water on Tues/Thurs/Sat and even numbered addresses may water on Wed/Fri/Sun. No properties are to water on Mondays.

Automatic underground irrigation systems may run between 12am (midnight) and 6am. Manual sprinklers and watering by hose (hand watering) may occur between 6am and 10am, and 7pm and 12am up to three days per week on the assigned day. More information is available on the website.

REMINDER: Check your Sprinkler System and sprinkler heads and make necessary fixes to ensure they're working right!!

Residential Billing Due Dates

GEID is now invoicing bi-monthly (every two months). The bi-monthly due dates are the last day of March, May, July, September, November and January.

After Hours Call Outs and Water Turn Off's

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 turn offs during office hours. Customers are reminded that only GEID may operate GEID service connections or other valves.

Published by

GEID

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Visit our website at

www.glenmoreellison.com

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

Dawn Williams Administrator	#102
Sherree Carter Administrative Treasurer	#104
Mike Rojem Projects Coordinator	#103
Drew Allingham Works Foreman	#108
Andrew Cammell Water Quality Technician	#106
Heather Bauer Billing Clerk	#111
Susan Ellrodt Office Support Clerk	#110