

CLIFTON/McKINLEY WILDFIRES EXPRESSION OF APPRECIATION

GEID would like to express profound gratitude to all the first responders, Emergency Operations Centre personnel and our community for its support and cooperation during the recent wildfires.

As a Board, we would also like to acknowledge the efforts made by our staff that went over and above their regular duties in relation to the wildfires in our District. We have heard stories of many unsung heroes and we believe our team at GEID is amongst them.

Our crews stood steadfast, going above the call of duty working day and night, to keep our District and those fighting the fires supplied with water in our reservoirs and to the hydrants. Power was cut numerous times without warning causing havoc with pumps and disinfection equipment. The experience and knowledge of our team was tried and tested and, in the end, prevailed in maintaining not only supply, but a safe and potable water supply for our District.

Their resilience, resourcefulness, and intimate knowledge of our system and how the various components operate allowed them to be successful. At times reservoirs got dangerously low but our staff worked to restore service and maintain fire flow for first responders. The situation in North Glenmore, McKinley and Wilden areas of our District would be very different today had our team not worked as diligently as they did.

Our ratepayers may not even realize how much worse the situation may have been for many homes had our team not been able to maintain supply and how the efforts of our staff prevented widespread contamination, and saved weeks of testing and repairs had potable water supply not been possible to maintain. As a Board we would like to offer our heartfelt thanks to our team at GEID, once again they have risen to the challenge before them and succeeded. This was just another example of what competent management leadership and an effective team can accomplish.

Sincerely,

GEID Board of Trustees

GEID IS EXPANDING!

Construction is underway on the third cell of our '640 Reservoir' located at the top of McKinley Beach development. This reservoir is just one of eleven (11) enclosed reservoirs within our districts water system. The additional capacity of 780 m³ is required to service expanding development in McKinley Beach and surrounding areas.

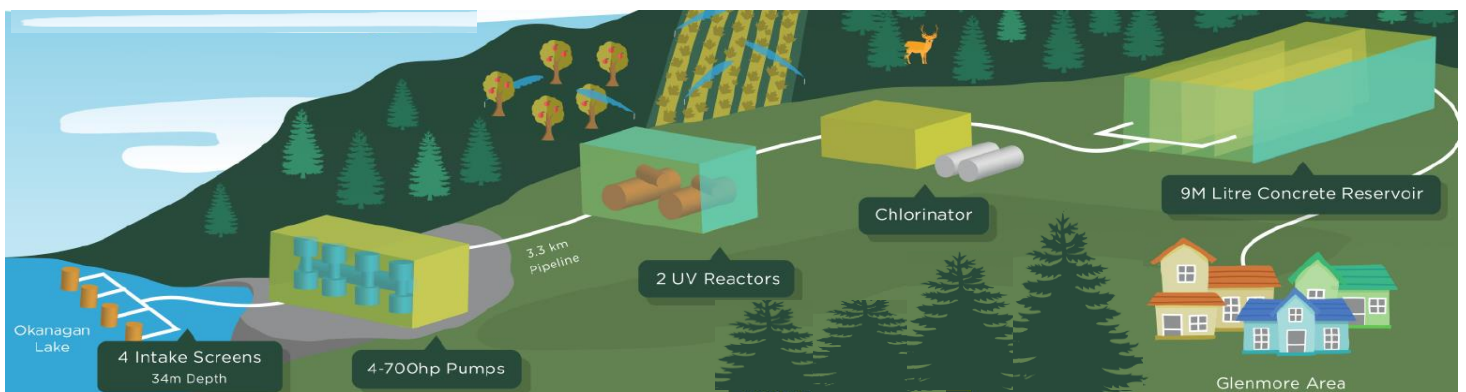


NEW McKINLEY CHLORINATOR BUILDING

GEID is an Improvement District that operates and maintains water distribution systems that provide water to approximately 24,000 people. Our service area falls within in parts of the City of Kelowna and the Regional District of Central Okanagan boundaries.

Drinking water is sourced from Okanagan Lake and pumped through a dedicated transmission main and through ultraviolet (UV) and gas chlorine disinfection. Downstream of the UV facility, the treated water is stored in the 9-million-litre concrete reservoir before entering the distribution system.

The current gas chlorine system is nearing the end of its service life and is in need of replacement. The use of chlorine gas poses safety concerns for operations and the public. With regulations becoming more comprehensive, GEID will be replacing the chlorine gas with a safer sodium hypochlorite system. Construction of the new system will commence in Spring 2024.



EVERY DROP COUNTS – BECOME A LEAK DETECTIVE!

Every small water leak can add up to a lot of wasted water and a lot of money. Some water leaks require plumber expertise and others can easily be repaired by a resident. The most common sources of water leaks are service line ruptures, sprinkler system line cracks, toilets, and faucets. Below are a few tips to try to determine if you have a leak. If you need help, don't hesitate to contact us.



CHECK YOUR WATER METER

- To check for leaks, turn off all water fixtures, including ice machines and other automatic appliances. Next, locate your water meter. Lift the lid on the actual meter to expose the digital readout register. A "+" sign in the circle below the numbers will indicate water flowing through the meter. Also, you may notice an increasing number count on the right hand of the decimal point of the digital register. If you see one or both of these and are sure the water has been turned off, you most likely have a leak.

CHECK YOUR TOILETS

- Add leak detector tablets or a few drops of food coloring to the toilet tank.
- Wait several minutes.
- If any color seeps into the bowl, the toilet leaks.

CHECK OUTSIDE YOUR HOME

- Check your yard by slowly walking the trench line between the meter and your home, be aware of any "squishy" or saturated areas.
- Be aware of any unusually green areas in the yard.
- Check your hose bibs for drips.
- If you have an in-ground irrigation system, check it each spring before use to make sure it wasn't damaged by frost or freezing.



Sign up for paperless billing for a chance to win a \$50 Gift Card!

Reduce your paper waste with e-billing! Going paperless is simple. Please email the office at reception@geid.org and simply request to receive your bills electronically.

Requests made prior to November 24, 2023 will be entered to win!

Our team strives to provide excellent efficient services to meet our community's needs. Staff are available to take phone calls and to help in person. Don't hesitate to call us or come on by the office and meet our staff. We would love to see you!

Published by



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