

2024 Drinking

\$683 Annual Base Rate (3/4" meter)

\$1.36/m³ 1st Block up to and including 100m³

\$2.04/m³ 2nd Block above 100m³

\$369 Parcel Tax

\$1,296 Total estimated water utility cost per year for customer with median water use (5% Parcel Tax increase, 9% User Fee increase)

Please note that rates have changed since original rate letter sent March 12, 2024.

Meeting Provincial (i.e. Interior Health) and Federal Drinking Water Regulations

Meter reading, water conservation education programs, public information, and customer communications

Billing, grant applications, water licencing, bylaw amendments, public consultation, capital project planning, new development/ water service requests

Water treatment operations and maintenance, testing and monitoring, distribution system maintenance, service repair and installations, cross connection control

Financial planning, asset replacement projects, infrastructure records tracking and maintenance.



What it takes to deliver safe drinking water to your tap

Notifications Service

The Regional District is using "Voyent Alert!" Service for both water system and emergency related notifications. Sign up for FREE to receive important information on your water system via text, email, or phone call by visiting rdck.ca/water and clicking on the link provided, or installing the Mobile App "Voyent Alert!" from the App Store or Google Play.

If you are signed up for Voyent please ensure your location is set to within the water system you wish to receive notifications for.

For assistance in signing up, please call 1.833.223.2662.

Contact Us

For billing inquiries:

250.352.1584 or 1.833.223.2662

WaterFinance@rdck.bc.ca

For water system emergencies 24/7:

250.352.1504

General RDCK water system inquiries:

1-800-268-7325 ext. 8161, (250) 352-8161

WaterContact@rdck.bc.ca

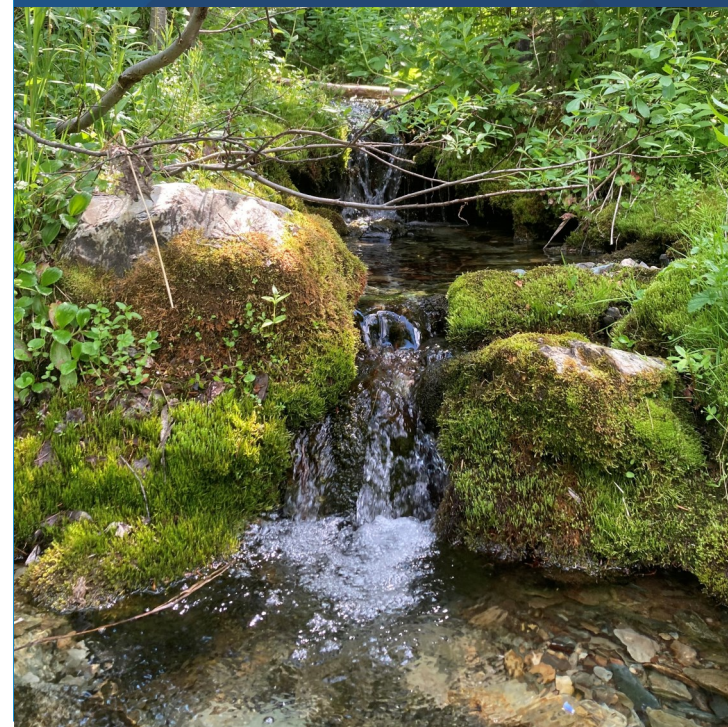
For current water advisories, water conservation tips, the RDCK water bylaw and more: www.rdck.ca/water



rdck.ca

Phone: 250.352.6665 | Email: info@rdck.ca

Toll Free: 1.800.268.7325 (BC)



2024 Water System Information

Balfour



rdck.ca



Balfour Wharf Road water main replacement

System News

Major works in 2023 included the Balfour Wharf Road main-line replacement and Hwy 3A crossing. The works included replacing the existing 720m of ageing 4" asbestos cement water main with industry standard 6" PVC. Existing services were replaced to property boundary, which eliminated some leaks and consolidated infrastructure. It was completed in conjunction with the Ministry of Transportation's paving project to reduce road rehabilitation costs and minimize access disruption for residents. The final cost for the project was just over \$900,000.

Future Planned Upgrades

- Replacement of water main along Hwy 3A with 8" water main and hydrants
- Secondary water source development

Seeking CAC Members

Want to have input in your local water system? Consider joining the Balfour Water System Community Advisory Committee. Please contact the RDCK for more information.

About Your Water System

Balfour is a suburban community located 32 km northeast of Nelson in the RDCK Electoral Area E. The Balfour water system is the second largest RDCK owned and operated system with 265 service connections. Kootenay Lake provides the water source, with a wet well intake located 215 meters from shore. Treatment includes: initial chlorination at the lakeside pump-house; sand filters and cartridge filters for turbidity reduction; ultraviolet light for disinfection or inactivation of microbiological components; and, final chlorination for disinfection of bacteria/viruses. The reservoir installed in 2018 provides a storage capacity of 1,375,000 liters for the community.

Total volume consumed in 2023 was 105,932 m³.

Water Events

The following water quality events occurred in 2023:

- Precautionary Boil Water Notice issued May 9 due to a water main repair, rescinded May 12.
- Precautionary Boil Water Notice issued Sept 18 due to a water-main replacement, rescinded Sept 22

Water Quality Testing

Water quality within RDCK systems adheres to the high standards set by the BC Ministry of Health and Health Canada. Water tests are performed bimonthly to ensure RDCK water quality meets those high standards.

Water quality is good



Your water conservation efforts, such as xeriscaping, help prevent water shortages!

Water Conservation

Water conservation helps to protect and preserve our drinking water sources and ensure they are sustainable into the future. By lowering water demand, communities can mitigate the cost of water system operations and maintenance, and extend the life of their existing infrastructure.

From June 1 to September 30, Stage 1 measures go into effect every year regardless of seasonal weather patterns. The RDCK may, upon notification, impose further water conservation measures (Stages 2-4) as necessary.

Ways to reduce your water use

- Drip irrigation
- Rain harvesting
- Grass alternatives/Xeriscaping
- Low-flow shower heads
- Dual-flush toilets
- Front load wash machines
- Water wise tooth brushing/hand washing