

# 2024 DRINKING WATER RATES

\$989 Single Family Dwelling (including mobile and manufactured)

\$426 Parcel Tax

\$1,415 Total water utility cost per year, a 3% increase from 2023



HOW DOES THE COST OF WATER COMPARE TO MONTHLY EXPENSES

## 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](http://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](mailto:WaterFinance@rdck.bc.ca)

### For water system emergencies 24/7:

250.352.1504

### General RDCK water system inquiries:

1.800.268.7325 (ext. 8161) or 250.352.8161  
[WaterContact@rdck.bc.ca](mailto:WaterContact@rdck.bc.ca)

### For current water advisories, water conservation tips, the RDCK water bylaw and more:

[www.rdck.ca/water](http://www.rdck.ca/water)



[rdck.ca](http://rdck.ca)

Phone: 250.352.6665 | Email: [info@rdck.ca](mailto:info@rdck.ca)

Toll Free: 1.800.268.7325 (BC)

# 2024 Water System Information Woodbury Village



[rdck.ca](http://rdck.ca)



New lake pump, 2023

## System News

A water treatment plant was constructed in 2023 and is currently being commissioned. The plant should be up and running soon. The new treatment plant includes: sand filtration to reduce turbidity; UV disinfection to provide 3-log removal of Giardia and Cryptosporidium; and, chlorine disinfection to provide 4-log removal of viruses. A new, deeper, intake was installed for improved water quality. Stay tuned for changes to the long term Boil Water Notice.

Regular annual distribution system flushing and valve exercising completed. There were no Warning Tickets and/or Fines issued in the system in 2023.

## Capital Upgrades Completed

- Water quality upgrades
- Water treatment plant commissioning (2024)
- Upper road mainline constructed and tied in to the existing mainline servicing three customers.

## About Your Water System

The Woodbury Village water system is located on Woodbury Village Road along Highway 3A between Ainsworth Hot Springs and the Village of Kaslo. The system is within RDCK Electoral Area D, and services 41 active connections. The system was created in 1985 to service the Woodbury Village development, and became a RDCK service in 2012.

Source water for the system is Kootenay Lake.

Reoccurring total coliform presence in samples taken on the system have resulted in a need for temporary consumption level chlorine to be added to the distribution system, in addition to the non-rated ultraviolet disinfection in place. These treatment methods do provide some level of protection against microorganisms; however, they do not meet the Provincial treatment requirements for surface water sources. As such, the system was been placed on a Boil Water Notice in October 2018. On May 29, 2024 the system was downgraded to a Water Quality Advisory as the new Water Treatment Facility undergoes commissioning . The system includes a 60,000 gallon capacity storage reservoir.

Total volume consumed in 2023 was 8,527 m<sup>3</sup>

**Water Quality Advisory**



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