



# Regional District of Central Kootenay

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File No. 11-5700-BAL-20

July 31, 2018

## Get the facts on the Balfour Water System Upgrades & Metering Project

As you may know, the Regional District of Central Kootenay (RDCK) has embarked on a major upgrade of the Balfour Water System. This project will help address the capacity issues, aging infrastructure, reliability, and financial challenges facing the system.

This is a complex project with many moving parts. We recognize that there might be misinformation or confusion in the Balfour community about some aspects of the project. We hope to address some of those issues with this letter package.

### Background

The RDCK was awarded a \$2.8 million Clean Water & Wastewater Fund Grant (CWWF) to undertake capital upgrades in the Balfour Water System, contingent on the Regional District to provide the balance of the project costs of \$583,323.00. The full cost of the project totals \$3,397,000.

An Assent Voting Process (Referendum) was held in June 2017 to gain public approval for project borrowing. The results indicated that 87.9% of Balfour electors who voted were in support of the borrowing, with 12.1% opposed.

The components of this project are:

- Replacement of the reservoir – Current reservoir was structurally unsound and lacked the adequate storage for fire suppression.
- Universal metering – This was a critical item in order to secure the CWWF grant and it will allow for additional water conservation thereby deferring needed capacity upgrades that would be required if water usage is not reduced.
- High priority distribution system upgrades (water line upgrades) – Improve system reliability and fire protection through the upgrade of the previously assessed high priority sections.
- Back up power – Improve system reliability and fire protection as currently water service can be severely affected during power outages. Generators are planned for both the lake pump station and the Water Treatment Plant (WTP) that will allow the water system to be unaffected by electrical outages. As part of this portion of the project, the upper zone pumps will be relocated to the WTP (from the post office) so an additional generator is not required.

All components of the project must be completed by March 31, 2019 as per requirement of the granting agency.



## Providing you with information

The RDCK strives to keep Balfour residents up to date on progress. Information about the project was included in the 2018 water billing brochure that was distributed to all residents this spring. There is also dedicated space on the website where project updates are shared. You can visit [www.rdck.ca/balfourproject](http://www.rdck.ca/balfourproject) to get the latest news.

As we move forward with the universal metering part of the project, we will be continuing with our communication efforts to ensure residents understand what is happening.

We continue to invite the community to come to us with their questions and concerns, so we can provide accurate responses and help keep the entire community informed. Below are some of the questions we have received.

If there are further questions you have, or if you wish to speak directly to the project manager, please contact the Water Services department at 250-352-8171 during regular business hours (8:30am to 4:30pm). You can also send your questions by email to [WaterContact@rdck.bc.ca](mailto:WaterContact@rdck.bc.ca).

## Addressing your concerns

On July 26, 2018 the RDCK—along with Corix Water Products, the successful contractor for the metering portion of this project—held a public information session. The intention of this open-house style meeting was to provide detailed information about the metering part of the project, and to give residents the chance to meet representatives of Corix, ask questions and see what a meter and the associated antenna look like.

As the meeting progressed, it became apparent that misinformation regarding the project has been circulated and continues to be an issue in the community.

Attached to this letter you will find answers to some of the questions we have heard.

## Thank you to the community of Balfour

The RDCK project team would like to thank the residents of Balfour for their patience as this project has progressed. As with any other project of this size, there will be issues and challenges that require us to pause and assess the situation so we can determine the best way to proceed. Our goal is to ensure your water system continues to provide water reliably and cost-effectively for many years to come.

Thank you also to those residents who attended the open house on July 26. Based on feedback we have heard, we know the format of the meeting was not ideal—we will strive to do better and continue to do all we can to keep you informed and to give you opportunities to tell us about your concerns.

If you have any questions, please contact the Water Services department at 250-352-8171 during regular business hours (8:30am to 4:30pm). You can also send your questions by email to [WaterContact@rdck.bc.ca](mailto:WaterContact@rdck.bc.ca).

Please visit [www.rdck.ca/balfourproject](http://www.rdck.ca/balfourproject) to read more about the project and to get the latest news.

Sincerely,

Jason McDiarmid  
Manager of Utility Services  
Regional District of Central Kootenay

