

# 2023 Drinking Water Rates

- \$838 Single Family Dwelling (including mobile and manufactured homes not in a mobile home park)
- \$257 Average parcel frontage tax
- \$1095 Average total water utility cost per year, a 6.4% increase from 2022



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](http://rdck.ca/water) and clicking on the link provided, or installing the Mobile App “Voyent Alert!” from the App Store or Google Play.

For assistance in signing up, please call 1.833.223.2662.

## Contact Us

### For billing inquiries:

250.428.2612 or 1.833.223.2662  
[WaterFinance@rdck.bc.ca](mailto:WaterFinance@rdck.bc.ca)

**For water system emergencies 24/7:**  
250.254.1685

**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)



# 2023 Water System Information

## Riondel



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



*Fire mitigation project in Riondel, 2022*

## System News

The RDCK would like to remind customers to limit water use to essential use only during extended power outages to extend treated reservoir supply and avoid the need for treatment plant bypass with subsequent Boil Water Notices.

## Capital Upgrades Completed

- Fire mitigation project completed around the WTP and reservoir compound.

## Future Planned Upgrades

- Upgrade existing reservoir valve chamber with new valves (2023)
- Installation of post reservoir flow meter (2023)
- Condition assessment of storm water drainage system (2023)
- Procurement of back-up power generator (2023)
- Water treatment plant ultra-filtration treatment process membrane replacement (2024)

## About Your Water System

The Riondel water system is located within RDCK Electoral Area A. The Riondel system was first developed in the mid-1900's and became a RDCK service in 1972. It services 198 active connections.

The water system derives source water from Indian Creek. A low, concrete weir with diversion inlets has been built on this creek, which delivers the source water to the treatment plant.

Treatment includes; a coarse 100 micron self-cleaning screen for turbidity reduction; membrane filtration for physical removal of microbiological components and turbidity reduction; and, chlorination for disinfection of bacteria/viruses.

Treated water is stored in a 100K gallon reservoir prior to release into the distribution system.



Riondel Water System treatment facility

**Water quality is good**



*Your water conservation efforts help prevent water Shortages! Watering using drip irrigation, a watering can or hand held hose eliminates overspray.*

## 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