

# 2023 Drinking Water Rates

\$1,521 Single Family Dwelling (including mobile and manufactured homes not in a mobile home park)

\$259 Parcel Tax

**\$1,780 Total water utility cost per year, a 6.2% decrease from 2022**



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](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:

250.352.1504

### 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**

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

Toll Free: 1.800.268.7325 (BC)



# 2023 Water System Information Woodland Heights



**rdck.ca**



*Drilling new well in Woodland Heights, 2022*

## System News

In 2022 a new well was drilled for the Woodland Heights Water System and is now in service. The old well is now on standby as a back-up. The system also received regular maintenance, including annual flushing and valve exercising as well as a ROV reservoir inspection.

## Capital Upgrades Completed

- New well drilled
- Underground work completed to connect new well to the treatment building
- New well pump installed and new well put into service
- Electrical upgrades in treatment building to accommodate the second well

## About Your Water System

The Woodland Heights water system services 21 active connections and is located within RDCK Electoral Area F. The system was initially constructed in 1979, with a second phase of construction completed between 1994 and 1997. The system was converted to a RDCK service in 2011.

Woodland Heights derives its source water from a groundwater well. In 2014, the water system continued to receive periodic sample results indicating the presence of total coliform bacteria. In September 2020, permanent chlorination disinfection treatment was installed to replace the temporary chlorinator originally implemented.

A new building was constructed to house the treatment system, which includes a series of contact tanks and a chlorine analyser to monitor free chlorine residual.

The system includes a 154,700 liter concrete reservoir, with an assessed lifespan of approximately 50 years.

## Water Events

There were no water quality events in 2022!

**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