

# 2024 Drinking Water Rates

\$888 Single Family Dwelling (including mobile and manufactured homes not in a mobile home park)

\$278 Average parcel frontage tax

\$1,166 Total water utility cost per year, a 6% increase from 2023



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.

## 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)

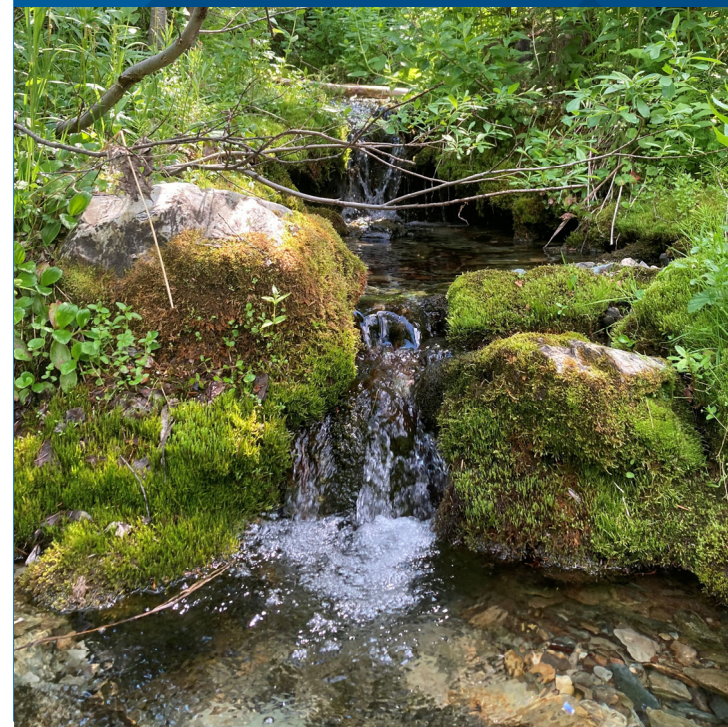
**For current water advisories, water conservation tips, the RDCK water bylaw and more:** [www.rdck.ca/water](http://www.rdck.ca/water)



[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

## Riondel



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

What it takes to deliver safe drinking water to your tap





Bluebell mine

## System News

Your operators were busy this year! A water main break was repaired between the curling rink and outdoor rink. The creek intake box and dam were cleaned. One service valve was located and brought to the surface and one broken curb stop was repaired. All regular distribution flushing and valve exercising was completed.

There were no Warning Tickets and/or Fine issued in the system in 2023.

An Asset Management Plan is complete and being updated annually. The Asset Management Plan identifies required asset replacements over a 25 year and 100 year period and identifies annual contributions to water system reserves required to fund the replacements.

## Future Planned Upgrades

- New generator purchase and install (ongoing)
- Reservoir valve chamber and meter intake upgrades (ongoing)

## 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 199 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.

Total volume consumed in 2023 was 165,248 m<sup>3</sup>

## Water Events

The following water quality events occurred in 2023:

- Boil Water Notice (localized) issued on Oct 26 due to a water main repair, rescinded on Nov 2.

## 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