

2024 Drinking Water Rates

\$1,582 Single Family Dwelling

\$259 Parcel Tax

\$1,841 Total water utility cost per year, a 3% 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.

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 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

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

For current water advisories, water conservation tips, the RDCK water bylaw and more: www.rdck.ca/water



rdck.ca

Phone: 250.352.6665 | Email: info@rdck.ca
Toll Free: 1.800.268.7325 (BC)



2024 Water System Information Woodland Heights



rdck.ca



New well site remediation

System News

2023 was a relatively quiet year in the Woodland Heights water system. New well site remediation and electrical work in the WTP was completed. 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. Regular annual distribution system flushing and valve exercising completed. There were no Warning Tickets and/or Fines issued in the system in 2023.

About Your Water System

The Woodland Heights water system services 22 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.

Total volume consumed in 2023 was 10,103 m³

Water Events

There were no water quality events in 2023!

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