



Media Release

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For immediate release

Check your Voyent Alert! settings for RDCK water system notifications

Nelson, BC: The Regional District of Central Kootenay (RDCK) is asking customers that reside within RDCK owned and operated water systems to check their location settings for the Voyent Alert! notification system. Recently, some RDCK customers reported they did not receive Voyent Alert! notifications for their water system although they are signed up for alerts. The RDCK requests all water system users to sign-up for Voyent Alert! notifications as this is the primary method of communication for all RDCK water system information as well as RDCK Emergency Notifications.

Customers are asked to confirm the “My Location” setting within the Voyent Alert! app is set within the appropriate water system. If customers do not have the app, they can login to their Voyent Alert! account (<https://ca.voyent-alert.com/vras/client.html#!/login>) and manage the location setting. If the location setting is not within the RDCK water system servicing you, you will not receive a notification. Communication on upcoming projects that impact customers will be done through Voyent Alert!, in addition to all water quality and system information.

Not signed up for Voyent Alert!? Sign up for free at <https://register.voyent-alert.com> to receive notifications about your water system’s water quality, system maintenance activities, and water conservation by telephone call, email, and/or text message.

Incorporated in 1965, the Regional District of Central Kootenay (RDCK) is a local government that serves 60,000 residents in 11 electoral areas and nine member municipalities. The RDCK provides more than 160 services, including community facilities, fire protection and emergency services, grants, planning and land use, regional parks, resource recovery and handling, transit, water services and much more. For more information about the RDCK, visit www.rdck.ca.

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