



# Nicola Lakeshore Water Utility Co. Ltd.

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April 23, 2010

## UTILITY NEWSLETTER APRIL 2010

When we established the development, we recognized that we needed a utility company to own and operate the “municipal like” services for the development.

Our goals were:

- To provide safe drinking water to all the owners and guests.
- To protect the environment by effectively treating wastewater.
- To provide for a community garbage collection and work toward a recycling program.
- To provide the basic's in fire prevention security.
- To keep our operations lean, cost effective and efficient.

Where we are today, since 2004, and the highlights:

1. The Utility operates in a sustainable manner and we monitor the quality of the water weekly and supply a sample to Interior Health.
2. The Utility also tests the water for changes in chemistry ensuring that the filter plant on site is working as designed. This is now a monthly test, often maintaining a positive result over a four-week test period. We publicize the chemical results on the website under the Owners Information.
3. On the topic of water conservation, we targeted a maximum usage of 500 gallons/day, per household. To date a detailed usage review indicates our maximum user is at 178 gallons/day. The seasonality of many owners has not resulted in exceedance of daily volumes but it has resulted in management issues at the well and storage reservoir.
4. The wastewater treatment system has been the greatest challenge, not from treatment but in operation of the micro filter. This filter was installed to allow treated effluent water to be pumped to the irrigation reservoir and back to homes on the development.

The current imbalance in occupancy vs the landscape installations, which draws more irrigation water than potable water used, has consistently been a challenge for our

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operators. We have seen periods where the reservoir has been drained within days of the main valves allowing water to homes being turned on.

Our system requires water in the recycled reservoir to back flush screens, so when the reservoir is empty we cannot back flush and therefore effluent water goes to the infiltration fields above the commercial site, wasting irrigation water.

5. The garbage handling system has moved from a temporary, five 4-yard bins to permanent separate 50-yard garbage and recycling bins, which are located on the 'A' platform above the water filter plant. If only we can get all users to understand what the sign says, we will have achieved one of the goals of reducing the volume of waste going to the landfill.

\* The investment in the new site and the new bins will result in a monthly fee increase of \$8.00.

6. The fire suppression plan is under way as it now meets the first stage of a long road to a volunteer fire suppression system. We have dedicated water reservoirs, we have a storage building, we have functioning fire hydrants and we have a first response fire-fighting vehicle complete with water pressure pump, hoses and foam generation capacity. We need many more full time residents before we can get to a semi-protected classification for insurance rating purposes.

\* This service will result in an increase to the monthly utility fee of \$4.00. The total increase of \$12.00/month will go into effect June 1, 2010.

Our two operators for the Utility are certified for small water and wastewater treatment systems. We continually take opportunities to update their skills, ensuring that we have a well functioning system in place.

In closing, I would like to advise all of you that the systems in place are there to serve all of the users in a fair and effective manner. Everyone is requested to refrain from any tampering or adjusting of the shut off valves or curb stops at property lines. We are especially asking diligence in being careful not to cross connect potable and irrigation systems.

We will be having a barbeque and training session on the fire suppression system on a sunny June weekend. Plan on participating.

Any questions please call.



Frank Rizzardo, A.Sc.T., GSC  
President

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