



## Happy New Year!

We would like to wish all of our customers a very happy and prosperous New Year.

## New Invoices

We're proud to introduce our new invoices with our January billings. You will see a new look for both water tolls (consumption) and parcel tax. Each invoice clearly shows how much is due when you pay on or before the due date, and the amount owing, including penalty, due after the due date. In addition, the new bar code will make in-house processing of your payments even easier.

Please note, that as we were unable to transfer past month-by-month consumption figures, it will take some time to build your consumption history graph this year on your water toll invoices.

## Capital Construction Fund Surcharge

As previously advised, the Capital Construction Surcharge comes into effect with the January billings, therefore, you will see a

surcharge of \$30.00 per lot on your parcel tax invoice, and \$5.00 per customer, per invoice, on your water toll billing. These monies will be invested in a specially created Capital Construction Fund account to begin accumulating interest, and eventually used to help pay for the new plant, either as a loan down payment or to directly pay for part of the construction costs.

## Address & Contact Information

We've done our best to ensure all your information has transferred correctly, but if it hasn't or there's something you would like to add, please complete and return the enclosed form with any changes. Also, please be sure we have your emergency/alternate contact phone number in case we need to reach you in a hurry.

## Paperless Billing

We hope to offer paperless billing as an option in the very near future, so if you would like to receive your future bills by email please include your email

address and tick the paperless billing option box.

## Owners & Tenants

We can now bill tenants directly. If you would like to have your tenant billed directly for their water usage, please complete the owner/tenant section of the enclosed address form to authorize the direct billing of your tenant. Owners may also opt to receive a copy of the invoice for their records. Owners, please note that should your tenant not pay, you are still responsible for any outstanding bills.

## Available Payment Options

- **In the office** we accept: cash, cheques, Visa, MasterCard and debit
- **Via mail:** cheques
- **Over the phone** we accept: Visa or MasterCard
- Via major Canadian **banks and credit unions:** Online and telephone banking
- **24 hour drop-off box** at the front of the Waterworks office building at 761 Upper Ganges Rd.

Please note that you have one account number for Water Tolls and a different one for Parcel Tax. If paying online please be sure to set up two separate “payees”, one for each account number. Visit the *Billing & Rates/Payment Methods* section of our website for instructions on how to set us up as a payee.

If paying both accounts on one cheque, please be sure to include both payment stubs and write your account numbers on the cheque.

### **Automatic Payment**

Many of you have asked about the option of automatic payment/direct debit from your bank account, unfortunately, due to the cost involved, we are unable to offer this service at this time.

### **St. Mary Treatment Plant Design**

The Board of Trustees have selected Kerr Wood Leidal Associates Limited (KWL), consulting engineers, of Burnaby BC to develop the preliminary design for the new St. Mary Lake Treatment Plant, which will be built on the same site as our current plant.

KWL has been providing water engineering services to the municipal infrastructure and resource development fields since 1975. Their speciality is water—from drinking water supplies to storm and floodwater to wastewater conveyance and

treatment. A winner of multiple design awards, KWL provides its customers with a full spectrum of engineering consultation, support and management services.

We are especially excited to have as our project leader, Irfan Gehlen, who has been responsible for many major projects. His recent projects include:

- The Metlakatla Water Treatment Plant in Northern BC
- The Kalamalka Lake Pump Station Upgrade
- The Kingsgate Pump Station Electrical and Mechanical Upgrade
- The Maple Ridge Water Master Plan
- The Robertson Creek Hatchery Upgrade

To learn more about KWL visit their website at [www.kwl.ca](http://www.kwl.ca).

We have undertaken a considerable amount of groundwork for this project in recent years which will be used as background and reference information. The key components of the work program for our preliminary design phase are:

1. Project Initiation and Management
2. A Review of Background Information
3. A Base Plan Survey (land survey and bathymetric survey)

4. A Geotechnical Assessment Coordination (separate report by others)
5. A Preliminary Environmental Assessment
6. Intake and Raw Water Pump Station Preliminary Design
7. Water Treatment Process Design and Equipment Supply
8. Residuals/Wastewater Process Design
9. Treated Water Storage and Pumping
10. Preliminary Site Works and Building Layout
11. Electrical Preliminary Design

The preliminary design process is expected to take several months, and, when complete, NSSWD will hold an open house to present the design and projected costs to you, our ratepayers, as the start of the ratepayer approval process.

The approval process will include ratepayer approval of the overall cost and of our financing plan. We will keep you informed throughout the process and let you know how you can have your say.

### **Our Website**

Want more information about the Waterworks, our people, our rates, the lakes, and much more?

Please visit our website:  
[www.northsaltspringwaterworks.ca](http://www.northsaltspringwaterworks.ca)

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