



North Salt Spring Waterworks District

Be water savvy – Use only what you need.

January 2017

Remembering Mike Larmour

NSSWD trustees and staff are saddened by the loss of former General Manager, Mike Larmour, who passed away on December 11th, 2016.

Mike worked for the District for 33 years, starting as a water system operator, moving up to supervisor and ultimately, General Manager. An avid gardener and farmer, he also ran his Beddis Road Farm for many years. Mike was very forward thinking on matters of conservation and was instrumental in protection of the watershed lands around Maxwell Lake. Mike was on the Islands Trust Council, Salt Water Preservation Society and involved in many areas of conservation and environmental issues on Salt Spring.

Things to Do Before April 1st

From April 1st to October 31st each year the District's mandatory watering restrictions enable conservation and determine how and when District customers may use water.

Customers are limited to watering gardens with either a hand-held hose with a shut-off or a micro-drip system on either odd or even numbered days, depending on their civic address, and between the hours of either 6:00am to 10:00am or 6:00pm to 10:00pm for no more than six (6) hours a day in Level 1, three(3) hours a day in Level 2, two (2) hours a day in Level 3, and one (1) hour per day in Level 4.



If you're planning to paint your home this summer, plan ahead for any major preparation. Activities such as vehicle or boat washing, power washing of decks, homes and driveways, and pool filling are limited and may also need a special permit from the District in some Levels.

Chores you should get done before conservation regulations come into effect:

- Seasonal vehicle cleaning : by April 30th – cars, truck, boats, RVs

- Power washing: by April 30th - decks, patios, walkways, driveways, parking lots, siding, vehicles
- Pool filling: by April 30th (\$200 permit needed Apr 1-30, not permitted May-October)
- Top up your reservoir or pond: by March 30th, not permitted April-October

Information on Conservation Regulations and special permits may be found in the Documents section of our website.

Accommodating Business Needs

The Board would like to assure our ratepayers that the District values all its customers and that we strongly support the viability of all our local businesses and agriculture. In BC, the provincial government has authority over the use of freshwater resources and the District obtains the right to withdraw water through licences issued under the *Water Sustainability Act*. The District is accountable to the Ministry of Forests, Lands and Natural Resource Operations (FLNRO) and must abide by all conditions stipulated on the water licences. The District's watering restrictions are in line with provincial government drought management policies, including the prioritization of domestic use over other uses in times of scarcity.

We encourage our business customers, whether new or long-established, to think seriously about the impact of climate change and conservation on their business. We know many customers are faced with this new challenge, and it can have a significant impact, as it has had for District operations.

While we hope we don't experience another summer drought, if we again experience drought conditions, all customers should be aware the Board of Trustees may have to make some hard decisions that could limit the water supply of our customers for a period of time to assure service to all the ratepayers.

We have an open door policy and will do our best to work with our customers to find solutions to issues when they arise, while taking into consideration the needs of all ratepayers and the District as we meet the challenges that our water-stressed island now faces.

CRD Rainwater Harvesting Rebate

The CRD is offering rainwater harvesting rebates on a first come, first served basis for 25% of the cost of purchasing and/or installing rainwater harvesting equipment to a maximum rebate of \$500.00 (i.e. 25% of \$2,000.00 in receipts) per Salt Spring Island household, as long as funds are available. The deadline is February 28th and application forms are available on the SSI Exchange.

Paying Online - Two Accounts Needed

When paying online, be sure your payment is credited to the correct account. You need to set up two accounts for the Waterworks - one for tolls, your bi-monthly water consumption, and one for your water parcel tax.

Your water toll account number can be found under our address block in the top left corner of your bill and will look something like this: Account # 0012345.



Top Left Corner of Invoice

As shown at left, your parcel tax Roll # is located in the same spot on your tax bill. When setting it up online for payment, drop the 764 prefix and delete the period

before the last three numbers. For example, the preceding account # would be 00453020. Depending on what bank you use, for either type of account, you may have to add or drop an extra zero or two at the beginning of your account number to meet banks digit requirements. Complete details for setting up your online banking by account are on our website on the Payment Methods page.

Allow Sufficient Time

We'd also like to remind customers that the day you pay online or by mail is not the day the District receives the payment. Your payment date is



the day it is received and processed in the office.

Payments are processed up to 4:00 pm each day. Those received after 4:00 pm and after hours and on weekends are processed on the next business day.

Payments can take anywhere from one to seven (1-7) business days online to reach our office and even longer by mail [one to fifteen (1-15) business days], so please allow for this when making a payment in order that it reaches us before any scheduled penalty date.

Same-day payment can be made in the office by cash, cheque, debit, Visa or MasterCard. Visa and MasterCard payments are also accepted by phone. We accept post-dated cheque(s) for deposit before the due date or you can pre-pay on your account. Most banks allow you to pre-schedule online payments.

Complete details for setting up your online banking by account numbers are on our website on the Payment Methods page.

Going Away?

Whether you're going away for a couple of days, a couple of weeks or a couple of months, to ensure you don't receive an extra high water bill it's important to tend to your water system before you go away.



If you're going to be away for more than a day or two consider the following:

- Turning your water off at your primary shut-off
- Shutting your hot water heater off to avoid damaging it
- Having your water shut off at the meter box. This District provides a turn off/on service for a \$71 fee. It is illegal to tamper with the meter yourself.

If you're going away for an extended period be sure to have someone check your home every couple of days and make sure your pipes are properly winterized. If you do opt to leave your water on, make sure all faucets and toilets are in good repair, and that any taps, both inside and outside, are off.

Visit our website to view our Leak Allowance Policy and for tips on how to detect a leak.