



North Salt Spring Waterworks District

Be water savvy - Use only what you need.

January 2018

Logo Design Contest

Win a Household Water Conservation Package

Do you have hidden or not so hidden design talent?

The Waterworks needs a fresh, simple, new logo design for use across a variety of print and online media including; letterhead, business cards, our website, and advertising, as well as for a range of large and small signage on buildings, equipment, trucks and fences.

The contest is open to all islanders and the successful designer will win a Household Water Conservation Package consisting of a low-flush toilet, water-saver shower head and a rain barrel.

Visit the Job Posting & RFPs page in the About Us section of our website for full details.

St Mary Lake DAF Plant

Construction of the Dissolved Air Floatation (DAF) water treatment plant at St Mary Lake is progressing well. The recent snow storm and power outage slowed up work but after a Christmas break Maple Reinders and the sub-contractors are back on the job. They anticipate completing the concrete work by the end of March. Although, this timeline could still be affected by weather and delivery times.



Evacuation in progress for process room slab.



Preparing to pour concrete slab for the intake tower.

2018 Parcel Tax & Capital Construction Surcharge

The 2018 Parcel Tax notices will be sent out on February 2nd, due date is March 9th. As advised in November, parcel tax rates were increased 2.5% over 2017 rates. This year, with long term debt repayment for the St. Mary Water Treatment Plant beginning, the base surcharge rate has been increased to \$280.00. For customers whose rates increased under the new parcel tax structure, please note this is year two of the planned four-year phase in.

If you feel you have been incorrectly assessed, the 2018 Court of Revision will be held on Thursday, February 22 from 10:00 am to 12:00 noon at the District office. For information about the Court of Revision and to view Bylaw 281, Taxation 2018, visit the District website.

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.

As shown on the next page, 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

North Salt Spring Waterworks

761 Upper Ganges Road
Salt Spring Island, BC V8K 1S1

Phone: (250) 537-9902

Fax: (250) 537-1956

Roll #: 764 00453.020

Top Left Corner of Invoice

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. 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. Your payment date is the day it is received and processed in the office.

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.

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 a large 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.

When 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.

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.

Watering Time-Frame Extended

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. Per Bylaw 282 the watering time period has now been extended by one hour each period to between the hours of either 5:00am to 10:00am or 5:00pm to 10:00pm for no more than 6 hours total a day in Conservation Level 1, 4 hours a day in Level 2, 2 hours a day in Level 3, and 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.

Water Quantity

St. Mary Lake filled to capacity just after Christmas and Maxwell Lake is nearly full with about 2 cm remaining until it overflows.