



Missezula Lake Water System Welcome Letter

Keeping the Community Informed

JANUARY 2020

IMPORTANT CONTACTS

Area "H" RDOS Director
Bob Coyne
bcoyne@rdos.bc.ca
250.582.9090 cell

Water Operations
250.490.4135
jbunton@rdos.bc.ca

Water Quality
250.490.4106
rpalmer@rdos.bc.ca

RDOS Billing
250.490.4216

After Hours Water
Emergency
250.490.4141



Message from the Director

The Regional District of Okanagan-Similkameen (RDOS) is pleased to inform residents who are customers of the **Missezula Lake** water system that as of January 1, 2020, the RDOS has assumed ownership and operations of the water system.

Bob Coyne
Director Electoral
Area "H" (Princeton Rural)

The Missezula Lake Improvement District voted at an Annual General Meeting May 20, 2018 to dissolve and create a water service area owned and managed by the Regional District of Okanagan-Similkameen. The provincial government approved the request through an **Order in Council** in November of 2019. At the RDOS Board meeting on December 5, 2019, RDOS elected officials voted in favour of RDOS assuming ownership.

You may have seen the RDOS Water System Operators trucks in your area over the past few months in preparation for the move. The current water system operator will be working with the RDOS to run the water system as efficiently as possible. RDOS staff will be monitoring the system, performing operational checks, and taking water samples in accordance with a water quality monitoring program approved by the Interior Health Authority (IHA).

We wanted to provide contact information for you, in case you have a water emergency or questions. Those numbers are located on the left side of this notice.

If you have an after hours emergency, call 250.490.4141. The call will be answered by Regional Dispatch. They will ask your name, phone number and civic address so they can contact the correct staff to attend. Please feel free to call us with any questions during regular business hours Monday through Friday, 8:30 a.m. to 4:30 p.m. at 250.490.4135.



RDOS Contact Information
Neil Webb, General Manager of Public Works
250.490.4103
email: nwebb@rdos.b.ca

Regional District of Okanagan-Similkameen
101 Martin Street
Penticton, BC V2A 8X9
P: 250.492.0237 F: 250.492.0063
info@rdos.bc.ca
www.rdos.bc.ca

Mishezula Lake Water System— Welcome Letter

January 2020

Water System Improvements

Interior Health has required that the Mishezula lake water system needs to meet the B.C. 4-3-2-1-0 safety standards. This means that water filtration system will need to be installed. The Regional District will be applying for grants that if successful, will reduce capital costs up to 73%. A \$50,000 grant contribution was used to pay for a new telemetry and control system (SCADA) and a new chlorine analyser, improving response times and public safety.

Should our grant funding application be successful, the RDOS will identify future improvements in water safety and quality and any potential inconveniences during the construction process.

Daily Operations

Public Works management and water system operations staff toured the water system in the Fall in preparation for the water system to be included in current operations. RDOS currently owns and operates or supplies contract services for a wide range of small and larger water systems including the Faulder, Gallagher Lake, Loose Bay, Naramata, Olalla, Sage Mesa, Sun Valley, West Bench, and Willowbrook, systems. Our Water Operators are all certified through the Environmental Operators Certification program and will be able to provide proven, ongoing operational expertise.

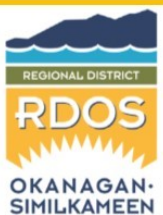
Financial Information

Costs for managing the water system are expected to meet the targets set at the May 19, 2018 AGM. Rates will be confirmed once the Fees and Charges Bylaw is passed. Should the Regional District be successful in obtaining a grant to build a water filtration plant we will need to increase rates in order to cover our share of the capital costs and additional operational costs for the filters and solids management. While there is a cost to build and operate a water filtration system, this cost will be much less than if than the MLWD had to achieve it without access to infrastructure grants, only available to RDOS. Any changes to the system will be reviewed with the public before they are made. For details on costs and what was presented at the May 19, 2019 AGM, please visit our website: <https://www.rdos.bc.ca/departments/public-works/utilities/water-systems/mishezula/>

Pre-Authorized payment options are available to all RDOS customers. This option allows the Regional District to automatically withdraw the invoice amount from your bank account or credit card on the invoice due date or monthly on the last business day of the month. A Pre-Authorized payment form will be included with your invoice. Please see info below on how to sign up for timely water system notices through our **CivicReady** communications system.

Be Safe—Be Informed—Be Involved In Your Community

SIGN UP TO RECEIVE IMPORTANT RDOS WATER SYSTEM NOTIFICATIONS



To ensure the residents and property owners of the Regional District of Okanagan-Similkameen are safe, informed and up-to-date with community activities, the RDOS has implemented a mass communication service called *CivicReady*. This system allows the RDOS to communicate out routine and emergency messages through email, text and/or phone call.

To sign up and or learn more about CivicReady go to: www.rdos.bc.ca & look for the alarm button or sign up link on the right-hand side



Routine Notifications:

- Community Events
- Water & Sewer System Alerts
- Curbside Pick Up & Landfill Hours
- Regional Recreation
- Land Use Changes
- And More....

Emergency Notifications:

- EOC Updates
- Sandbag Pick-Up Locations
- ESS Locations
- Wildfire Updates
- Dangerous Animals in the Area