

**Agriculture Water Supply Communication Plan**

**KEY MESSAGES AND OUTREACH CHECKLISTS**

***Greater Vernon Water***

**May 2019 (updated March 2020)**

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## INTRODUCTION

This document supports the Agriculture Water Supply Communications Project, which was introduced as a pilot project in 2017 to enhance communication between Okanagan water suppliers and their agricultural water customers.

### **WHAT IS THE PROJECT?**

The Agriculture Water Supply Communications Project is designed to help Okanagan water suppliers provide agricultural water customers with timely and accurate information about the state of local water supplies to assist them with making appropriate water-use decisions on their farms. The first pilot for the project involved working with two local water suppliers (the City of Penticton and Greater Vernon Water) to develop and test water supply communication materials and mechanisms during the 2017 growing season. In addition to building up their traditional communication channels like letters and websites, the water suppliers tested an electronic alert (E-alert) system called CivicReady. This second pilot for the project will be carried out during the 2019 growing season and includes eight Okanagan water suppliers: Greater Vernon Water, the City of Kelowna Water Utility, Glenmore-Ellison Improvement District, the City of West Kelowna, the District of Summerland, Kaleden Irrigation District, the City of Penticton, and the Regional District of Okanagan-Similkameen.

### **WHAT IS CIVICREADY?**

CivicReady is a cloud-based system that offers text, email, and voicemail options for sending time-sensitive alerts to customers. CivicReady is widely used by local governments in Canada (including the Regional District of Okanagan Similkameen) and the United States for both routine and emergency communications. The OBWB has purchased an account with CivicReady, and each water supplier will be given unique sub-accounts and administrator privileges to send messages to agricultural customers in their water distribution area only.

## HOW TO USE THIS DOCUMENT

This document was created to **anticipate what types of messages local water suppliers will need to send** based on their water supply and drought stages. The key messages in this document are organized under the following topic areas:

1. **Promoting the project and recruiting customers to sign up** – for websites and newsletters
2. **Turn-on notification and early season forecasts** – notification of irrigation turn-on date and information about snow pack conditions, spring precipitation forecasts, lake and reservoir levels, and streamflows
3. **Water supply updates and drought stage updates** – messaging with information on current local water supply levels, drought stages and associated responses. Messages for when you are considering moving up to the next drought stage and for when you are moving back down to a lower drought stage are also provided
4. **Changes in provincial drought levels** – messaging with information about the current provincial drought level for the region and how it relates to current local drought stage
5. **Turn-off notification and survey** – notification of irrigation turn-off date, thank you for participating and request for feedback

In addition to these topic areas, water suppliers can use the E-alert system to send other useful messages, such as notifying customers of emergency works to infrastructure or of local workshops.

The topic areas are separated into a Website / News Releases section and an E-alerts section. The **Website / News Releases** sections have blocks of information that can be used to update your website and can also be used in longer communications materials such as news releases newsletters and letters.

The **E-alert** section has shorter messages for more frequent communication. Each message has a subject, an email message template and a text message template that can be easily copied and pasted into a template or post in CivicReady. The messages have placeholders highlighted in yellow (e.g. <placeholders>) that you need to change for the specific situation that is being communicated. **More Water Use Efficiency Tips and Drought Management resources** can be found at [www.obwb.ca/ag](http://www.obwb.ca/ag).

The **Outreach Checklists** at the start of the messages for each drought stage bring everything together. Each checklist starts with an overview of the indicators for the relevant stage as well as the drought responses and messages that need to be communicated. The table lists “One Time Actions” such as updating the website when the drought stage has changed and information on the type and frequency of “Repeating Messages” that will be sent through CivicReady.

## STEPS FOR COMMUNICATING WATER SUPPLY AND DROUGHT

1. Check Outreach Checklist for current stage in Section [3](#) to see frequency of messaging and communication channels to be used
2. Take care of “One time actions” for current drought stage – follow the links in the table to the block of text to be used in the “One time actions”
3. Repeated messaging:
  - 3.1. Check when and what message was sent previously (in the [E-alert Messaging Tracking Sheet](#)) and when the next message is planned (if stage remains the same)
  - 3.2. Adjust messaging in E-alerts section to fit current conditions

## SAMPLE SCHEDULE

Month	Type of Message	Frequency
Apr	Welcome, Turn-on and Early Season Forecast (Section <a href="#">2</a> )	Once
May	Early Season Summer Forecast (Section <a href="#">2</a> )	Once
Jun, Jul, Aug, Sept	<b>Normal conditions</b> Water Supply Updates (Section <a href="#">3.1</a> )	Monthly
	<b>Stage 1 conditions</b> Water Supply Updates (Section <a href="#">3.2</a> )	Monthly
	<b>Stage 2 conditions</b> Water Supply Updates (Section <a href="#">3.3</a> )	Every two weeks
	<b>Stage 3 conditions</b> Water Supply Updates (Section <a href="#">3.4</a> )	Weekly
	<b>Stage 4 conditions</b> Water Supply Updates (Section <a href="#">3.5</a> )	Weekly
	<b>Changes in local drought stage</b> Drought Stages Updates (See Appropriate Stage Section)	As needed
	<b>Changes in provincial drought level</b> Provincial Drought Level Updates (Section <a href="#">4</a> )	As needed
Sept	<b>Turn-Off and Survey Request</b> (Section <a href="#">5</a> )	Once
Oct	<b>Season Debrief and Reminder about Survey</b> (Section <a href="#">5</a> )	Once

## KEY MESSAGES

### 1. Promoting the Project and Recruiting Customers to Sign Up

#### In this section:

- **Information about the project and a link to the OBWB registration page**

You have received a customized flyer with the link to the registration page. You can attach this flyer to emails, enclose it with letters, or distribute it any other way you would like.

**Please keep track of the how and when you promote the project agricultural customers.** This information will help us evaluate the recruitment process and make tweaks if needed.

#### INFORMATION ABOUT THE PROJECT AND HOW TO SIGN UP

*(Copy and paste to websites, newsletters, news releases and any other communication where it is appropriate to use long blocks of text)*

#### **Sign Up for Agricultural Water Notifications from Greater Vernon Water**

Water is central to everything in the Okanagan Valley. It is essential to the survival of plants and animals, the well-being of its citizens, the health of the economy, and the beauty of the natural landscapes.

Local water supply can be quite different from the regional water supply **because each water supplier has their own unique water sources and users.** Greater Vernon Water is participating in a project with the Okanagan Basin Water Board and the BC Agriculture & Food Climate Action Initiative to improve communication about our water supply with our agricultural customers. Do you want to receive water supply information via **email, voice message and/or text alerts** from Greater Vernon Water?

**Go to [www.obwb.ca/alerts](http://www.obwb.ca/alerts) to sign up!**

#### **Messages to expect:**

- Early season updates on snow pack conditions, reservoir levels, streamflows, and weather forecasts
- Water supply updates
- Changes in drought stages and requested responses
- Updates on local drought stages in response to changes in provincial drought levels
- Irrigation turn-on/turn-off dates
- Tips to help you use water efficiently
- Notification of updated water use info on [AgConnect](#)

## 2. Turn-on Notification and Early Season Forecasts

In this section:

- Notification of turn-on date
- Information about snow pack, precipitation and temperature forecasts, reservoir levels, and/or streamflow conditions
- Messages are divided into a Website Section and an E-Alerts section

To find current information on regional water supply forecasts for use in messages:

The BC River Forecast Centre (RFC) **Snow Conditions & Water Supply Bulletins** contain the information needed for these messages. The bulletins are located at: <https://www2.gov.bc.ca/gov/content/environment/air-land-water/water/drought-flooding-dikes-dams/river-forecast-centre/snow-survey-water-supply-bulletin>. Planned release dates of the bulletins are Jan 8, Feb 8, March 8, April 8, May 8, May 21, June 7 and June 21.

Your first message can be sent with a turn-on date notification.

### 2.1. Website / News Releases

#### Spring Turn-on Date and 2019 Water Supply Outlook

Agricultural water turn-on begins **April 15<sup>th</sup>**. It takes approximately two weeks to reach all our customers. Please be sure to have your meter and backflow prevention device installed. Backflow tests must be completed within a month of turn on and the reports returned to the RDNO by **June 15**.

Our reservoir levels are currently **<below, near, above>** normal. Snow pack is **XX%** of normal, **but it is still early in the season and conditions may change. Our spring water supply is very dependent on May/June rain, so we will be watching the skies closely.** Weather forecasts are indicating a **warmer spring** so we encourage customers to check their irrigation systems and watering troughs for leaks. Any efforts to save water now will help. Visit the [Water Supply Bulletin](#) from the BC River forecast Centre for more information.

## 2.2. E-alerts

### MESSAGE 1: WELCOME, TURN-ON, EARLY SEASON FORECAST (SEND IN APRIL)

SUBJECT: **TURN-ON AND 2019 WATER SUPPLY OUTLOOK**

**Commented [JM1]:** Suggested subject:  
Thanks for signing up for GVW Water Supply E-Alerts. Your  
20XX use update is now available

#### EMAIL TEMPLATE:

This is an agricultural water update from the Regional District of North Okanagan (Greater Vernon Water). Agricultural water turn-on begins **today, April 15th**. It takes approximately two weeks to reach all our customers. Please be sure to have your meter and backflow prevention device installed. Backflow tests must be completed within a month of turn on and the reports returned to the RDNO by **June 15**.

#### Spring 2019 Outlook

Our reservoir is currently **XX%** full, but Snow pack is **XX%** of normal. **<Our spring water supply is very dependent on May/June rain./ It is still early in the season and conditions may change.>** Weather forecasts for spring are for **<above, near, at or below normal>** temperatures and **<above, near, at or below normal>** precipitation. Visit the [Water Supply Bulletin](#) for more information.

#### Water Use Efficiency Tips:

- Fix irrigation system leaks and check nozzles for wear and sediment.
- Improve irrigation scheduling techniques by using [Farmwest.com](#), soil moisture measurements, and [BC's Irrigation Scheduling Calculator](#).
- Use a qualified contractor to evaluate system performance and make improvements, if possible. A list of Certified Irrigation Designers can be found [here](#).
- Visit [www.obwb.ca/ag](#) for more water use efficiency tips.

Log in at [www.obwb.ca/alerts](#) if you would like to change how you receive these updates.

Jennifer Miles, **MEDes** | Water Sustainability Coordinator – Greater Vernon Water

Regional District of North Okanagan | 9848 Aberdeen Road Coldstream BC V1B 2K9 |

P 250-550-3684 | F 250-550-3701 | E [jmiles@rdno.ca](mailto:jmiles@rdno.ca) | W [www.rdno.ca/waterwise](http://www.rdno.ca/waterwise)

#### TEXT TEMPLATE:

Greater Vernon Water (RDNO) agricultural water turn-on begins **today, April 15th**. It takes 2 weeks to reach all our customers. Please have your meter and backflow

prevention device installed. Backflow tests must be completed within a month of turn on and the reports returned to the RDNO by June 15. Our reservoirs area are <below, above, near normal>. Snow pack is XX% of normal. Weather forecasts for spring are for <above, near, at or below normal> temperatures and <above, near, at or below normal> precipitation. Any efforts to save water now will help. Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

**MESSAGE 2: EARLY SEASON FORECAST (SEND IN MAY)**

**SUBJECT: 2019 WATER SUPPLY OUTLOOK**

**EMAIL TEMPLATE:**

Over the last month we have received <low, normal, high, > precipitation. Snow pack is now XX% of normal. Our reservoir levels are currently <below, near, above> normal.

Long term weather forecasts for summer suggest it is likely that we will have <above, near, at or below> normal temperatures and <above, near, at or below > normal precipitation. For more information on water rates and allocations visit [our website](#).

**Water Use Efficiency Tips:**

- Fix irrigation system leaks and check nozzles for wear and sediment.
- Improve irrigation scheduling techniques by using [Farmwest.com](#), soil moisture measurements, and [BC's Irrigation Scheduling Calculator](#).

Visit [www.obwb.ca/ag](http://www.obwb.ca/ag) for more water use efficiency tips.

Log in to [www.obwb.ca/alerts](http://www.obwb.ca/alerts) if you would like to change how you receive these updates.

Regards,

Jennifer Miles, MEDes | Water Sustainability Coordinator – Greater Vernon Water

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**TEXT TEMPLATE:**

**Greater Vernon Water - 2019 Summer Water Supply Outlook.** Our reservoir levels are <below, near, above> normal. Snow pack is XX% of normal. Weather forecasts for summer are for <above, near, at or below normal> temperatures and <above, near, at or below normal> precipitation. For more information on water rates and allocations visit [our website](#).

### 3. Water Supply and Drought Stages Updates

**In this section:**

- Information about **local water supply levels, drought stages and associated responses**
- An **outreach checklist** for every stage with information on the communication channels which should be used and the frequency of messaging
  - Links for each action item take you to the section with messaging information
- Messages are organized under the different stages
- The following messages are included where relevant:
  - moving to new higher stage
  - while at current stage
  - considering moving up one stage
  - moving back to lower stage

### 3.1. NORMAL (NON-DROUGHT)

3.1.1. Outreach Checklist	
Supply Status & Trigger Factors	Average water storage available. Volumes are sufficient to meet supply at average levels of demand.
Drought Response	No agricultural water use restrictions. Domestic only.
Message	<ul style="list-style-type: none"> <li>• Provide agricultural water users with ongoing communication and education about the watershed</li> <li>• Build awareness about maximum water use permitted for producers (5500 m<sup>3</sup>/ha/season) and where to check current consumption</li> <li>• Encourage water-use efficiency</li> </ul>
Action Checklist	<p><b>ONE TIME ACTIONS:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Update Website – See Section <a href="#">3.1.2</a></li> <li><input type="checkbox"/> In Spring - Spring Turn-On Letter – See Section <a href="#">1</a> and Section <a href="#">2</a></li> <li><input type="checkbox"/> In Fall – Fall Turn-Off Letter – See Section <a href="#">5</a></li> </ul> <p><b>REPEATING MESSAGES (MONTHLY):</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> E-alerts – See Section <a href="#">3.1.3</a></li> </ul>

### 3.1.2. Website / News Releases

#### Water Supply Update – Normal Water Supply

Greater Vernon Water’s reservoir levels are **normal** for this time of year. Please continue to use water wisely to help reduce the risk of a water shortage later in the season. Sign up for alerts from Greater Vernon Water at [www.obwb.ca/alerts](http://www.obwb.ca/alerts) to stay up to date on the latest local water supply information.

Please consider the following tips to improve your water use efficiency:

- Minimize evaporation during irrigation by choosing the appropriate type of irrigation system and by taking wind and temperature conditions into account.
- Use a qualified contractor (IIABC Certified Designer) to evaluate your irrigation system performance and make improvements. A list of Certified Irrigation Designers can be found [here](#).

For more tips and resources please visit [www.obwb.ca/ag](http://www.obwb.ca/ag).

### 3.1.3. E-alerts

#### IN NORMAL STAGE

**SUBJECT: WATER SUPPLY UPDATE – NORMAL WATER SUPPLY**

#### EMAIL TEMPLATE:

Greater Vernon Water’s reservoir levels are normal for this time of year. Please continue to use water efficiently to help reduce the risk of a water shortage later in the season. Minimize evaporation during irrigation by choosing the appropriate type of irrigation system and by taking wind and temperature conditions into account. Learn more at [www.obwb.ca/ag](http://www.obwb.ca/ag). Agricultural water users have a maximum allocation of 5500 m<sup>3</sup>/ha/season (visit [our website](#) for more information)

Log in at [www.obwb.ca/alerts](http://www.obwb.ca/alerts) if you would like to change how you receive these updates.

**Jennifer Miles, MEdes** | Water Sustainability Coordinator – Greater Vernon Water

**Regional District of North Okanagan** | 9848 Aberdeen Road Coldstream BC V1B 2K9 |

**P** 250-550-3684 | **F** 250-550-3701 | **E** [jmiles@rdno.ca](mailto:jmiles@rdno.ca) | **W** [www.rdno.ca/waterwise](http://www.rdno.ca/waterwise)

#### TEXT TEMPLATE:

**WATER SUPPLY UPDATE** - Greater Vernon Water - Reservoir levels are normal. Please continue to use water efficiently to reduce the risk of a water shortage later in the season. Minimize evaporation during irrigation by choosing the appropriate type of irrigation system and by taking wind and temperature conditions into account. Learn more at [www.obwb.ca/ag](http://www.obwb.ca/ag). Agricultural water users have a maximum allocation of 5500 m<sup>3</sup>/ha/season (visit [our website](#) for more information). Log in at [www.obwb.ca/alerts](http://www.obwb.ca/alerts) to change how you receive these updates. Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

**Commented [SW2]:** I have highlighted the water use efficiency tips in the messaging. You can just use as is, or replace with other tips.

**REMAIN IN NORMAL STAGE (SEND ONCE A MONTH)**

**SUBJECT: WATER SUPPLY UPDATE – NORMAL WATER SUPPLY**

**EMAIL TEMPLATE:**

Greater Vernon Water reports normal conditions with average reservoir levels for this time of year.

To improve water-use efficiency, consider using an IIABC Certified Irrigation Designer to evaluate your system’s performance. Click [here](#) to find a list of Certified Designers. For more water use efficiency resources visit [www.obwb.ca/ag](http://www.obwb.ca/ag).

Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) to learn about your allocation and ongoing consumption.

Log in at [www.obwb.ca/alerts](http://www.obwb.ca/alerts) if you would like to change how you receive these updates.

Jennifer Miles, MEDes | Water Sustainability Coordinator – Greater Vernon Water

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P 250-550-3684 | F 250-550-3701 | E [jmiles@rdno.ca](mailto:jmiles@rdno.ca) | W [www.rdno.ca/waterwise](http://www.rdno.ca/waterwise)

**TEXT TEMPLATE:**

**WATER SUPPLY UPDATE:** Greater Vernon Water reports normal conditions with average reservoir levels for this time of year. Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) to learn about your allocation and ongoing consumption. Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info. To improve water-use efficiency, consider using an IIABC Certified Irrigation Designer to evaluate your system’s performance. Find a list of Certified Designers at <https://www.irrigationbc.com/irrigation/certifications/search/>

Log in at [www.obwb.ca/alerts](http://www.obwb.ca/alerts) to change how you receive these updates.

**Commented [SW3]:** For the links to work in the text message it has to be the whole url.

**CONSIDERING MOVING TO STAGE 1**

**SUBJECT: WATER SUPPLY UPDATE – POSSIBLY MOVING TO STAGE 1**

**EMAIL TEMPLATE 1 - DROUGHT:**

Water supply levels are below average and forecasts indicate continued dry weather. Greater Vernon Water may need to move to **Stage 1** water use restrictions. Under Stage 1, we ask our customers to voluntarily reduce consumption by 10%.

We are contacting you now so that you can take steps to use water more efficiently and help to avoid further water restrictions. [Improve irrigation scheduling techniques by using Farmwest, soil moisture measurements, and BC's Agricultural Irrigation Scheduling Calculator and Guides](#). For more information on drought preparedness and water-use efficiency tips visit [www.obwb.ca/ag](http://www.obwb.ca/ag).

Stay tuned for further drought alert information.

**Jennifer Miles, MEDes** | Water Sustainability Coordinator – Greater Vernon Water

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#### **EMAIL TEMPLATE 2 – INFRASTRUCTURE LIMITATIONS:**

Due to [staffing shortages](#) water supply may be limited as resources are diverted to our primary responsibility-maintaining safe drinking water. As a result, Greater Vernon Water is moving to Stage 1 water use restrictions. It may take a bit longer to complete other utility work, like service turn on, if staff are diverted from regular duties. Efforts are being made to maintain regular operations as best we can.

Under Stage 1, we ask customers to voluntarily reduce consumption by 10%. We are contacting you now so that you can take steps to use water more efficiently and help to avoid further water restrictions. Improve irrigation scheduling techniques by using [Farmwest](#), soil moisture measurements, and BC's [Agricultural Irrigation Scheduling Calculator](#) and [Guides](#). For more water-use efficiency tips visit [www.obwb.ca/ag](http://www.obwb.ca/ag).

Stay tuned for further information.

**Jennifer Miles, MEDes** | Water Sustainability Coordinator – Greater Vernon Water

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#### **TEXT TEMPLATE 1 - DROUGHT:**

**POSSIBLY MOVING TO DROUGHT STAGE 1** – Greater Vernon Water. Water supply levels are below average and we may need to move to **Stage 1** water restrictions. In Stage 1 we ask customers to voluntarily reduce consumption by 10%. We ask you to use water efficiently to help avoid further water restrictions. Learn more about increasing your water use efficiency by improving your irrigation scheduling techniques at [www.obwb.ca/ag](http://www.obwb.ca/ag). Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

#### **TEXT TEMPLATE 2 – INFRASTRUCTURE LIMITATIONS:**

Greater Vernon Water operations may be limited due to staff shortages. This may impact water supply as staff are diverted to our primary responsibility-maintaining safe drinking water. We may need to implement Stage 1 water restrictions and are asking all customers to voluntarily reduce consumption by 10% to help avoid further restrictions. Learn more about increasing your water use efficiency by improving your irrigation scheduling techniques at [www.obwb.ca/ag](http://www.obwb.ca/ag). Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

## 3.2. STAGE 1 (MILD DROUGHT)

3.2.1. Outreach Checklist	
Supply Status & Trigger Factors	First signs of a <b>potential water shortage</b> . It occurs during prolonged periods of no rain and hot weather, and/or with below-average snow pack conditions.
Drought Response	<ul style="list-style-type: none"> <li>• <b>Voluntary</b> water use reduction of <b>10%</b> for agricultural use</li> <li>• Increase surveillance of allocation and compliance</li> </ul>
Message	<ul style="list-style-type: none"> <li>• Avoid worse restrictions by taking steps now</li> <li>• Build awareness about maximum water use permitted for producers (5500 m<sup>3</sup>/ha/season)</li> <li>• Set goals to reduce water use</li> <li>• Awareness about causes of drought</li> <li>• Promote 'sign-up' for electronic outreach</li> </ul>
Action Checklist	<p><b>ONE TIME ACTIONS:</b> Agriculture specific <b>Stage 1 information and links</b> for <b>website, letters and news releases</b> can be found in – Section <a href="#">3.1.2</a>.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Update Website</li> <li><input checked="" type="checkbox"/> Stage 1 Letter (<i>with 'Important Water Supply Information Inside' on envelope</i>)</li> <li><input type="checkbox"/> Partner Organizations (See <a href="#">CONTACTS</a>)             <ul style="list-style-type: none"> <li><input type="checkbox"/> Send a news release for inclusion in their eNewsletters, Facebook posts, etc.</li> <li><input type="checkbox"/> Request that <b>BC Tree Fruit Cooperative field representatives email</b> their contacts.</li> </ul> </li> </ul> <p><b>REPEATING MESSAGES: (MONTHLY)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> E-alerts – Section <a href="#">3.2.3</a></li> <li><input checked="" type="checkbox"/> Local Media             <ul style="list-style-type: none"> <li><input type="checkbox"/> Print and broadcast ads/editorials.</li> <li><input type="checkbox"/> Share success stories about progressive agricultural users who have reduced water use.</li> </ul> </li> </ul>

Commented [SW4]: Would you send a letter if you go to stage 1?

Commented [SW5]: You wanted to send stage 1 notifications monthly, correct?

Commented [SW6]: Necessary for Stage 1?

### 3.2.2. Website / News Releases

#### Water Supply Alert – We are in Stage 1

Conditions are dry and reservoir levels are below normal for this time of year.

All water users are asked to voluntarily reduce water use by 10% of your total allocation (5500 m<sup>3</sup>/ha/season) to help avoid further water restrictions. Visit [our website](#) for more information about allocation and your ongoing consumption.

**Sign up for alerts** from Greater Vernon Water at [www.obwb.ca/alerts](http://www.obwb.ca/alerts) to stay up to date on the latest local water supply information.

Please consider these water-use efficiency measures:

- Check the soil moisture before irrigating by the [Feel and Appearance Method](#) or by installing soil moisture monitoring equipment to minimize water leaching due to over-irrigation.
- Improve irrigation scheduling techniques by using [Farmwest](#), soil moisture measurements, and BC's [Agricultural Irrigation Scheduling Calculator and Guides](#). Knowing how to schedule during non-drought conditions will help you adapt during drought.

For more tips and resources please visit [www.obwb.ca/ag](http://www.obwb.ca/ag).

### 3.2.3. E-alerts

#### MOVED TO STAGE 1

**SUBJECT: WATER SUPPLY ALERT – CHANGING TO STAGE 1**

#### EMAIL TEMPLATE 1 - DROUGHT:

With the continued hot and dry weather, Greater Vernon Water reports below-normal reservoir levels and has moved to **Stage 1 water restrictions**.

All water users are asked to voluntarily reduce water use by 10% of your total allocation (5500 m<sup>3</sup>/ha/season) to help avoid further water restrictions. Help to avoid further water restrictions with these water-use efficiency measures:

- Check the soil moisture before irrigating by the [Feel and Appearance Method](#) or by installing soil moisture monitoring equipment to minimize water leaching due to over-irrigation.

**Commented [SW7]:** I have a couple of notes throughout the document about the allocation. I am not sure if it is clear that this is the maximum allocation normally and that producers should cut this by 10 %.

- o Improve irrigation scheduling techniques by using [Farmwest](#), soil moisture measurements, and BC's [Agricultural Irrigation Scheduling Calculator](#) and [Guides](#). Knowing how to schedule during non-drought conditions will help you adapt during drought.

Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption.

**Jennifer Miles, MEDes** | Water Sustainability Coordinator – Greater Vernon Water

**Regional District of North Okanagan** | 9848 Aberdeen Road Coldstream BC V1B 2K9 |

P 250-550-3684 | F 250-550-3701 | E [JMILES@RDNO.CA](mailto:JMILES@RDNO.CA) | W [WWW.RDNO.CA/WATERWISE](http://WWW.RDNO.CA/WATERWISE)

#### TEXT TEMPLATE 1 - DROUGHT:

##### **WATER SUPPLY ALERT - Greater Vernon Water is moving to Stage 1 water restrictions.**

Conditions are dry and reservoir levels are below normal. All water users are asked to voluntarily reduce water use by 10% of your total allocation (5500 m<sup>3</sup>/ha/season) to help avoid further water restrictions. Learn more about efficient water use and how to improve your irrigation scheduling techniques at [www.obwb.ca/ag](http://www.obwb.ca/ag). Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption. Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

**Commented [SW8]:** Not sure if it is clear that the 5500 m<sup>3</sup>/ha/season is the normal allocation, or what they should be aiming for now

#### EMAIL TEMPLATE 2 – INFRASTRUCTURE LIMITATIONS:

Due to **staffing shortages** water supply may be limited as resources are diverted to our primary responsibility-maintaining safe drinking water. As a result, Greater Vernon Water is moving to Stage 1 water use restrictions. It may take a bit longer to complete other utility work like service turn on, if staff are diverted from regular duties. Efforts are being made to maintain regular operations as best we can.

Under Stage 1, we ask customers to voluntarily reduce consumption by 10%. We are contacting you now so that you can take steps to use water more efficiently and help to avoid further water restrictions. Improve irrigation scheduling techniques by using [Farmwest](#), soil moisture measurements, and BC's [Agricultural Irrigation Scheduling Calculator](#) and [Guides](#). For more information on drought preparedness and water-use efficiency tips visit [www.obwb.ca/ag](http://www.obwb.ca/ag).

**Jennifer Miles, MEDes** | Water Sustainability Coordinator – Greater Vernon Water | **Regional District of North Okanagan** | 9848 Aberdeen Road Coldstream BC V1B 2K9 | P 250-550-3684 | F 250-550-3701 | E [jmiles@rdno.ca](mailto:jmiles@rdno.ca) | W [www.rdno.ca/waterwise](http://www.rdno.ca/waterwise)

**TEXT TEMPLATE 2 – INFRASTRUCTURE LIMITATIONS:**

Greater Vernon Water operations may be limited due to **staff shortages**. This will impact water supply as staff are diverted to our primary responsibility-maintaining safe drinking water. We have implemented Stage 1 water restrictions and ask all customers to voluntarily reduce consumption by 10% to help avoid further restrictions.

Learn more about increasing your water use efficiency by improving your irrigation scheduling techniques at [www.obwb.ca/ag](http://www.obwb.ca/ag). Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

**REMAIN IN STAGE 1 (SEND ONCE A MONTH)**

**SUBJECT: WATER SUPPLY UPDATE – REMAINING IN STAGE 1**

**EMAIL TEMPLATE:**

With the continued dry weather, we are still experiencing a mild drought and remain in Stage 1. Reservoir levels are at **\_\_\_%** of normal for this time of year. We will keep monitoring the conditions and ask our agricultural customers to **voluntarily** reduce water use by 10% of your annual allocation. **Consider how the [structure of your soil and the type of crop you grow](#) affect your crops irrigation requirement.** For more water-use efficiency tips visit [www.obwb.ca/ag](http://www.obwb.ca/ag).

Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption.

**Jennifer Miles, MEdes** | Water Sustainability Coordinator – Greater Vernon Water

**Regional District of North Okanagan** | 9848 Aberdeen Road Coldstream BC V1B 2K9 |

P 250-550-3684 | F 250-550-3701 | E [JMILES@RDNO.CA](mailto:JMILES@RDNO.CA) | W [WWW.RDNO.CAWATERWISE](http://WWW.RDNO.CAWATERWISE)

**TEXT TEMPLATE:**

**WATER SUPPLY UPDATE - Greater Vernon Water:** We're still experiencing a mild drought and remain in Stage 1. Reservoir levels are at **\_\_\_%** of normal for this time of year. Please reduce water use by 10% of your annual allocation. **Consider how the [structure of your soil and the type of crop you grow](#) affect your crops irrigation requirement.** Learn more at [www.obwb.ca/ag](http://www.obwb.ca/ag). Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption. Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

## CONSIDERING MOVING TO STAGE 2

### SUBJECT: WATER SUPPLY ALERT – POSSIBLY MOVING TO STAGE 2

#### EMAIL TEMPLATE 1 - DROUGHT:

Water supply is below average and forecasts indicate continued dry weather. Greater Vernon Water **may need to move to Stage 2** water restrictions. Please reduce water use by 10% of your total allocation to help avoid further water restrictions. **Mulching or reduced tilling can help to keep moisture in soils longer.** Learn more at [www.obwb.ca/ag](http://www.obwb.ca/ag). Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption.

**Jennifer Miles, MEDes** | Water Sustainability Coordinator – Greater Vernon Water  
**Regional District of North Okanagan** | 9848 Aberdeen Road Coldstream BC V1B 2K9 |

P 250-550-3684 | F 250-550-3701 | E [JMILES@RDNO.CA](mailto:JMILES@RDNO.CA) | W [WWW.RDNO.CA/WATERWISE](http://WWW.RDNO.CA/WATERWISE)

#### TEXT TEMPLATE 1 - DROUGHT:

**WATER SUPPLY ALERT - Greater Vernon Water:** Water supply is below average and forecasts indicate continued dry weather. Greater Vernon Water may need to move to **Stage 2** water restrictions. Please reduce water use by 10% of your total allocation to help avoid further water restrictions. **Mulching or reduced tilling can help to keep moisture in soils longer.** Learn more at [www.obwb.ca/ag](http://www.obwb.ca/ag). Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption. Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

#### EMAIL TEMPLATE 2 – INFRASTRUCTURE LIMITATIONS:

Due to XXXX water supply may be limited. This is impacting water supply as resources are diverted to our primary responsibility-maintaining safe drinking water. Efforts are being made to maintain regular operations as best we can.

As a result, Greater Vernon Water may need to move to Stage 2 water use restrictions. Under Stage 2, we ask customers to reduce consumption by 20%. We are contacting you now so that you can take steps to use water more efficiently and help to avoid further water restrictions. For more water-use efficiency tips visit [www.obwb.ca/ag](http://www.obwb.ca/ag).

Stay tuned for further information.

**Jennifer Miles, MEDes** | Water Sustainability Coordinator – Greater Vernon Water | **Regional District of North Okanagan** | 9848 Aberdeen Road Coldstream BC V1B 2K9 | P 250-550-3684 | F 250-550-3701 | E [jmiles@rdno.ca](mailto:jmiles@rdno.ca) | W [www.rdno.ca/waterwise](http://www.rdno.ca/waterwise)

**TEXT TEMPLATE 2 – INFRASTRUCTURE LIMITATIONS:**

Greater Vernon Water operations are limited due to **staff shortages**. This is impacting water supply as resources are diverted to our primary responsibility-maintaining safe drinking water. We may need to implement Stage 2 water restrictions – a 20% reduction in allocation to help avoid further water restrictions.

Learn more about increasing your water use efficiency by improving your irrigation scheduling techniques at [www.obwb.ca/ag](http://www.obwb.ca/ag). Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

## MOVING BACK TO NORMAL

### SUBJECT: WATER SUPPLY ALERT – NORMAL WATER SUPPLY

#### EMAIL TEMPLATE:

Water supply is average for this time of year, and <recent precipitation / weather info> have reduced the risk of low water supply for the immediate future. Greater Vernon Water is moving the drought stage **back to normal**. Thank you for your continuing efforts to use water as efficiently as possible. For water-use efficiency tips please visit [www.obwb.ca/ag](http://www.obwb.ca/ag). Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption.

**Jennifer Miles, MEDes** | Water Sustainability Coordinator – Greater Vernon Water

**Regional District of North Okanagan** | 9848 Aberdeen Road Coldstream BC V1B 2K9 |

P 250-550-3684 | F 250-550-3701 | E [JMILES@RDNO.CA](mailto:JMILES@RDNO.CA) | W [WWW.RDNO.CA/WATERWISE](http://WWW.RDNO.CA/WATERWISE)

#### TEXT TEMPLATE:

**WATER SUPPLY ALERT - Greater Vernon Water:** Water supply is average for this time of year and <recent precipitation / weather info> have reduced the risk of low water supply for the immediate future. We are moving the drought stage back to normal. Thank you for your continuing efforts to use water as efficiently as possible. For water-use efficiency tips please visit [www.obwb.ca/ag](http://www.obwb.ca/ag). Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption. Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

### 3.3. STAGE 2 (MODERATE DROUGHT)

#### 3.3.1. Outreach Checklist

<b>Supply Status &amp; Trigger Factors</b>	Stage-2 status represents moderate drought conditions when the <b>water supply is becoming stressed</b> .
<b>Drought Response</b>	<ul style="list-style-type: none"> <li>• <b>Mandatory</b> reduction of maximum water use by <b>20% of total allocation</b></li> <li>• Optimize surveillance of allocation compliance</li> <li>• Implement (as needed) late turn-on or early turn-off for agricultural water</li> </ul>
<b>Message</b>	<ul style="list-style-type: none"> <li>• Avoid worse restrictions by taking steps now – short term hardship will get us through in the long term</li> <li>• Set goals to reduce water use by 20% - total water use permitted <u>4400 m<sup>3</sup>/ha/season</u></li> <li>• Awareness about causes of drought</li> <li>• Recognize hardship and thank for efforts to use water efficiently</li> <li>• Promote ‘sign-up’ for electronic water supply alerts</li> </ul>
<b>Action Checklist</b>	<p><b>ONE TIME ACTIONS:</b></p> <p>Agriculture specific <b>Stage 2 information and links for website, letters and news releases</b> can be found in – Section <a href="#">3.3.2</a></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Update Website</b></li> <li><input type="checkbox"/> <b>Send Stage 2 Letter</b> <i>-(with ‘Important Water Supply Status Information’ on envelope)</i> <ul style="list-style-type: none"> <li><input type="checkbox"/> Directly contact high water-use customers and ask for support in curbing consumption.</li> </ul> </li> <li><input type="checkbox"/> <b>Partner Organizations</b> (See <a href="#">CONTACTS</a>)             <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Send a news release</b> for inclusion in their eNewsletters, Facebook posts, etc.</li> <li><input type="checkbox"/> Request that <b>BC Tree Fruit Cooperative field representatives email</b> their contacts with Stage-2 information.</li> <li><input type="checkbox"/> <b>Provide local agricultural facilities</b> like packing houses and stores with handouts</li> </ul> </li> </ul> <p><b>REPEATING MESSAGES (EVERY TWO WEEKS)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>E-alerts</b> – Section <a href="#">3.3.3</a></li> <li><input type="checkbox"/> <b>Local Media</b> –             <ul style="list-style-type: none"> <li><input type="checkbox"/> Request or buy editorial coverage to support advertising.</li> </ul> </li> </ul>

Commented [SW9]: Again, confusing?

### 3.3.2. Website / News Releases

#### Greater Vernon Water reports low water supply and very dry conditions

Conditions are very dry and reservoir levels are below normal ( %) for this time of year. In response to this moderate drought, all agricultural water users are **required to reduce consumption by 20% of their total allocation** and help avoid further water restrictions.

Agricultural customers have a maximum allocation of 5500 m<sup>3</sup>/ha/season, and can visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and ongoing consumption.

Commented [SW10]: Again is this confusing?

**Sign up for alerts** from Greater Vernon Water at [www.obwb.ca/alerts](http://www.obwb.ca/alerts) to stay up to date on the latest local water supply information.

Please reduce water use by applying these water-use efficiency measures:

- o Minimize evaporation during irrigation by taking wind and temperature conditions into account. Visit [www.Farmwest.com](http://www.Farmwest.com) for the latest weather forecasts for a station near you and for weather based farm calculators.
- o If re-planting, consider selecting a more [water-efficient crop](#). It may be easier to maintain if it better suits your site aspect and soil conditions.
- o Monitor irrigation using meter readings or accurately recording irrigation events and timing.
- o Use soil moisture sensors to ensure irrigation applied is minimal to keep plants alive. Soil moisture should be kept close to 50% of field capacity.

For more tips and resources please visit [www.obwb.ca/ag](http://www.obwb.ca/ag).

### 3.3.3. E-alerts

#### MOVED TO STAGE 2

**SUBJECT: WATER SUPPLY ALERT – MOVING TO DROUGHT STAGE 2 - REDUCE WATER USE BY 20%**

#### EMAIL TEMPLATE 1 -DROUGHT:

Conditions are very dry and reservoir levels are below normal. In response to this moderate drought, **all water users are required to reduce water use by 20% of your total allocation**. Minimize evaporation during irrigation by taking wind and temperature conditions into account. Visit [www.Farmwest.com](http://www.Farmwest.com) for the latest weather forecasts for a station near you and for weather based farm calculators. Learn more at [www.obwb.ca/ag](http://www.obwb.ca/ag). We will continue to monitor the conditions closely. Visit

[www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption.

We recognize the negative impact this may have on your operations and want to thank you for being water efficient!

**Jennifer Miles, MEdes** | Water Sustainability Coordinator – Greater Vernon Water  
**Regional District of North Okanagan** | 9848 Aberdeen Road Coldstream BC V1B 2K9 |  
**P 250-550-3684** | **F 250-550-3701** | **E [JMILES@RDNO.CA](mailto:JMILES@RDNO.CA)** | **W [WWW.RDNO.CA/WATERWISE](http://WWW.RDNO.CA/WATERWISE)**

#### TEXT TEMPLATE 1 -DROUGHT:

**WATER SUPPLY ALERT-** Greater Vernon Water: Conditions are very dry and reservoir levels are below normal. In response to this moderate drought, all water users are required to reduce water use 20% of total allocation. **Minimize evaporation during irrigation by taking wind and temperature conditions into account.** Learn how at [www.obwb.ca/ag](http://www.obwb.ca/ag). Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption. We recognize the negative impact this may have on your operations and want to thank you for being water efficient! Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

#### EMAIL TEMPLATE 2 – INFRASTRUCTURE LIMITATIONS:

Due to XXXX water supply may be limited. The RDNO's priority is to supply safe drinking water, so resources have been diverted from regular duties. Efforts are being made to maintain regular operations as best we can.

As a result, Greater Vernon Water has moved to Stage 2 water use restrictions. Under Stage 2, all customers must reduce consumption by 20%. We appreciate your support to help to avoid further water restrictions.

For water-use efficiency tips to help you adjust your operations, visit [www.obwb.ca/ag](http://www.obwb.ca/ag).

Stay tuned for further information.

**Jennifer Miles, MEdes** | Water Sustainability Coordinator – Greater Vernon Water | **Regional District of North Okanagan** | 9848 Aberdeen Road Coldstream BC V1B 2K9 | **P 250-550-3684** | **F 250-550-3701** | **E [jmiles@rdno.ca](mailto:jmiles@rdno.ca)** | **W [www.rdno.ca/waterwise](http://www.rdno.ca/waterwise)**

#### TEXT TEMPLATE 2 – INFRASTRUCTURE LIMITATIONS:

Greater Vernon Water operations are limited due to **staff shortages**. This is impacting water supply as resources are diverted to our primary responsibility-maintaining safe drinking water. We are implementing Stage 2 water restrictions – a 20% reduction in allocation. We appreciate your support to help to avoid further water restrictions.

Contact us at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water).

#### REMAIN IN STAGE 2 (SEND EVERY TWO WEEKS)

##### SUBJECT: WATER SUPPLY ALERT – CURRENTLY IN STAGE 2 CONDITIONS

##### EMAIL TEMPLATE:

We're still experiencing very dry conditions and reservoir levels are at    % of normal for this time of year. **In response, you are required to reduce water use by 20% of total allocation by minimizing irrigation where possible.**

If re-planting, consider selecting a more [water-efficient crop](#). It may be easier to maintain if it better suits your site aspect and soil conditions. Monitor irrigation using meter readings or accurately recording irrigation events and timing. Learn how agricultural water users can do their part at [www.obwb.ca/ag](http://www.obwb.ca/ag).

Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption. We recognize the negative impact this may have on your operations and thank you for being water efficient!

**Jennifer Miles, MEdes** | Water Sustainability Coordinator – Greater Vernon Water Regional District of North Okanagan | 9848 Aberdeen Road Coldstream BC V1B 2K9 | P 250-550-3684 | F 250-550-3701 | E [JMILES@RDNO.CA](mailto:JMILES@RDNO.CA) | W [WWW.RDNO.CA/WATERWISE](http://WWW.RDNO.CA/WATERWISE)

##### TEXT TEMPLATE:

**WATER SUPPLY ALERT** - Greater Vernon Water: We're still experiencing very dry conditions and reservoir levels / water supply at    % of normal for this time of year. In response, you are required to reduce water use by 20% of total allocation by minimizing irrigation where possible. **Monitor irrigation using meter readings or accurately recording irrigation events and timing.** Learn how at [www.obwb.ca/ag](http://www.obwb.ca/ag). Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption. We recognize the negative impact this may have on your operations and thank you for being water efficient! Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

#### CONSIDERING MOVING TO STAGE 3

##### SUBJECT: DROUGHT ALERT – POSSIBLY MOVING TO STAGE 3

##### EMAIL TEMPLATE 1-DROUGHT:

Reservoir levels are well below average and forecasts indicate continued dry weather. Greater Vernon Water **may need to move to Stage 3** water restrictions. Please reduce your water use by 20% of your total allocation. For recommendations to help you adjust your operations, visit [www.obwb.ca/ag](http://www.obwb.ca/ag). For example, **using soil moisture sensors will help ensure minimal irrigation is applied to keep plants alive. Soil moisture should be kept close to 50% of field capacity.** Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption.

We appreciate your support in this difficult time to help maintain our critical water supply.

**Jennifer Miles, MEDes** | Water Sustainability Coordinator – Greater Vernon Water

**Regional District of North Okanagan** | 9848 Aberdeen Road Coldstream BC V1B 2K9 |

P 250-550-3684 | F 250-550-3701 | E [JMILES@RDNO.CA](mailto:JMILES@RDNO.CA) | W [WWW.RDNO.CA/WATERWISE](http://WWW.RDNO.CA/WATERWISE)

#### TEXT TEMPLATE 1-DROUGHT:

**DROUGHT ALERT** - Greater Vernon Water: Reservoir levels are well below average and forecasts indicate continued dry weather. Greater Vernon Water **may need to move to Stage 3** water restrictions. Please reduce your water use by 20% of your total allocation. **Use soil moisture sensors to ensure irrigation applied is minimal to keep plants alive. Soil moisture should be kept close to 50% of field capacity.** Learn more at [www.obwb.ca/ag/drought](http://www.obwb.ca/ag/drought). Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption.

We appreciate your support in this difficult time to help maintain our critical water supply. Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water).

#### EMAIL TEMPLATE 2 – INFRASTRUCTURE LIMITATIONS:

Due to XXXX water supply may be limited. The RDNO's priority is to supply safe drinking water, so resources have been diverted from regular duties. Efforts are being made to maintain regular operations as best we can.

As a result, we may need to move to Stage 3 water use restrictions. Under Stage 3, all customers must reduce consumption by 50%. We appreciate your support in this difficult time to help maintain our critical water supply.

For recommendations to help you adjust your operations, visit [www.obwb.ca/ag](http://www.obwb.ca/ag). For example, **using soil moisture sensors will help ensure minimal irrigation is applied to keep plants alive. Soil moisture should be kept close to 50% of field capacity.**

Stay tuned for further information.

**Jennifer Miles, MEdes** | Water Sustainability Coordinator – Greater Vernon Water | **Regional District of North Okanagan** | 9848 Aberdeen Road Coldstream BC V1B 2K9 | P 250-550-3684 | F 250-550-3701 | E [jmiles@rdno.ca](mailto:jmiles@rdno.ca) | W [www.rdno.ca/waterwise](http://www.rdno.ca/waterwise)

#### TEXT TEMPLATE 2 – INFRASTRUCTURE LIMITATIONS:

Greater Vernon Water operations are limited due to **staff shortages**. This is impacting water supply as resources are diverted to our primary responsibility-maintaining safe drinking water. We may need to implement Stage 3 water restrictions – a 50% reduction in allocation. We appreciate your efforts in this difficult time to help maintain our critical water supply. Contact us at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water).

For recommendations to help you adjust your operations, visit [www.obwb.ca/ag](http://www.obwb.ca/ag). **Using soil moisture sensors will help ensure minimal irrigation is applied to keep plants alive. Soil moisture should be kept close to 50% of field capacity.** Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption.

#### MOVING BACK TO STAGE 1

#### SUBJECT: WATER SUPPLY ALERT – MOVING TO DROUGHT STAGE 1

#### EMAIL TEMPLATE:

**<recent precipitation / weather info>** have reduced the stress on the water supply. Greater Vernon Water is moving back to **Stage 1**. We remain in a mild drought and we ask that you continue efforts to use water efficiently. See [www.obwb.ca/ag](http://www.obwb.ca/ag) for water-use efficiency tips. Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption.

**Jennifer Miles, MEdes** | Water Sustainability Coordinator – Greater Vernon Water  
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P 250-550-3684 | F 250-550-3701 | E [JMILES@RDNO.CA](mailto:JMILES@RDNO.CA) | W [WWW.RDNO.CA/WATERWISE](http://WWW.RDNO.CA/WATERWISE)

#### TEXT TEMPLATE:

**WATER SUPPLY ALERT - Greater Vernon Water:** **<recent precipitation / weather info>** have reduced the stress on the water supply. Greater Vernon Water is moving back to

Commented [SW11]: Add stage 1 watering restrictions?

**Stage 1.** We remain in a mild drought and we ask that you continue efforts to use water efficiently. See [www.obwb.ca/ag](http://www.obwb.ca/ag) for water-use efficiency tips. Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption. Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

### 3.4. STAGE 3 (SEVERE DROUGHT)

#### 3.4.1. Outreach Checklist

Supply Status & Trigger Factors	Stage 3 Status represents severe drought conditions, when <b>water supplies are experiencing a critical shortage.</b>
Drought Response	<ul style="list-style-type: none"> <li>• <b>Mandatory</b> reduction by <b>50% of maximum allocation</b></li> <li>• Optimize surveillance of allocation compliance and enforcement measures</li> <li>• Implement (as needed) late turn-on or early turn-off</li> </ul>
Message	<ul style="list-style-type: none"> <li>• Avoid worse restrictions by taking steps now</li> <li>• Set goals to reduce water use by 50% - total 2750 m<sup>3</sup>/ha/season</li> <li>• Recognize hardship and thank for efforts to reduce water use</li> <li>• Share information about the seriousness of the drought, and the role agricultural water users play in meeting the challenge</li> <li>• Send customers to <a href="http://www.obwb.ca/ag/drought">www.obwb.ca/ag/drought</a></li> <li>• Promote 'sign-up' for electronic outreach</li> </ul>
Action Checklist	<p><b>ONE TIME ACTIONS:</b></p> <p>Agriculture specific <b>Stage 3 information and links for website, letters and news releases</b> can be found in – Section <a href="#">3.4.2</a></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Update Website</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Report out on current vs. required consumption data.</li> </ul> </li> <li><input type="checkbox"/> <b>Send Stage 3 Letter (with 'Important Drought Status Information Inside' on envelope)</b></li> <li><input type="checkbox"/> <b>Partner Organizations</b> (See <a href="#">CONTACTS</a>) <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Send a news release</b> for inclusion in their eNewsletters, Facebook posts, etc.</li> <li><input type="checkbox"/> Request that <b>BC Tree Fruit Cooperative field representatives email</b> their contacts with Stage-3 information.</li> <li><input type="checkbox"/> <b>Provide local agricultural facilities</b> like packing houses and stores with handouts</li> </ul> </li> </ul> <p><b>REPEATING MESSAGES (WEEKLY)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>E-alerts – Section <a href="#">3.4.3</a></b></li> <li><input type="checkbox"/> <b>Local Media</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Include a call to agricultural water users in print and broadcast ads.</li> <li><input type="checkbox"/> Request and/or buy editorial space to support advertising.</li> </ul> </li> </ul>

### 3.4.2. Website / News Releases

**REDUCE WATER USE BY 50% of total allocation:**

#### **Greater Vernon Water reports very low reservoir levels and extremely dry conditions**

Greater Vernon Water reports extremely dry conditions and reservoir levels that are \_\_\_% below normal for this time of year. In response to this severe drought, **agricultural customers are required to reduce water use by 50% of total allocation** (visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for updated water use information). We recognize the negative impact this may have on your operations and thank you for doing your part.

**Sign up for alerts** from Greater Vernon Water at [www.obwb.ca/alerts](http://www.obwb.ca/alerts) to stay up to date on the latest local water supply information.

Under drought conditions please reduce water use by taking some of the following measures:

- o Minimize irrigation where possible by decreasing irrigated acreage, or reducing irrigation to some lesser-value plants.
- o Reduce weed growth and active cover crop maintenance as they are competing for moisture with your fruit trees or grapevines.
- o Mulching can increase water infiltration rates, decrease soil temperatures, decrease evaporation, and reduce weed growth.
- o Limit water use to watering livestock and irrigate only high-value perennial plants to keep them alive. Annual crops should not be irrigated.

Visit [www.obwb.ca/ag/drought](http://www.obwb.ca/ag/drought) for more drought tips

### 3.4.3. E-alerts

**MOVED TO STAGE 3**

**SUBJECT: DROUGHT ALERT – MOVING TO STAGE 3 - REDUCE WATER USE BY 50%**

**EMAIL TEMPLATE 1 - DROUGHT:**

Greater Vernon Water reports extremely dry conditions with reservoirs at \_\_\_% below normal for this time of year. **We require you to reduce water use by 50% of your maximum allocation** (visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for updated water use information). **Minimize irrigation where possible by decreasing irrigated acreage, or reducing**

irrigation to some lesser-value plants. Learn more at [www.obwb.ca/ag/drought](http://www.obwb.ca/ag/drought). Thank you in advance for your water-use efficiency efforts!

**Jennifer Miles, MEDes** | Water Sustainability Coordinator – Greater Vernon Water

**Regional District of North Okanagan** | 9848 Aberdeen Road Coldstream BC V1B 2K9 |

P 250-550-3684 | F 250-550-3701 | E [JMILES@RDNO.CA](mailto:JMILES@RDNO.CA) | W [WWW.RDNO.CA/WATERWISE](http://WWW.RDNO.CA/WATERWISE)

#### TEXT TEMPLATE 1 - DROUGHT:

**DROUGHT ALERT:** Greater Vernon Water reports extremely dry conditions with reservoirs at \_\_\_% below normal for this time of year. This severe drought requires you to reduce water use by 50% of your maximum allocation (visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for updated information for updated water use information). **Minimize irrigation where possible by decreasing irrigated acreage, or reducing irrigation to some lesser-value plants.** Learn more at [www.obwb.ca/ag/drought](http://www.obwb.ca/ag/drought). Thank you in advance for your water-use efficiency efforts! Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

#### EMAIL TEMPLATE 2 – INFRASTRUCTURE LIMITATIONS:

Due to XXXX water supply is limited. The RDNO’s priority is to supply safe drinking water, so resources have been diverted from regular duties. Efforts are being made to maintain regular operations as best we can.

As a result, we **require you to reduce water use by 50% of your maximum allocation** (visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for updated water use information). **Minimize irrigation where possible by decreasing irrigated acreage, or reducing irrigation to some lesser-value plants.** We appreciate your support in this difficult time to help maintain our critical water supply.

Stay tuned for further information. Thank you in advance for your efforts!

**Jennifer Miles, MEDes** | Water Sustainability Coordinator – Greater Vernon Water | **Regional District of North Okanagan** | 9848 Aberdeen Road Coldstream BC V1B 2K9 | P 250-550-3684 | F 250-550-3701 | E [jmiles@rdno.ca](mailto:jmiles@rdno.ca) | W [www.rdno.ca/waterwise](http://www.rdno.ca/waterwise)

#### TEXT TEMPLATE 2 – INFRASTRUCTURE LIMITATIONS:

Greater Vernon Water operations are limited due to **staff shortages**. This is impacting water supply as resources are diverted to our primary responsibility-maintaining safe drinking water. We are implementing Stage 3 water restrictions – a 50% reduction in allocation. **Minimize irrigation where possible by decreasing irrigated acreage, or**

reducing irrigation to some lesser-value plants. Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption.

We appreciate your support in this difficult time to help maintain our critical water supply. Contact us at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water).

### REMAIN IN STAGE 3 (SEND EVERY WEEK)

**SUBJECT: DROUGHT ALERT – EXPERIENCING SEVERE DROUGHT**

**EMAIL TEMPLATE:**

We are still experiencing a severe drought with very low reservoir levels (    % of normal for this time of year). **You are required to reduce water use by 50% of your maximum allocation** (visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for updated information). Reduce weed growth and active cover crop maintenance as they are competing for moisture with your fruit trees or grapevines. Learn more at [www.obwb.ca/ag/drought](http://www.obwb.ca/ag/drought). In response to continuing Stage-3 conditions, Greater Vernon Water needs to turn off agricultural water early. Turn off date is <X>. Thank you in advance for your water-saving efforts!

Jennifer Miles, MEDes | Water Sustainability Coordinator – Greater Vernon Water

Regional District of North Okanagan | 9848 Aberdeen Road Coldstream BC V1B 2K9 |

P 250-550-3684 | F 250-550-3701 | E [JMILES@RDNO.CA](mailto:JMILES@RDNO.CA) | W [WWW.RDNO.CAWATERWISE](http://WWW.RDNO.CAWATERWISE)

**TEXT TEMPLATE:**

**DROUGHT ALERT** - Greater Vernon Water: We're still experiencing a severe drought with very low reservoir levels (    % of normal for this time of year). **You are required to reduce water use by 50% of your maximum allocation** (visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for updated information). Reduce weed growth and active cover crop maintenance as they are competing for moisture with your fruit trees or grapevines. Learn more at [www.obwb.ca/ag/drought](http://www.obwb.ca/ag/drought). In response to continuing Stage-3 conditions, Greater Vernon Water needs to turn off agricultural water early. Turn off date is <X>. Thank you in advance for your water-saving efforts! Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

### CONSIDERING MOVING TO STAGE 4

**SUBJECT: DROUGHT ALERT – POSSIBLY MOVING TO STAGE 4**

**EMAIL TEMPLATE 1 - DROUGHT:**

Reservoir levels are extremely low and forecasts indicate continued dry weather. Greater Vernon Water **may need to move to Stage 4** water restrictions to maintain our critical supply. **Please continue to cut water use by 50% of your annual allocation. Limit water use to watering livestock and irrigating only high-value perennial plants to keep them alive. Annual crops should not be irrigated.** Learn more at [www.obwb.ca/ag/drought](http://www.obwb.ca/ag/drought). Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption.

Jennifer Miles, MEDes | Water Sustainability Coordinator – Greater Vernon Water

Regional District of North Okanagan | 9848 Aberdeen Road Coldstream BC V1B 2K9 |

P 250-550-3684 | F 250-550-3701 | E [JMILES@RDNO.CA](mailto:JMILES@RDNO.CA) | W [WWW.RDNO.CA/WATERWISE](http://WWW.RDNO.CA/WATERWISE)

**TEXT TEMPLATE 1 -DROUGHT:**

**DROUGHT ALERT:** Reservoir levels are extremely low and forecasts indicate continued dry weather. Greater Vernon Water **may need to move to Stage 4** water restrictions. Please continue to cut water use by 50% of your annual allocation. **Limit water use to watering livestock and irrigating only high-value perennial plants to keep them alive. Annual crops should not be irrigated.** Learn more at [www.obwb.ca/ag/drought](http://www.obwb.ca/ag/drought). Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption.

Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

**EMAIL TEMPLATE 2 – INFRASTRUCTURE LIMITATIONS:**

**EMERGENCY SUPPLY SHORTAGE ALERT**

Due to XXXX water supply may be limited. The RDNO’s priority is to supply safe drinking water, so resources have been diverted from regular duties. Efforts are being made to maintain regular operations as best we can.

As a result, we may need to move to Stage 4 water use restrictions. Please continue to cut water use by 50% of your annual allocation. Under Stage 4, all customers must reduce consumption by 80%. We appreciate your support in this difficult time to help maintain our critical water supply.

For recommendations to help you adjust your operations, visit [www.obwb.ca/ag](http://www.obwb.ca/ag). **Limit water use to watering livestock and irrigating only high-value perennial plants to keep them alive. Annual crops should not be irrigated.**

Stay tuned for further information.

**Jennifer Miles, MEDes** | Water Sustainability Coordinator – Greater Vernon Water | **Regional District of North Okanagan** | 9848 Aberdeen Road Coldstream BC V1B 2K9 | P 250-550-3684 | F 250-550-3701 | E [jmiles@rdno.ca](mailto:jmiles@rdno.ca) | W [www.rdno.ca/waterwise](http://www.rdno.ca/waterwise)

#### TEXT TEMPLATE 2 – INFRASTRUCTURE LIMITATIONS:

Greater Vernon Water operations are limited due to **XXXX**. This is impacting water supply as resources are diverted to our primary responsibility-maintaining safe drinking water. We may need to implement Stage 4 water restrictions – an 80% reduction in allocation. We appreciate your efforts in this difficult time to help maintain our critical water supply. Contact us at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water).

**Limit water use to watering livestock and irrigating only high-value perennial plants to keep them alive. Annual crops should not be irrigated.** For recommendations to help you adjust your operations, visit [www.obwb.ca/ag](http://www.obwb.ca/ag). Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption.

#### MOVING BACK TO STAGE 2

#### SUBJECT: WATER SUPPLY ALERT – REDUCING WATER RESTRICTIONS

#### EMAIL TEMPLATE:

**<recent precipitation / weather info>** have reduced the stress on the water supply. Conditions are still dry and water supply is below normal for this time of year. Greater Vernon Water is moving back to **Stage 2**. We ask that you continue to use water as efficiently as possible. See [www.obwb.ca/ag](http://www.obwb.ca/ag) for water-use efficiency tips. Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption.

**Jennifer Miles, MEDes** | Water Sustainability Coordinator – Greater Vernon Water  
**Regional District of North Okanagan** | 9848 Aberdeen Road Coldstream BC V1B 2K9 |  
P 250-550-3684 | F 250-550-3701 | E [JMILES@RDNO.CA](mailto:JMILES@RDNO.CA) | W [WWW.RDNO.CA/WATERWISE](http://WWW.RDNO.CA/WATERWISE)

#### TEXT TEMPLATE:

**WATER SUPPLY ALERT - Greater Vernon Water:** **<recent precipitation / weather info>** have reduced the stress on the water supply. Greater Vernon Water is moving back to

**Stage 2.** During this moderate drought we ask that you continue to use water as efficiently as possible See [www.obwb.ca/ag](http://www.obwb.ca/ag) for water-use efficiency tips Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption.

Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

### 3.5. STAGE 4 (LOSS OF SUPPLY)

3.5.1. Outreach Checklist	
Supply Status & Trigger Factors	Stage-4 Status represents a <b>loss of water supply</b> . Emergency Conditions.
Drought Response	<ul style="list-style-type: none"> <li>• <b>Outdoor watering is prohibited</b>, except for livestock and the maintenance of perennial fruit trees (<b>90% reduction of max allocation</b>)</li> <li>• Optimize surveillance of allocation compliance and associated enforcement measures</li> <li>• Implement (as needed) late turn-on or early turn-off for agricultural water</li> </ul>
Message	<ul style="list-style-type: none"> <li>• Community Emergency, working with EMBC if appropriate</li> <li>• Emergency water supply to meet basic/hygiene needs</li> <li>• Recognize hardship and appreciate community effort</li> <li>• Promote 'sign-up' for electronic outreach</li> <li>• Send customers to <a href="http://www.obwb.ca/ag/drought">www.obwb.ca/ag/drought</a></li> </ul>
Action Checklist	<p><b>ONE TIME ACTIONS:</b></p> <p>Agriculture specific <b>Stage 4 information and links for website, letters and news releases</b> can be found in – <b>Section <a href="#">3.5.2</a></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Update Website</b></li> <li><input type="checkbox"/> <b>Send Stage 4 Letter (with 'EMERGENCY INFORMATION INSIDE' on envelope)</b></li> <li><input type="checkbox"/> <b>Partner Organizations</b> (See <a href="#">CONTACTS</a>)             <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Send a news release</b> for inclusion in their eNewsletters, Facebook posts, etc.</li> <li><input type="checkbox"/> Request that <b>BC Tree Fruit Cooperative field representatives email</b> their contacts with Stage-4 information.</li> <li><input type="checkbox"/> <b>Provide local agricultural facilities</b> like packing houses and stores with handouts</li> </ul> </li> </ul> <p><b>REPEATING MESSAGES (WEEKLY)</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>E-alerts – Section <a href="#">3.5.3</a></b></li> <li><input type="checkbox"/> <b>Local Media</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> print and broadcast ads</li> <li><input type="checkbox"/> Buy editorial space to support advertising</li> </ul> </li> </ul>

### 3.5.2. Website / News Releases

#### **Greater Vernon Water reports EMERGENCY CONDITIONS that prohibits outdoor water use except for livestock and to maintain perennial fruit trees**

Greater Vernon Water reports EMERGENCY CONDITIONS. In response, we require customers to **reduce agricultural water use by 90% of your total allocation**. Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption.

**We are monitoring water use closely and will enforce mandatory reductions.**

During this time we require that:

- Annual crops are not irrigated.
- High-value perennial crops are watered only enough to keep them alive.
- Producers are encouraged to use soil moisture sensors to determine minimal water needed.
- Monitor irrigation by using meter readings or accurately recording irrigation events and timing.

For drought management tips specific to your type of agriculture visit [www.obwb.ca/ag/drought](http://www.obwb.ca/ag/drought).

**Sign up for alerts** from Greater Vernon Water at [www.obwb.ca/alerts](http://www.obwb.ca/alerts) to stay up to date on the latest local water supply information.

### 3.5.3. E-alerts

**MOVED TO STAGE 4**

**SUBJECT: WATER SUPPLY EMERGENCY – REDUCE WATER USE BY 90%**

**EMAIL TEMPLATE:**

**Greater Vernon Water reports EMERGENCY CONDITIONS.** Water supply is critically low and we are trying to ensure water for basic needs is delivered to our customers. **Agricultural customers are required to reduce water use by 90% of your annual allocation** (visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption). **Water can be used only for livestock and to keep perennial plants alive.** Visit [www.obwb.ca/ag/drought](http://www.obwb.ca/ag/drought) for Drought Management resources. We are monitoring water use closely and will enforce mandatory reductions. Thank you for helping us get through this drought!

Jennifer Miles, MEdes | Water Sustainability Coordinator – Greater Vernon Water  
Regional District of North Okanagan | 9848 Aberdeen Road Coldstream BC V1B 2K9 |  
P 250-550-3684 | F 250-550-3701 | E [JMILES@RDNO.CA](mailto:JMILES@RDNO.CA) | W [WWW.RDNO.CA/WATERWISE](http://WWW.RDNO.CA/WATERWISE)

**TEXT TEMPLATE:**

**WATER SUPPLY EMERGENCY:** Greater Vernon Water reports EMERGENCY CONDITIONS. Water supply is critically low and we are trying to ensure enough water for basic needs is delivered to our customers. Agricultural customers are required to reduce water use by 90% of your annual allocation (visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption). Water can be used only for livestock and to keep perennial plants alive. Visit [www.obwb.ca/ag/drought](http://www.obwb.ca/ag/drought) for Drought Management resources. We are monitoring water use closely and will enforce mandatory reductions. Thank you for helping us get through this drought! Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

**REMAIN IN STAGE 4 (SEND EVERY WEEK)**

**SUBJECT: WATER SUPPLY EMERGENCY – REDUCE WATER USE BY 90%**

**EMAIL TEMPLATE:**

**WATER SUPPLY EMERGENCY:** We're still experiencing EMERGENCY CONDITIONS. Reduce water use by 90% of your annual allocation (visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption). Water can be used only for livestock and to keep perennial plants alive. Visit [www.obwb.ca/ag/drought](http://www.obwb.ca/ag/drought) for Drought Management resources. In response to Stage-4 conditions, Greater Vernon Water has implemented/ is considering implementing early turn-off for agricultural water. Thank you for helping us get through this drought!

**TEXT TEMPLATE:**

**WATER SUPPLY EMERGENCY:** We're still experiencing EMERGENCY CONDITIONS. Reduce water use by 90% of your annual allocation (visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption). Water can be used only for livestock and to keep perennial plants alive. Visit [www.obwb.ca/ag/drought](http://www.obwb.ca/ag/drought) for Drought Management resources. In response to Stage-4 conditions, Greater Vernon Water has implemented/ is considering implementing early turn-off for agricultural

**water.** Thank you for helping us get through this drought! Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

### MOVING BACK TO STAGE 3

#### SUBJECT: WATER SUPPLY ALERT – MOVING TO DROUGHT STAGE 3 - REDUCING WATER RESTRICTIONS

#### EMAIL TEMPLATE:

We are no longer in an emergency situation, but conditions are still extremely dry and water supply is extremely low for this time of year. Greater Vernon Water is moving to **Stage 3**, but still requires you to reduce water use so that your total water use will be 50% of your allocation. Thank you for your continuing effort to use water as efficiently as possible. Visit [www.obwb.ca/ag/drought](http://www.obwb.ca/ag/drought) for Drought Management resources. Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption.

**Jennifer Miles, MEDes** | Water Sustainability Coordinator – Greater Vernon Water

**Regional District of North Okanagan** | 9848 Aberdeen Road Coldstream BC V1B 2K9 |

P 250-550-3684 | F 250-550-3701 | E [JMILES@RDNO.CA](mailto:JMILES@RDNO.CA) | W [WWW.RDNO.CAWATERWISE](http://WWW.RDNO.CAWATERWISE)

#### TEXT TEMPLATE:

**WATER SUPPLY ALERT - Greater Vernon Water:** We are no longer in an emergency situation, but conditions are still extremely dry and water supply is extremely low for this time of year. Greater Vernon Water is reducing the water restrictions to **Stage 3**, but still requires you to reduce water use so that your total water use will be 50% of your maximum allocation. Thank you for your continuing effort to use water as efficiently as possible. Visit [www.obwb.ca/ag/drought](http://www.obwb.ca/ag/drought) for Drought Management resources. Visit [www.rdno.ca/agconnect](http://www.rdno.ca/agconnect) for more information about allocation and your ongoing consumption.

Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

## 4. Changes in Provincial Drought Level

### In this section

- **Information about current provincial drought level for the region and how it relates to current local drought stage**

Drought response messaging from Section 3 can be added to either message depending on the current drought stage for the local water supplier.

Information about Provincial drought levels has been added to the [www.obwb.ca/ag](http://www.obwb.ca/ag) resource page.

### PROVINCE MOVES DROUGHT LEVEL, LOCAL STAGE REMAINS SAME

**SUBJECT: DROUGHT UPDATE – LOCAL STAGE REMAINS AT X**

#### EMAIL TEMPLATE:

The Province has declared a Level X drought for our region. However, based on local water supply conditions, Greater Vernon Water will remain at Stage X. <Add drought responses for stage from Section 3>.

For more information about the difference between Provincial drought levels and local drought stages please visit [www.obwb.ca/ag](http://www.obwb.ca/ag). **Agricultural water users should take action according to the drought responses from their local water supplier.** We thank our customers for their continued efforts to use water efficiently.

Jennifer Miles, MEDES | Water Sustainability Coordinator – Greater Vernon Water

Regional District of North Okanagan | 9848 Aberdeen Road Coldstream BC V1B 2K9 |

P 250-550-3684 | F 250-550-3701 | E [JMILES@RDNO.CA](mailto:JMILES@RDNO.CA) | W [WWW.RDNO.CA/WATERWISE](http://WWW.RDNO.CA/WATERWISE)

#### TEXT TEMPLATE:

**DROUGHT UPDATE** - Although the province has declared a Level X drought for our region, Greater Vernon Water will remain in the current stage (Stage X) based on local water supply conditions. <Add drought responses for stage from Section 3>. Visit [www.obwb.ca/ag](http://www.obwb.ca/ag) for more information on the difference between local and provincial drought levels. Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

## PROVINCE MOVES DROUGHT LEVEL, LOCAL STAGE CHANGES

**SUBJECT: DROUGHT UPDATE – MOVING TO STAGE X**

### EMAIL TEMPLATE:

The Province has declared a Level X drought for our region. Based on local water supply conditions, Greater Vernon Water will move to Stage <X>. <Add drought responses for stage from Section 3>.

For more information about the difference between Provincial and local drought levels please visit [www.obwb.ca/ag](http://www.obwb.ca/ag). We thank our customers for their continued efforts to use water efficiently.

**Jennifer Miles, MEdes** | Water Sustainability Coordinator – Greater Vernon Water

**Regional District of North Okanagan** | 9848 Aberdeen Road Coldstream BC V1B 2K9 |

P 250-550-3684 | F 250-550-3701 | E [JMILES@RDNO.CA](mailto:JMILES@RDNO.CA) | W [WWW.RDNO.CA/WATERWISE](http://WWW.RDNO.CA/WATERWISE)

### TEXT TEMPLATE:

**DROUGHT UPDATE** -The province has declared a Level X drought for our region. Greater Vernon Water will move to Stage X based on local water supply conditions. <Add drought responses for stage from Section 3> . Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

## 5. Turn-off Notification and Survey

### In this section

- Turn-off notification
- Thank you for participating and request for feedback

### SURVEY, TURN-OFF (SEND LATE-SEPT)

#### SUBJECT: TURN-OFF NOTIFICATION AND SURVEY

#### EMAIL TEMPLATE:

Thank you for receiving Greater Vernon Water water supply alerts. Please complete this short [survey](#) **<OBWB will provide link to survey>** so we can improve the alert system for next year.

**Agricultural Water Turn-offs begin on <date>**. Please leave the irrigation meter on until the final reading is obtained and the service is turned off by our staff.

- Customers may apply for late turn-off by filling out an application form. A \$75.00 application fee applies (per property). Customers that receive a late turn-off approval will have their water usage applied to their allocation until **<DATE>**,
- It is the customer's responsibility to protect the **meter** and **backflow prevention device** from freezing. Equipment should be drained after turn-off and covered or removed for storage.
- DO NOT blow high pressure air through the meter or backflow preventer as this could damage the assembly.
- Visit [our website](#) for the late turn-off application form and for information on winterizing your service.

If you have any questions or concerns, please contact,

**Jennifer Miles, MEdes** | Water Sustainability Coordinator – Greater Vernon Water

**Regional District of North Okanagan** | 9848 Aberdeen Road Coldstream BC V1B 2K9 |

P 250-550-3684 | F 250-550-3701 | E [JMILES@RDNO.CA](mailto:JMILES@RDNO.CA) | W [WWW.RDNO.CA/WATERWISE](http://WWW.RDNO.CA/WATERWISE)

#### TEXT TEMPLATE:

**Agricultural Water Turn-offs begin on <date>**. Leave the irrigation meter on until the final reading is obtained. You can apply for late turn-off by **<add details>**. Please

complete this short [survey](#) so we can improve the alert system for next year. Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

#### **DEBRIEF AND SURVEY REMINDER (SEND MID-OCTOBER)**

**SUBJECT: WATER SUPPLY ALERTS SURVEY**

**EMAIL AND TEXT TEMPLATE:**

Thank you for receiving Greater Vernon Water’s water supply alerts. Please complete this short [survey](#) about your experience. Contact GVW at 250-550-3684 if you have questions or visit [www.rdno.ca/water](http://www.rdno.ca/water) for info.

## CONTACTS

**Commented [SW12]:** Jennifer can you fill this out as best you can? I don't know if any of these are still relevant.

Local Media	Castanet	Colin Dacre	<a href="mailto:colin@castanet.net">colin@castanet.net</a>	778-646-2001
	Morning Star			250-492-4002
	Global News		<a href="mailto:viewercontactokanagan@globalnews.ca">viewercontactokanagan@globalnews.ca</a>	1-888-762-4535
	BeachRadio			250-545-5901
	CBC Daybreak South	Marion Barschel		250-861-3781
	SunFM			
	CBC Radio West	Josh Page	<a href="mailto:radiowest@cbc.ca">radiowest@cbc.ca</a>	2250-861-3781
Industry Organizations	BC Fruit Growers' Association	Bunvir Nijjer	<a href="mailto:bnijjer@bcfga.ca">bnijjer@bcfga.ca</a>	250-762-5526 (ext 4)
	BC Grape Growers' Association	Tyrion Miskell	<a href="mailto:bcga@grapegrowers.bc.ca">bcga@grapegrowers.bc.ca</a>	250-767-2597
	BC Association of Farmers Markets	Heather O-Hara	<a href="mailto:Heather.ohara@bcfarmersmarket.org">Heather.ohara@bcfarmersmarket.org</a>	604-734-9797
	BC Cattlemen's Association	Kevin Boon	<a href="mailto:bccattle@cattlemen.bc.ca">bccattle@cattlemen.bc.ca</a>	250- 573-3611
	BC Forage Council	Sheri Schweb	<a href="mailto:bcfc@bcforagecouncil.com">bcfc@bcforagecouncil.com</a>	250-255-9065
BCTF Co-Op field staff	North Okanagan	Tony DiMaria	<a href="mailto:tdimaria@bctree.com">tdimaria@bctree.com</a>	250-545-3322
Local retail outlets	Growers Supply	Justin Hadley	<a href="mailto:Justin.hadley@growerssupply.bc.com">Justin.hadley@growerssupply.bc.com</a>	250-545-1278

## E-ALERT MESSAGING TRACKING SHEET

Drought Stage	Normal	Stage 1	Stage 2	Stage 3	Stage 4
Frequency	Monthly	Monthly	Every Two Weeks	Weekly	Weekly
April	15 - Turn-on Notification				
May	15 - Early Season Forecast				
June	15 - Water Supply Update				
	20 -Possibly Moving to 1				
		28 - Moved to Stage 1			
July		20 - Water Supply Update			
		29 – Possibly Moving to 2			
August			5 – Moved to Stage 2		
			20 – Water Supply Update		
September					
October					

Table 1. Message Tracking Sheet. Example of how to use this tool to keep track of the message you have sent. An excel version can be requested from [Stefanie.wenker@obwb.ca](mailto:Stefanie.wenker@obwb.ca)