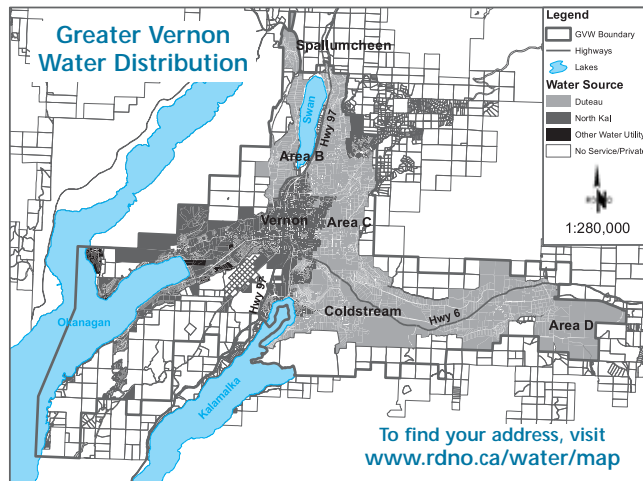


Where does my drinking water come from?

Our water sources have different hardness levels which, for instance, can affect how much soap is used in dishwashing. GVW publishes useful fact sheets, information on water quality, and restrictions online. Get to know your water source at home, work or school, visit: www.rdno.ca/water/map or call GVW at 250-550-3700.



Separating Agricultural Water Distribution

The GVW Master Water Plan will be updated in 2012 to assess current water needs, based on population growth and economic development shifts since the plan was developed in 2004. A goal of the Master Water Plan is to reduce the amount of treated water distributed to agricultural uses, where treated water isn't needed. Agricultural customers in the Bella Vista area and in parts of Area D (Von Keyserlingk and King Edward areas) are now served by separate domestic drinking water and agricultural water lines. RDNO staff are recommending that the West Swan Lake separation project begin in 2012. System separation will significantly reduce GVW's operating costs for sludge disposal and treatment chemicals, and also avoid the need to mix less desirable water sources, such as Goose Lake, into the drinking water supply during summer peak water demand.

Master Water Plan Project Timeline

SUPPLY SYSTEM UPGRADES		AGRICULTURAL DISTRIBUTION SEPARATION AREAS
McMechan Reservoir Upgrades	2005	
Kal Pump Upgrades	2006	
Mission Hill Water Treatment Plant (Phase 1)	2007	
	2008	Bella Vista
Duteau Water Treatment Plan (Phase 1)	2009	
	2010	Von Keyserlingk
	2011	King Edward South
Master Water Plan Update	2012	West Swan Lake
	2013	Springfield
Duteau WTP-Filtration (Phase 2)	2014	Binns
	2015	Antwerp
	2016	East Buchanan
	2017	Vimy
	2018	King Edward North
	2019	North B.X.
	2020	

Protecting our drinking water

Greater Vernon Water (GVW) uses the *Guidelines for Canadian Drinking Water Quality* to set the water quality standards that our drinking water must meet. Over 15,000 tests were completed in 2010 to ensure our water treatment processes meet these standards.

Proactive testing ensures that GVW is able to alert customers in the event of any water quality concerns. Many natural factors, such as spring run-off or lake algae, can impair water quality. Testing also checks for quality concerns caused by accidental spills or water main breaks that could affect water quality after the water leaves the treatment plant.



The *B.C. Drinking Water Protection Act* is enforced by regional health authorities. Interior Health has placed a number of conditions on water suppliers within their jurisdiction, including GVW. These conditions include completing water source protection plans, water quality monitoring plans and reports, maintaining a Cross Connection Control Program, maintaining emergency response plans, and updating strategic plans such as our Master Water Plan.

Water Myths Fact or Fiction?

Myth: Greater Vernon has more water quality problems today than 20 years ago.

Fact: Water quality is much better today, but water quality standards have become more stringent. In 1997, an average of 5,000 tests were undertaken per year. In 2010, GVW staff performed more than 15,000 tests.

Myth: We've had more water quality advisories (WQA) for the Duteau Creek water source since the water treatment plant was opened.

Fact: Water quality from the Duteau source has improved significantly since the plant began operation in 2010. For example, colour tests after treatment have improved 90 percent. Prior to the plant opening, customers on the Duteau source were on a year-

round WQA. The 2011 WQA was caused by high summer water demand that required other sources of lower quality to be mixed with the high quality Duteau plant water.

Myth: I get my water bill from the City of Vernon so it must supply my water.

Fact: GVW supplies water to customers in Vernon and Coldstream, where each municipality is contracted to provide operational and billing support to minimize duplication of services to customers in those jurisdictions.

Myth: I should get a rebate

Where does my money go?

Greater Vernon Water (GVW) is the largest of six water providers managed by the Regional District of North Okanagan (RDNO). Each water provider is managed as a separate utility with their own budget, revenue sources, and expenditures. Each utility is responsible to fully fund their own operations, maintenance and infrastructure improvements through user fees or grants.

Any budget surplus for a utility is put to that utility's reserve fund and any budget deficiencies are taken out of that utility's reserves. Utilities managed by the RDNO are not allowed to run a deficit. If no reserves are available, legislation dictates that budget deficiencies must be collected from customers in the following year.

on my water bill during water quality advisories.

Fact: GVW is a nonprofit public utility and all costs are funded through user fees or grants. Any customer rebates would have to be paid by the same customers. During water quality advisories, utility operations must pay for additional public awareness advertising, extra testing, and investigations to resolve the problem, which means utility costs actually increase during this time.



REGIONAL DISTRICT OF NORTH OKANAGAN
GREATER VERNON WATER UTILITY
9848 Aberdeen Rd., Coldstream, BC V1B 2K9

Phone: 250.550.3700

Fax: 250.550.3701

Website: www.rdno.ca/water

Email: info@rdno.ca