

**DATE:** April 20, 2020

**SUBJECT:** Administrative and Operating Policy for South Vernon Irrigation District East

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### **PURPOSE:**

The purpose of this document is to provide clarity on the expected level of service for customers part of the South Vernon Irrigation District East (SVID-E). This document may be updated from time to time.

### **PRINCIPLES:**

The users have requested that costs of operations be kept as low as possible. As this system is a non-potable system, it is not regulated by the *Drinking Water Protection Act* and is therefore not held to the same high standards as potable water. Hence to keep costs low, the level of service will be lower than Greater Vernon Water (GVW) while still providing an acceptable level of service for a safe and reliable irrigation system. Based on this rationale, the following covers the level of service that users of the system should expect and the management principles that the services will operate under:

1. This system is a non-potable service and will **NOT** undergo any water disinfection or treatment. It **MUST NOT** be used as a domestic or potable source.
2. It is the responsibility of the property owner to **ensure all non-potable** water access points (i.e. taps, hose connections, etc.) **are clearly labeled** and residents/workers should be informed not to drink non-potable water. The non-potable water **should not be used for human consumption** as it may contain biological hazards.
3. The RDNO will provide property owners with one non-potable sticker free of charge. The property owner can purchase more from the RDNO at a reasonable rate or download the non-potable image from: [http://www.rdno.ca/docs/RDNO\\_NONPOTWATER\\_DECALS\\_2013\\_Plain.pdf](http://www.rdno.ca/docs/RDNO_NONPOTWATER_DECALS_2013_Plain.pdf).
4. The system will be turned on/off during the Okanagan growing season, with turn on approximately May 1<sup>st</sup> and shut off around September 19<sup>th</sup>. Customers will be notified by a letter annually letting them know the projected turn-on and turn-off dates. GVW will consider turning on the service one week earlier or one week later weather permitting.
5. It is the responsibility of the property owner to protect their standpipe and services from frost or other damages with costs to repair being at their own expense.
6. The SVID-E is a standalone system and will be managed financially as such with revenues and expenses tracked annually.
7. The SVID-E will be financially self-sufficient with the users of the SVID-E covering all costs for the maintenance, operation, and capital expenditures of the system. An operational reserve to cover emergencies will also be included in the finance strategy.

8. A service area for the SVID-E has been established and the properties currently within the service area will remain a participant of this service as long as the service is in operation.
9. Participants of the SVID-E are responsible to repay GVW for the debt to upgrade the system which has been incorporated into their annual rates (billed quarterly).
10. All users are to pay the SVID-E user rate as per the current *Greater Vernon Water Rates Imposition Bylaw No. 2768, 2018, as amended*.
11. SVID-E users will be on the same watering schedule as per the *Greater Vernon Water Use and Regulation Bylaw No. 2545, 2014, Schedule A, as amended (Bylaw No. 2545)*. Under normal water use restrictions, customers with an odd house number may choose to irrigate via sprinkler on Tuesdays/Thursdays/Saturdays. Even numbered house addresses may irrigate via sprinkler on Wednesdays/Fridays/Sundays. Sprinkler irrigation on those days is only permitted between the hours of 7:00pm and 10:00am. No sprinkler use is permitted on Mondays. Hand watering with an automatic shut-off nozzle is permitted at any time. This watering schedule may change as per Bylaw No. 2545, if a different restriction stage is implemented during drought conditions.
12. At this time, users will not be required to install a meter at the property line. Users will be expected to respect the watering schedule and not water excessively. The RDNO will monitor water use and any service that is deemed to be watering excessively, impacting the capacity of the system or watering when they are not supposed to, may at the discretion of the RDNO, be required to install a meter for their property at their own cost.
13. If abuse occurs or capacity issues arise from excessive watering, metering may be considered for all users in the future. Meter installation will be at the cost of the user.
14. Operations service hours for the system will be during business hours only (Monday to Friday 8:00am to 4:30pm not including holidays).
15. For afterhours emergencies (i.e. leaks) operations will only respond to shut off the well or isolate the leak as required and will respond to fix the issue the next business day, time permitting. Any unnecessary callout or overtime hours attributed to SVID-E will be charged out to the SVID-E.
16. For all calls, including afterhours emergency calls, customers can call the RDNO office at 250-550-3700. During the day they will be directed to the designated technologist and afterhours will be directed to an answering service who will contact operations.
17. Customers will be charged \$55.00 for operator call outs with the following exceptions:
  - a. The customer has given more than two days' notice to the RDNO.
  - b. The callout is in reference to an emergency situation.
  - c. The callout request can be fulfilled during a pre-scheduled visit to the site.
18. Any property approved for subdivision must remain in the service area. The RDNO will develop a new per household rate as required.
19. This administrative and operating policy may be updated anytime at the Manager, Water Distribution's discretion.