

MABEL LAKE UTILITY

2021 Newsletter from the Regional District of North Okanagan



UTILITY PRE-AUTHORIZED PAYMENT PROGRAM FOR 2022

It's now easier than ever to pay your utility bill with the RDNO! The Utility Pre-Authorized Payment Program is a convenient and voluntary program that will allow the Regional District of North Okanagan (RDNO) to automatically withdraw the balance of your RDNO Utility Bills from your bank account on the due date. Since Mabel Lake Water is billed annually, this program will apply to your 2022 bill.

IMPORTANT: Once you have signed up, continue to pay your bill until a message on your bill says "Do not pay this bill. The amount shown will be withdrawn from your account on the due date indicated."

SIGNING UP IS AS EASY AS 1, 2, 3!

- 1. Fill out an application** - The application form is available online at www.rdno.ca/utilitybill. You must include a blank cheque marked VOID or a pre-authorized debit form from your bank.
- 2. Submit the application to the RDNO** - Mail or email your completed form with the required documents to the RDNO. Mailing address: 9848 Aberdeen Road, Coldstream, BC V1B 2K9. Email Address: finance@rdno.ca
- 3. Look for confirmation on your next bill** - When you receive your next utility bill from the RDNO, look for a note on the bill that says "Do not pay this bill. The amount shown will be withdrawn from your account on the due date."

Learn more and sign up at www.rdno.ca/utilitybill.

WATER SERVICE TURN ON AND OFF

All water system infrastructure within the Mabel Lake Water (MLW) boundary, on public roads or rights-of-way, is the property of MLW. This includes the property curb stop – the valves used to turn water on or off to a property. MLW infrastructure cannot be operated by anyone other than MLW Operators. Why is it important to have a trained water system Operator do turn-ons/offers?

- Improper service turn-on or off can cause water hammer, which can seriously damage piping within the building's plumbing.
- Damage can be caused to water utility infrastructure delaying shut-off services when needed and can result in fines and fees.
- Risk of water quality degradation throughout the neighbourhood if the turn on/off isn't coordinated with other operations or done improperly.

As per the Regional District of North Okanagan Small Utilities Water Rates and Regulations Bylaw No. 2867, MLW can fine the owner of the property if their curb stop is found to have been turned on or off by anyone other than a trained MLW Operator.

If a property owner requires their water service to be turned on or off, including new construction, please contact the Regional District of North Okanagan at 250-550-3700 to schedule an Operator visit.

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Call us at 250-550-3700

RETURNING TO A PROPERTY AFTER AN EXTENDED ABSENCE?

Water becomes stagnant in unoccupied buildings and needs to be flushed out. Stagnant water loses the chlorine protection that prevents bacteria growth.

- Slowly open the Master Water Shut Off Valve inside the building, if it was turned off.
- Flush toilets and run all cold water faucets until the water runs cold. Start where the water enters the building and move to the furthest tap.
- Air can become caught inside pipes and cause sputtering noises and uneven pressure and flow. Bleed off trapped air by leaving the tap on until water flow returns to normal.