

# SILVER STAR WATER UTILITY

2021 Newsletter from the Regional District of North Okanagan



## GET TO KNOW YOUR WATER METER

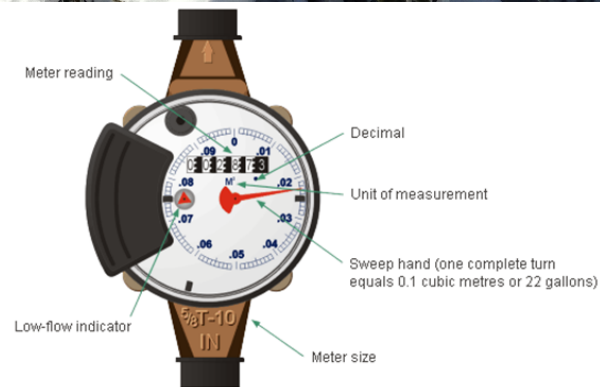
Water meters can help you identify hidden water leaks that may cause property damage or excessive wear on fixtures or appliances. Many leaks are underground or involve fixtures that drain the water away unseen. Meters also help ensure fair billing, as customers pay for the water they use.

## ESSENTIAL INFORMATION FOR NEW CONSTRUCTION

When you connect to our water system, you must buy an official water meter from the Regional District of North Okanagan at 9848 Aberdeen Road, Coldstream. During the pandemic, our office is open by appointment only, so please contact us to purchase a meter by calling 250-550-3700.

Once installed, new water meters must be inspected by the RDNO. In new construction, the meter inspection must be booked within 90 days of passing the building permit plumbing above-ground inspection. Book your inspection by calling the RDNO at 250-550-3700. Those who do not get their meter inspected within 90 days will be put on the unmetered fee for water consumption automatically.

Using water without a meter is theft. By illegally accessing water, the costs of treating the water and maintaining the water system to provide a reliable supply are passed onto other residents and businesses.



## METER REQUIREMENTS

All property owners are responsible for making sure that the meter is in place and the black touchpad, which allows the meter to be read from the outside of the building, is easily accessible at all times. 4-strand 24 AWG wire must be run from the meter to the touchpad, with all 3 terminals (Red, Black and Green) connected on the meter.

During the colder months, please clear snow from walkways in front of the touchpad.

# WATER SERVICE TURN ON AND OFF

All water system infrastructure within the Silver Star Water (SSW) boundary, on public roads or rights-of-way, is the property of SSW. This includes the property curb stop – the valves used to turn water on or off to a property. SSW infrastructure cannot be operated by anyone other than SSW 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, SSW 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 SSW 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.

## 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.



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