

SILVER STAR WATER UTILITY

2022 Newsletter from the Regional District of North Okanagan



Utility Pre-Authorized Payment Program

It's now easier than ever to pay your utility bill with the RDNO. If you choose to sign up for the pre-authorized payment plan, the balance of your utility bill will be automatically withdrawn from your bank account on the due date.

How to sign up:

1. Complete the Utility Pre-Authorized Payment Program Application form located at www.rdno.ca/utilitybill.
2. Submit the application form and a blank cheque marked VOID or a pre-authorized debit form from your bank to the RDNO:
By email to finance@rdno.ca or mail your completed form with the required documents to the RDNO at 9848 Aberdeen Road, Coldstream, BC V1B 2K9
3. Look for confirmation on your next annual bill

Learn more, including answers to frequently asked questions at www.rdno.ca/utilitybill

Sign up for MyRDNO

We have launched a new online platform that gives you instant access to your utility account!

When you sign up, you can go paperless by opting for e-billing, see previous and current invoices, transaction history and your water usage.

Create your account at
rdno.ca/MyRDNO





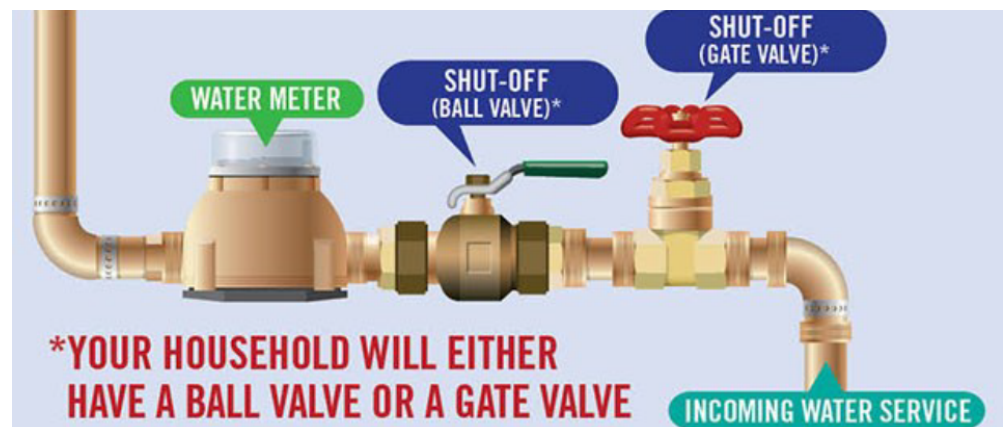
Protecting Your Property from Water Leaks

Stop leaks before they become a problem by shutting off your Master Water Shut Off Valve if you'll be away from your property for an extended period. If you have concerns about freezing pipes, check with a plumbing professional. You may need to drain the pipes.

Do you know where the Master Water Shut Off Valve is in your home? Does anyone else in the family know where it is? If there's an emergency, you'll need to know in a hurry. These are the most likely locations:

- Water supply pipe entry to the building
- Upstream of the water meter
- Near your clothes washer hook-up
- Near your water heater

Once you've found the valve, mark it with a tag, bright ribbon, or colourful paint (like the one in this photo).



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Call us at 250-550-3700

Returning to a property after an extended absence?

Water in the plumbing will be stagnant after sitting in the pipes unused for several months. Flushing is recommended to bring fresh water to the property. To flush:

- Slowly open the Master Water Shut Off Valve inside the building (if it was turned off).
- Open a cold water tap.
- Bleed off air trapped in the pipes by leaving the tap on until water flow returns to normal.

Flushing toilets while the tap is on also helps. The amount of time needed to flush varies, so monitor the water temperature - you are waiting for the cold freshwater from the water main.