



REGIONAL DISTRICT NORTH OKANAGAN – GREATER VERNON WATER

Stage 3 Water Restrictions Frequently Asked Questions

Q: Do these water restrictions apply to me?

If you are a resident, business, or agricultural water user within the City of Vernon or District of Coldstream, then yes, this applies to you. If you are a resident of Electoral Area B or C, Township of Spallumcheen, or Electoral Area D and are serviced by Greater Vernon Water (GVW), then these restrictions also apply to you.

Q: Why have these restrictions been put in place?

These restrictions are necessary due to low snowpack levels, which have reduced the available stored water, combined with warmer-than-normal spring temperatures and low rainfall for the area. Under the *GVW Water Shortage Management Plan*, stronger restrictions are required now to protect the water supply throughout summer and fall.

Q: Where does our water come from, and why does snowpack matter?

Much of Greater Vernon's water supply comes from snowpack that melts and fills reservoirs and lakes like Duteau and Kalamalka Lake. Low snowpack means less stored water available for the year. Low storage levels are also aggravated due to the low amount of rain we have received last fall and this spring.

Q: Will these restrictions be enforced, and are there penalties?

Yes. Water restrictions in Stage 3 are actively enforced. Non-compliance will result in warnings, fines, or further action, including water shut off for continued non-compliance. The goal is to ensure fair and consistent water use across all users and ensure we have water throughout the dry summer season.

Q: What happens if conditions get worse?

If water levels continue to decline, stricter restrictions (Stage 4) may be implemented, which could eliminate outdoor water use and introduce mandatory bans in certain sectors.

Q: How will I be updated if restrictions change?

Updates will be posted on the RDNO website and shared through local communication channels. Residents and users are encouraged to regularly check for updates as conditions can change throughout the season. Go to our website and subscribe for updates at <https://www.rdno.ca/subscribe>.

Q: Can I water my lawn with manual sprinklers?

Yes, watering is allowed between 6 am-10 am & 7 pm-12 am once per week. Residents are encouraged to let their lawn go dormant as it will recover during wet seasons.



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Stage 3 water restrictions are:

- Odd Addresses – Saturday
- Even Addresses – Sunday

Note: for Stratas / multi-unit properties, the main address is used (not unit number).

Q: Can I water my lawn with an Automatic Sprinkler System?

Yes, watering is allowed between 6 am-10 am & 7 pm-12 am once per week. Residents are encouraged to let their lawn go dormant as it will recover during wet seasons.

Stage 3 water restrictions are:

- Odd Addresses – Saturday
- Even Addresses – Sunday

Note: for Stratas / multi-unit properties, the main address is used (not unit number).

Q: Can I water my lawn with Micro Jet or Drip Irrigation?

Yes, watering is allowed for up to two (2) days per week between 7 pm and 10 am on Tuesdays & Fridays, but grass only needs to be watered once per week. Residents are encouraged to let their lawn go dormant as it will recover during wet seasons.

Q: Can I water my lawn with a handheld sprinkler (spring-loaded nozzle on hose or watering can)?

Yes, watering is allowed for up to two (2) days a week between 7 am-10 am & 7 pm-12 am on Wednesdays & Sundays, but grass only needs to be watered once per week. Residents are encouraged to let their lawn go dormant as it will recover during wet seasons.

Q: Is my lawn going to die if I follow these water restrictions?

Even when lawns go brown, they are only dormant and will come back when conditions improve. Allowing your lawn to go dormant forces the plant to grow deeper roots and makes your lawn more resilient.

Q: Are Stage 3 water restrictions the same for food gardens and fruit trees / shrubs?

Watering is allowed on Tuesdays & Fridays between 6am – 10am and 7pm – 12am, as required to maintain plant health.

Q: Can I still fill my pond, and/or water feature?

No, filling and refilling with water supplied by GVW is prohibited.



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Q: Can I still fill my pool?

Topping up is allowed once per week on Wednesday.

Q: What do I do if I witness someone blatantly wasting water, or watering outside of the watering schedule?

Please send us an email at utilities@rdno.ca with an address and description, and one of our staff members will follow up.

Q: What are some other things I can do to help save water?

There are lots of ways to save water! From taking shorter showers to only running a full dishwasher – it all helps. Find how you can help at rdno.ca/conservation.

Q: What does a 50% reduction look like for my household or property?

A 50% reduction can be achieved by reducing outdoor water use through turning off irrigation and allowing the lawn to go dormant as it will recover during wet seasons. Additionally fixing leaks & running full loads in dishwashers and laundry machines can help reduce water use indoors.

Q: Why are golf courses still watering their grass?

Golf courses in Vernon use their own reclaimed water systems. This water is not supplied by Greater Vernon Water and does not impact the regional drinking water supply.

Q: Why is water main flushing still happening?

Routine water main flushing has been paused; however, some flushing is still required for essential health and safety purposes to maintain water quality.

Q: Do agricultural users have specific requirements under Stage 3 restrictions?

Yes. Agricultural users are required to reduce their daily water use by 50% and their annual allocation is reduced. Users are encouraged to fix all leaks immediately, maximize efficiency, adjust irrigation schedules, and utilize alternative sources where available.

Q: Why are agricultural users required to reduce water use if food production is important?

Water supply must be carefully managed to ensure there is enough for essential needs throughout the entire season. Agricultural irrigation uses over 55% of all water used in GVW, with most used over the dry summer months. Without conservation efforts by the agricultural users, the water supply would not last the summer. Reductions help balance agricultural demand with available supply and protect long-term water reliability for all users.



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Q: Do the restrictions apply to wells or private water sources?

If your property is connected to the GVW system, the restrictions apply. Private wells not connected to GVW are not regulated under these restrictions, but conservation is strongly encouraged.

Q: Do these restrictions apply to businesses and commercial properties?

Yes. All businesses must comply with watering restrictions and are encouraged to implement water-saving practices where possible. See the [Stage Restriction Details](#) for industry-based restrictions.

Q: Why is my water black or contains black flakes? (Lavington customers)

This is due to the use of well water sources that contain naturally occurring manganese. Manganese can sometimes appear as dark or black particles in the water.

Please refer to the current water quality advisory for more detailed information and guidance.