



# French Creek Newsletter

FALL 2023

## WATERING RESTRICTIONS

EPCOR would like to thank all our customers for responding to the Stage 4 water restrictions and participating in the regions' request for water conservation this past summer. The Province elevated eastern Vancouver Island to Provincial Drought Level 5 due to significant shortfalls in seasonal precipitation. This resulted in the Province's request of local water purveyors to implement stricter watering restrictions to reduce pressure on surface water and groundwater sources that are vulnerable to ongoing drought conditions.

## EPCOR EBILL IS NOW AVAILABLE

You may now choose to have your bills delivered by e-mail. You can find the E-Billing Application form on our website at [epcor.com](http://epcor.com).

## WATER RATES

The process to update water rates for French Creek residents is underway. The current water rates will expire on December 31, 2023. Water rates support the cost of providing water services to residents and maintaining and upgrading the distribution system. It is expected the application will be submitted to the B.C. Comptroller of Water Rights this fall.

Once filed, the complete application package will be available online at [epcor.com](http://epcor.com).

## FALL CLEANING

As you prepare your yard for winter, please pay extra attention to the area around your water meter and nearby fire hydrant. Trimming shrubs, trees and landscaping away from these objects will make meter reading easier and allow emergency staff quicker access.

For irrigation systems, fall is the time to inspect and prepare your lines to protect them from frost damage. To winterize your system, drain the lines thoroughly and close all valves before clearing the lines with air. It is important to ensure your system is closed before cleaning so there is no possibility of cross contamination of the public water system. For more information on the proper care of your system, please consult your local irrigation parts and service supplier.

## CONTACT US

### Office Hours

Monday to Friday, 8:00 a.m. – 4:30 p.m.

Closed from 12:00 p.m. to 12:30 p.m. daily

The office will be closed for the following holidays:

October 9

November 13

December 26 and 26

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