

The background of the top half of the page is a wide-angle photograph of a coastal landscape. The foreground is dominated by a vast expanse of wet, brown and yellow seaweed scattered across a sandy beach. In the middle ground, the ocean stretches towards the horizon under a bright blue sky filled with scattered white clouds. In the far distance, a range of low mountains or hills is visible on the horizon line.

French Creek Newsletter

WINTER 2025

2024-2026 Billing Rates Changes

Starting in 2025, EWW will adjust rates to match the forecasted revenue requirement. This means an average bill increase of 17% for residential customers in 2025 and 2026. To stay up to date on rate information, visit epcor.com.

Telephone Scams

Be cautious of phone scams. EPCOR does not use collection agencies for delinquent bills. If you receive a suspicious call, contact us at 250-951-2460.

Winter Maintenance Tips

- Keep hydrants and meters clear of snow and debris.
- Shut off and drain outdoor taps to prevent freezing.
- Remove hoses from taps to avoid freezing.

Winter Billings

Your January meter reading may be estimated due to weather conditions. Adjustments will be made on your next bill if necessary

Attention Snowbirds

If you're away for more than three months, consider having EPCOR shut off your meter. The service costs \$80.00 (\$30.00 for disconnection and \$50.00 for reconnection).

Apply at epcor.com.

Detecting Leaks on Your Property

To check for leaks:

1. Turn off all water sources.
2. Inspect the water meter (usually in a black or concrete box near the property line).
3. If the leak detector is moving, you have a leak.
4. If no movement, note the meter reading, wait 30 minutes, and check again. If the reading changes, you have a leak.

If you can't find the leak, contact us for a free inspection at 250-951-2460.

Shutting Off Water at the Meter

On occasion, we may have to shut off a water meter for plumbing repairs. Do not shut off the water meter yourself. Contact us, and we will do it for you at no charge.

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 holiday: February 17, 2025

Phone: 250-951-2460 **Fax:** 250-954-0361

Emergency: 250-954-5337

Email: frenchcreek@epcor.com

Visit: epcor.com

#10D, 1343 Alberni Hwy
Parksville, B.C. V9P 2B9