



# WATERnews

## WESTERNE HEIGHTS WATER SERVICE AREA ESTABLISHED!

### NEW WATER SERVICE

On August 30th, 2016 ownership of the Westerne Heights water utility was transferred to the Regional District of Nanaimo (RDN). We

would like to welcome the Westerne Heights' owners and residents to RDN Water Services and provide you with some initial information regarding planned upgrades to your system.

## WHO WE ARE

RDN Water Services have eight certified water system operators who work out of the Parksville Field Office. At the main RDN Office in Nanaimo we have a Department Manager, Project Engineer, Engineering Technologist, and a Drinking Water - Watershed Protection Program team. We provide safe and reliable drinking water for approximately 6,000 RDN residents within 9 Water Service Areas.

## OUR GOAL

WE LOOK FORWARD TO  
MEETING YOUR EXPECTATIONS  
FOR A HEALTHY, SUSTAINABLE  
WATER SYSTEM

## HOW WILL THE WATER SYSTEM BE FUNDED?

As outlined in the petition documents, each property located within the Westerne Heights Water Service Area will be assessed an annual parcel tax to pay for the operation & maintenance of the water system, and to finance the required upgrades. Also water meter readings will be collected twice per year (Spring and Fall) and water user fees will be billed. Water bills are calculated using a conservation-based rate schedule that charges higher rates for higher water consumption. More details on water rates are available at [www.rdn.bc.ca](http://www.rdn.bc.ca) and click on **services**.

## UPGRADES

So far the RDN has completed the installation of a surface seal on the wellhead, repaired one of the booster pumps, and installed two water sampling stations at the ends of the watermains. We have also started some exploratory work to help us plan the installation of water meters for each property in the service area. Within the next couple of months the RDN also plans to complete the following upgrades:

INSTALLATION OF A SECURITY FENCE

INSTALLATION OF A NEW ROOF AND SIDING ON THE PUMP HOUSE

GRADING AROUND THE PUMPHOUSE AND WELLHEAD

INSTALLATION OF A NEW POWER POLE AND HYDRO SERVICE

INSTALLATION OF A BACK-UP GENERATOR

CHLORINATION

NEW CONTROLS AND SYSTEM ALARMS

## Questions?

If you have any questions, please contact Water & Utility Services at 1-877-607-4111, [rcu@rdn.bc.ca](mailto:rcu@rdn.bc.ca) or visit [www.teamwatersmart.ca](http://www.teamwatersmart.ca)



### COMMUNICATIONS

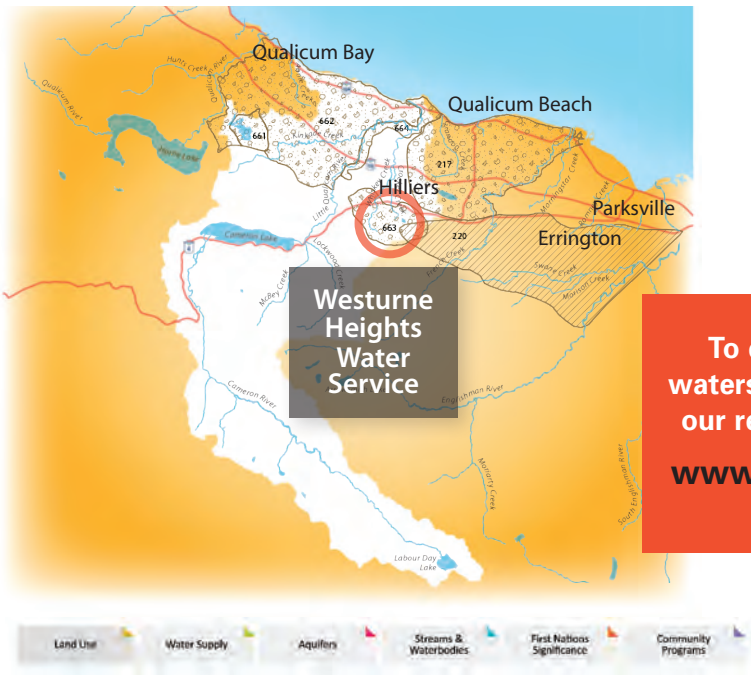
RDN staff will strive to maintain an open line of communication. You can expect to receive information updates throughout the year on the water system for things like watering restrictions and water main flushing. Also, while we are performing some of the upgrades noted, there will be short term water supply interruptions. This information is distributed via hand-delivered notices, addressed mail, e-mail (if applicable), and website notices.

- WATERING RESTRICTIONS
- WATER MAIN FLUSHING
- SUPPLY INTERRUPTIONS



Our Water Regions | Drinking Water & Watershed Protection Program | [www.dwwp.ca](http://www.dwwp.ca)

RDN Watershed Map > Little Qualicum



To explore a watershed map of our region go to [www.dwwp.ca](http://www.dwwp.ca)

### LEARN MORE ABOUT YOUR LOCAL WATERSHED!

The RDN cares about drinking water and watershed protection – that’s why we have a service dedicated to education, science and policy in this regard. Through the Drinking Water and Watershed Protection (DWWP) program, the RDN raises public awareness about water conservation and protection and coordinates water monitoring initiatives across the region to track trends over time and inform water sustainability planning.

Westerne Heights water supply system accesses groundwater from a sand and gravel aquifer within the Little Qualicum River water region.

