



UTILITY ADMINISTRATION

...What they don't teach you

October 2018

Introduction to Regional District

- ❑ Central Vancouver Island
- ❑ Large Regional District
- ❑ Nine small water systems



Role of Small Water Utility

- Provide safe drinking water
- Provide potable water for sanitation purposes
- Provide water for fire suppression
- Prevent unnecessary loss of stored water
- Restore integrity of water system a.s.a.p. after break/loss
- Maintain integrity and quality of supply



Aspects of Utility Administration

- OPERATIONAL
- FINANCIAL
- LEGAL
- ETHICAL
- TRANSPARENCY

= SUCCESS!



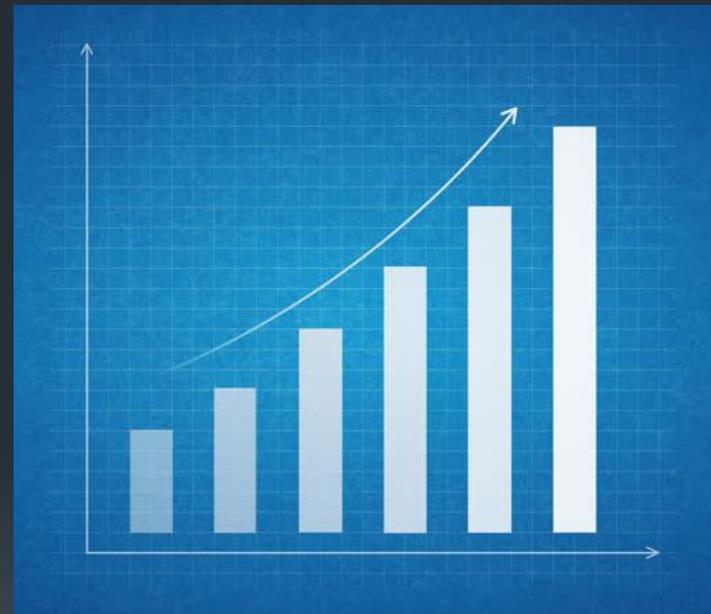
Operational Aspects



- Communication = Less Confrontation
- Be positive (DO this vs. DON'T do this)
- Work with agencies: RDN, MOTI, Island Health, Mainroad Contr.
- Open door policy, published phone #, website
- Consistency within utility, i.e. policies for hookup, developers, etc.
- Record keeping – Log complaints, track billing history

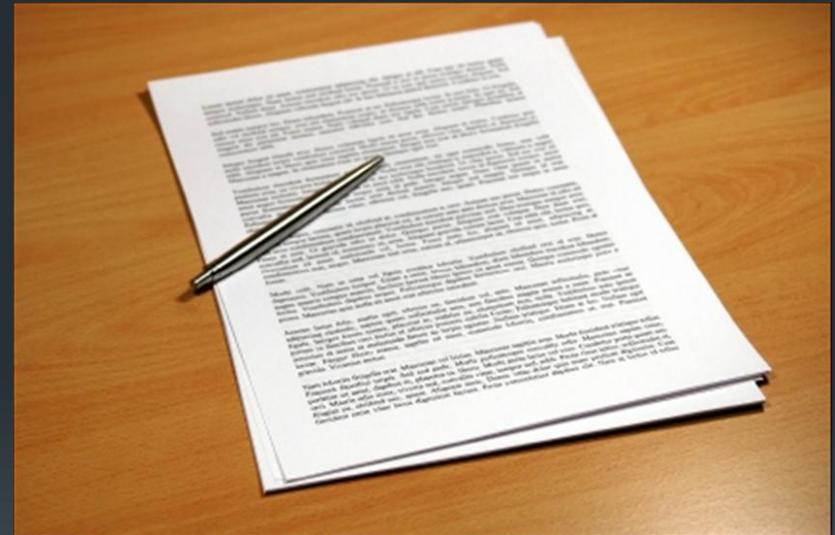
Financial Aspects

- Full cost recovery
- Reserve money for upgrades
- Quantify losses
- Auditable



Legal Aspects

- Water license, water rights
- Easements, right of ways
- Agreements, leases
- Bylaws, policies
- Civil and criminal liability



Ethical Aspects

- Free water?
- Theft
- Grandfathering
- Is it fair? Is it reasonable?
- Seek professional opinion



Transparency

- Educate your customers
- Place test results on website
- Share good news and bad
- Build trust
- Prepare handouts
- Offer tours



SUCCESS!

- Community confidence
- Keep the peace
- Fewer complaints
- Attract investors
- Attract employees





THE END

Thank you!

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