

Sandwich Waterworks Conversion Project Update

August 2018

The Comox Valley Regional District has been operating and managing the Sandwich Water Local Service Area since December 31, 2016 but there is still some work left to do before Sandwich is connected to the Comox Valley Water System.

System Modifications

A contract has been awarded to Knappett Industries Ltd. to complete the system modifications, including installation of a watermain from Veterans Memorial Parkway, along Wentworth Road and connecting to the existing watermain on the Island Highway. Work is scheduled to begin in August.

Some traffic delays are expected during construction. Residents that will be directly impacted by construction will be provided additional information in the coming months.

Once the system modifications are complete, residents of Sandwich will be permanently connected to the Comox Valley Water System.

Want to be notified immediately about water disruptions?

Please visit:

www.comoxvalleyrd.ca/getnotified

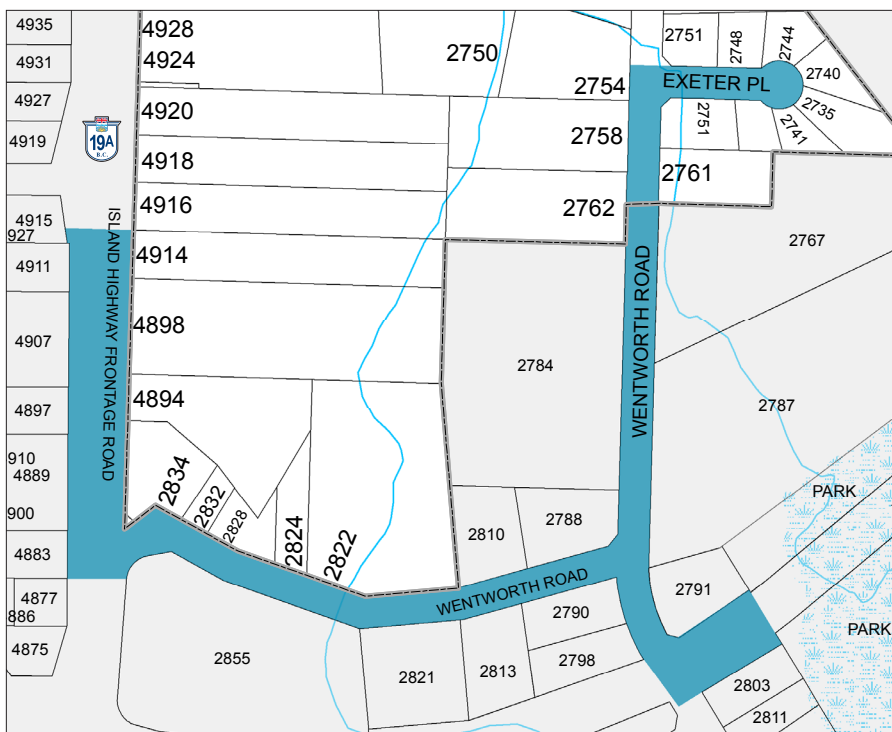
to register for notifications to your cell phone or land line.

Upon registering please check the following lists:

- ☒ Electoral Area C
- ☒ Sandwich Water System

Need help? Phone **250-334-6057** for support with registration.

Map of Construction Area



Mock Billing for the Sandwich Water System

The installation of water meters in Sandwich is complete. To provide customers with an opportunity to better understand their water consumption, the CVRD has implemented a mock billing period until April 2019 prior to providing metered water bills to customers. There will be three mock billing periods – April to July (four months), August to November (four months) and December to March (four months). Mock bills will detail your consumption and the associated metered rates that you would be required to pay. More information on water consumption and the mock billing process is provided on the back side of this newsletter.

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Water Consumption

The billing rates for metered water consumption are based on establishing the essential water use for a typical household. This amount is defined as 480 litres per day per household (see table below for breakdown). If your household stays within these guidelines, you will probably not exceed the minimum monthly flat fee.

Your metered water consumption is measured in cubic meters – 1 cubic meter equals 1000 litres.

It is important to note that outdoor water use is not accounted for in this typical household use amount. Summertime outdoor water use can add up very quickly, and lawn irrigation is often the single largest residential water use. As such, efficient summertime use of water for lawns and gardens will help to keep your bills lower.

For more information on indoor and outdoor water saving tips, please visit our website at www.comoxvalleyrd.ca or consult an irrigation professional for outdoor specific water saving advice.

TYPICAL HOUSEHOLD DAILY WATER USE	DETAILED DESCRIPTION	LITRES PER DAY
DRINKING WATER	-	5
FOOD PREPARATION	-	25
TOILET FLUSHING	10 flushes with standard flow (14L toilet)	140
DAILY SHOWERING/BATHING	About 20 min of daily showering (at 7.5L/min)	150
WASHING/BRUSHING TEETH	About 5 min of faucet water (at 7.5L/min)	40
DISHWATER	2 daily 4 gallon cycles w/energy star appliance	30
WASHING CLOTHES	1 large load per day w/high efficiency 90L machine	90
TOTAL		480

Mock Water Bills: A Learning Process

The mock billing period will provide a valuable learning opportunity for you – our water users, as well as for us – your water service provider.

During the mock billing period, you will be able to see how your water bill will change through all seasons of the year and to better understand how your water use will affect your water bill. This will give you time to modify your water use or make any repairs, if necessary, prior to receiving metered water bills.

The water rates meet the CVRD's objective of providing affordable water, promoting water conservation and ensuring revenue requirements. The rates we charge are intended to cover costs involved in the treatment and distribution of water.

The CVRD does not profit from water bill revenues and collects only the revenue required to operate the service.

Thank you for your understanding as we transition into this new system!

Did You Know?

- The Comox Valley's water consumption often triples during summer months! Use outdoor water efficiently during the summer to help keep your water bills lower.
- Leaky valves and toilets are the largest in-house water wasters. Repairing a leaky toilet could save you \$100 per year.

Got a Leak?

A leak outside your property line is the responsibility of the CVRD to repair, however a leak on your property is your responsibility. A rebate process exists for certain instances when water leaks have resulted in unduly high water bills.

Contact Us:

For questions regarding your water bill:
CVRD Financial Service Branch

(250) 334-6033

For more information, please email utilities@comoxvalleyrd.ca
or visit our website: www.comoxvalleyrd.ca

