

# INTEGRATED WATER PROJECT PHASE 1



## Kelowna Integrated Water Supply Plan

---

Bringing clean drinking water to Southeast Kelowna and a sustainable water supply to South Mission agriculture.

## General project inquiries

---

**Water Integration Office**  
City of Kelowna  
250-469-8561  
[integratedwater@kelowna.ca](mailto:integratedwater@kelowna.ca)

## Billing inquiries

---

**Utility Billing Office**  
City of Kelowna  
250-469-8757  
[utilitybilling@kelowna.ca](mailto:utilitybilling@kelowna.ca)

## SEKID service area updates

Kelowna Integrated Water Phase 1 has separated agricultural and domestic water systems in Southeast Kelowna and delivers a sustainable water supply to agriculture in the South Mission. The project brought clean drinking water to about 2,000 households and met Interior Health's 2025 clean drinking water mandate almost 10 years earlier than planned in Southeast Kelowna. This is the first phase of the City's vision to see a city-wide integrated water system. This newsletter details recent rates changes, service updates and other information you should know about.

### Utility Bylaw update, 2021 water rates & project fees

On Nov. 9, Council approved an amendment to the City Water Regulation Bylaw. The new Bylaw includes the 2021 Water Utility rates which were approved in two earlier reports to council: June 15 and Sept. 28, 2020.

The Bylaw also includes several edits and amendments to reflect the City's ownership and operation of the non-potable water system formerly owned and operated by the South East Kelowna Irrigation District (SEKID).

See the full bylaw and the 2021 water rate schedule at [Kelowna.ca/waterrates](https://kelowna.ca/waterrates)

On Oct. 19, Council also agreed to increase the project fee to \$40 per month for former SEKID customers from \$32 per month through 2021. For most customers, the project fee seen on the utility bill will be replaced by a local area service (LAS) fee, paid through property tax, in 2022.

This fee will apply to all properties inside the project area. The project area includes all properties with a fronting potable watermain inside the legacy SEKID service boundary, with or without potable water service.



Sign up for e-updates at  
[kelowna.ca/water](https://kelowna.ca/water)

## Water project update

The Emil Anderson Construction contract reached substantial completion this past June, including:

- 82 km of domestic transmission and distribution water mains
- Upgrades to 3 existing pump stations
- 1 new pump station
- 3 new reservoirs
- 12 new pressure reducing stations
- 819 new water services



174 small irrigation services were also installed for eligible properties. This was an excellent response rate to the small irrigation service program which wrapped up October 1. Those still needing to switch their irrigation systems over to their new irrigation service are strongly encouraged to do this prior to 2021 irrigation season to save costs on potable water. Properties that already had access to non-potable water are also strongly encouraged to switch all their outdoor use over to their non-potable irrigation service in order to reduce consumption of potable water.

## Water meters & conservation

Over the next five years, the City utility will be upgrading its water meter program. This includes installing water meters in Southeast Kelowna (former SEKID customers) as well as equipping new and existing meters with advanced metering infrastructure (AMI). This technology helps you understand your water usage, eliminates manual reading (less people at your home), and provides more tools for water conservation.

So far, over 2,000 meters have been installed throughout Southeast Kelowna with completion targeted by the end of 2020. If you are contacted to make an in-home appointment, please accommodate our installation team. All necessary COVID-19 preventative procedures are in place to ensure your safety.

### Eye-On-Water App and leak identifications

The City has launched EyeOnWater, a secure app, that works with the AMI meters and offers you the ability to detect water leaks and review your daily water usage.

The app allows you to set up your own customized alerts (via text or email) in the event you have unexpected continuous water flowing for more than 24 hours – which can prevent costly water bills.

In the event of a significant leak (>100L/hour), you can request City assistance with leak detection by filling out a Service Request (SR) on the City of Kelowna website or contact [watersmart@kelowna.ca](mailto:watersmart@kelowna.ca). This service is free of charge

You will be notified when your meter is fully activated and once you are eligible to enroll for Eye On Water. Instructions on how to enroll and use the app are listed on our City webpage at [kelowna.ca/watermeters](http://kelowna.ca/watermeters).

The rate will be more than the rate for those with farm status, but less than the cost of domestic water.

Domestic water rates will be the same across the City Utility. Homes or residences on farm properties will pay a domestic water rate for domestic use.

The new rates and rate structure will take effect in January 1, 2021. Until then, the existing rates and rate structure will apply.



## Agriculture irrigation system turn-off and automatic updates

All agricultural irrigation and small residential irrigation services have been turned off and final meter reads have been taken. Property owners are responsible for blowing out their services and making sure that it is done downstream of the water meter with the appropriate valves closed upstream of the blowout. The system turn-off is a service that the City Utility will retain and enhance.

The City aims to replace all agricultural meters and equip them with remote transmitters in 2021. This will allow agricultural properties to monitor their water use, much like the Eye On Water application for residential meters. Please sign up for our Agricultural e-bulletin for important updates about the non-potable irrigation system.

## Getting your on-site potable water connections completed

There are a number of properties that have been provided a new potable water source, but still require on-site plumbing to connect to the new service. If you have not already done so, it is critical to apply for the necessary plumbing permits and complete the work as soon as possible. The non-potable system has been designated as an unsuitable drinking water source and is on a mandatory, permanent Boil Water Notice year round.

For those properties that are still affected by the boil water notice, potable water fill-up service at the old SEKID office remains in place and will be maintained throughout the winter season. If you're using the fill-up service, please bring your own clean container for filling.



Sign up for e-updates at  
[kelowna.ca/water](https://kelowna.ca/water)