

CHERRY CREEK WATERWORKS DISTRICT

FALL 2019 NEWSLETTER

"AT CHERRY CREEK WATERWORKS DISTRICT, WE ARE COMMITTED TO PROVIDING SAFE, HIGH QUALITY WATER SERVICES TO OUR COMMUNITY, WHILE MAINTAINING A STANDARD OF EXCELLENCE IN CUSTOMER SERVICE AND ENVIRONMENTAL CONSERVATION"

WATERWORKS OFFICE HOURS

Monday to Friday

9:30 am to 1:30 pm

Phone: 250-723-2214

E-mail: ccww@shaw.ca

Website: www.cherrycreekwater.com

Emergency After Hours- Water Main Breaks: 250-724-2114.



CHERRY CREEK WATERWORKS DISTRICT ALERTS

Subscribing to the website alerts; you will receive any updated alerts through email and/or text message. www.cherrycreekwater.com

BILL PAYMENT OPTIONS

- ✓ Cheque, cash or debit is accepted at the office
- ✓ After hours payments can be dropped in the mail slot outside the main door.
- ✓ Online payments can be made through your financial institution.
- ✓ *Don't miss a payment—postdated cheques can be left at the office or set up as a recurring quarterly payment through your financial institution on-line.*
- ✓ *Water Tolls are due quarterly Mar 31st, June 30th, Sept 30th and Dec 31st*

CHRISTMAS OFFICE CLOSURE

The Waterworks District office Christmas season hours will be as follows:

CLOSED Monday Dec 23rd to Friday Dec 27th

OPEN Monday Dec 30th & 31st 9:30 am to 1:30 pm

CLOSED Wednesday January 1st

Regular office hours resume on Thursday Jan 2nd, 2020

WATER TOLLS OVERAGE CHARGES

Due to environmental changes and to encourage water conservation, water toll overage charges will be increased from twenty-five (25) cents to fifty (50) cents per cubic meter over the threshold of 100 m3 on January 1, 2020

NEW OFFICE UTILITY BILLING PROGRAM

The office staff is currently transferring all customer data to our new utility billing program (A-MAIS). During this process it may be necessary to close the office sometime in November or December. You will be notified through the website alerts.

ETONE ROAD TO HORNE LAKE ROAD WATERMAIN REPLACEMENT PROJECT COMPLETE!

The watermain replacement project is finished! We thank the residents for their cooperation and patience during this important project.

MAINTENANCE

Much appreciation to our contractors working together to keep the Cherry Creek Waterworks District "Water Supply and Distribution System" maintained and running smoothly.

WATER METER BOXES – Thank you to the customers for keeping the water meter boxes clear of any items such as vegetation, hedges or rocks. The clearing is helpful for the meter readers, water operators and contractors.

ADDRESS SIGNS-ALBERNI VALLEY LIONS CLUB

The meter readers noticed many properties do not have visible/readable address signs. Address signs are very beneficial for fire call response time. To purchase a reflective address sign please call Rob at (250) 724-0558

IF YOU BURN, BURN IT RIGHT!

- Burn small, hot and controlled fires with good air ventilation
- Do not burn wood material laden with salt
- Don't burn when the smoke won't dissipate from the area, such as on cold, clear and calm nights
- Make sure any materials to be burned are well cured, dry, free of soils, and not green Burn hot, burn clean
- For more information on backyard burning visit the BC Air Quality website or call the Ministry of Environment-Provincial toll free -1888-281-2992

ROAD MAINTENANCE WITHIN CHERRY CREEK

Did you know Cherry Creek's roads are maintained by Mainroad Contracting? To report dangerous road conditions (flooding, snow/ice, potholes, fallen trees, road debris, etc.) or to request removal of an animal carcass, call Mainroad Contracting's 24-hour hotline at 1-877-215-6006.

See reverse to update your contact information.....

Cherry Creek Waterworks District is updating our customer profiles. Please fill out the following and return to the office drop box, or email your current contact information to: ccww@shaw.ca

Account Information Update

Full Name

Account #

Service Address

Billing Address (if different that service address)

Best Contact Phone #

Email address