



## THEME 1: BMID'S TRACK RECORD

For decades, we have worked hard to ensure high-quality drinking water continues to flow to your taps.

### Supporting Messages:

- ✓ Safe and reliable water is necessary for the health of local communities and the economy.
- ✓ Revenue from water rates covers water treatment and distribution costs, as well as the costs of maintaining and replacing essential infrastructure.
- ✓ Planning for infrastructure maintenance and renewal means fewer service disruptions and unexpected capital expenses. This is fundamental for businesses and local communities.

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### Proof Points

- ◆ We have provided water services to residents and businesses in the Central Okanagan Regional District for almost 100 years.
- ◆ We provide safe and reliable water services to approximately 22,500 people and 334 businesses, and to irrigate over 8,000 acres of land.
- ◆ With only 17 employees, BMID owns and manages water infrastructure and assets worth close to \$123 million. Underground pipes represent 88% of this value.
- ◆ Revenues from water bills are used to cover all aspects of water service, from pipes and reservoirs, to treatment costs and energy used to distribute water to residents and business, to testing water to ensure it meets high standards.
- ◆ Large capital projects expected over the next 25 years include completing a new ultra-violet disinfection facility, expanding reservoirs and improving dams, expanding the existing treatment plant, and upgrading groundwater wells in the Scotty Creek area.
- ◆ Over the next 25 years, we need to spend an average of \$3.3 million per year to replace existing infrastructure as it ages and wears. Planning over a long timeframe is important to avoid unfairly burdening future generations with high costs and deteriorating infrastructure.



## THEME 2: CHALLENGES (I.E. DRIVERS FOR RATE CHANGES)

To improve fairness and give customers more control over their costs, we need a different approach to the way water is paid for in our community.

### Supporting Messages:

- ✓ The cost of providing water services to different types of customers varies. The new rate system ensures customers pay rates that cover the cost of the services they receive, so others don't have to pay more than their fair share.
- ✓ A simplified rate structure will better align BMID service costs with neighbouring communities and provide businesses and individuals with more certainty over the cost of their water services.
- ✓ Gradually introducing water meters to the community will allow customers to be transitioned to more equitable charges based on the actual amount of water used. Residents and businesses will pay less if they use less.

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### Proof Points

- ◆ 35 different water rate categories have been consolidated into 7 to make bills simpler and more transparent for customers, and to make life easier for BMID staff.
- ◆ The new rate structure improves fairness by adjusting rates so they are closer to the actual cost of water services provided to different customer categories.
- ◆ Over the next few years, we plan to meter and bill all customers by how much water they use to further improve fairness, and encourage water conservation and awareness.
- ◆ Many BMID customers already have meters: 100% of agricultural accounts, 76% of commercial accounts, 63% of multi-family residential accounts, and 16% of single-family residential accounts.
- ◆ Approximately 72% of Canadian homes are metered and pay based on how much water they use, and this number is on the rise (Environment Canada, 2011).
- ◆ Other communities in the region that charge for water based on volumes used include the Glenmore-Ellison Improvement District, the District of Coldstream, those served by Rutland Waterworks and the Regional District of Central Okanagan, as well as the cities of Kelowna, Penticton, and Vernon.
- ◆ When meters are implemented, residents can save water and money by using efficient watering practices for lawns and gardens, installing low-flow toilets and showerheads, and using high efficiency washing machines. Other tips can be found on the *Make Water Work* website: <http://www.makewaterwork.ca/>



### THEME 3: COMMUNITY BENEFITS

**The new rate structure encourages efficient use of water, which benefits our communities and environment, and saves you money in the long run.**

#### Supporting Messages:

- ✓ Transitioning customers to metered accounts and charges based on water use encourages efficient use of water. It creates a financial incentive for residents and businesses to use less water.
- ✓ Using less water often means that expensive infrastructure upgrades can be downsized, deferred, or avoided, saving everyone money and keeping rates low in the long run.
- ✓ Conserving water means more is available to support the natural environment and sustain local ecosystems.
- ✓ Improving water efficiency will improve our ability to cope with drought and climate change impacts.

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#### Proof Points

- ◆ BMID customers who live in single-family residences use an estimated 591 litres of water per person every day. This is more than double the national average for metered communities of 229 litres per person per day (Environment Canada, 2011).
- ◆ Arid and hot summers in the BC interior do not fully account for the high consumption level of single-family residences served by BMID.
- ◆ Using water more efficiently is the most inexpensive way to make our supplies more sustainable, and it keeps your rates lower over time.
- ◆ Since infrastructure needs to be built to withstand ‘peak’ demand in the short summer season, even modest reductions in summer water use can help reduce water infrastructure costs.
- ◆ 93% of British Columbians agree that fresh water is vitally important to health and well-being in their regions (Real Estate Foundation of British Columbia, 2014). We all need to do our part to conserve it.
- ◆ Better management of water consumption will improve our chances of success in obtaining senior government funding support for major capital projects.
- ◆ Installation of meters in communities typically results in a reduction in water use of 10-30% (AWE, 2010).



**THEME 4: AFFORDABILITY**

The water provided by BMID continues to be affordable and one of the best values available.

**Supporting Messages:**

- ✓ Our water rates continue to be lower than those in many nearby communities.
- ✓ Rates are set so that we pay for our portion of water services and avoid passing on unfair debts to future generations.
- ✓ Our water services will remain affordable for residents and families, and help maintain a competitive environment for doing business.
- ✓ When compared to the cost of staple consumer goods, like electricity and telephone services, water is an outstanding value.

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**Proof Points**

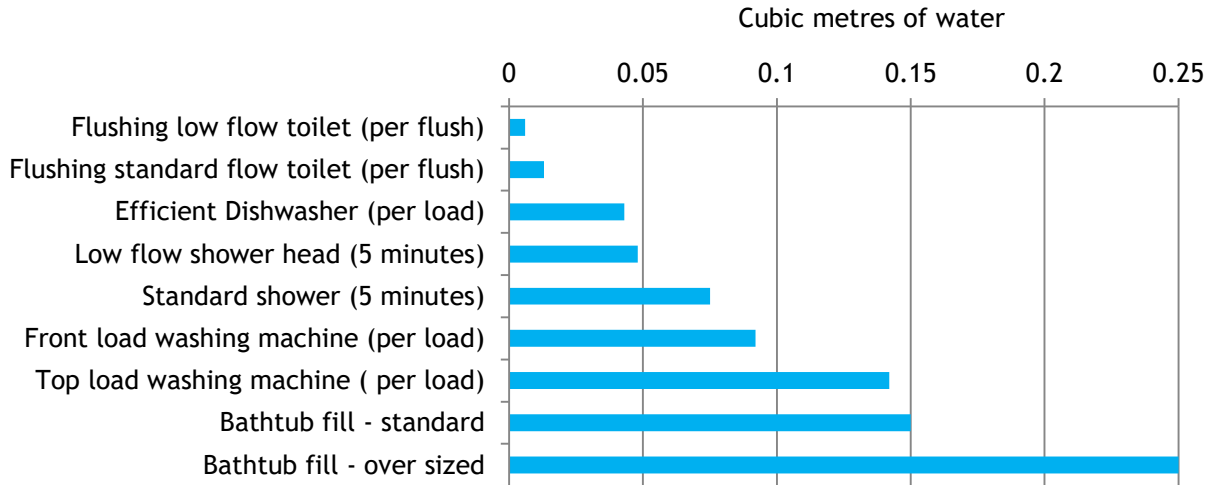
- ◆ Our water is collected in a high elevation reservoir and travels nearly 200 kilometers from the Scotty and Mission Creek watersheds through a complex series of drinking water reservoirs, tunnels, pipes, and treatment systems to the taps of BMID's 22,500 customers.
- ◆ Water bill payments are used to ensure high quality, reliable water is available 24 hours a day, 7 days a week.
- ◆ BMID customers and Canadian households on the whole spend a much smaller proportion of household income on water services compared to most other parts of the world (OECD, 2010).
- ◆ Our finite supply of water must be sustainable to provide water for the future. Our new rate structure will help us all use water more wisely and create a more secure and cost-effective water supply for our community.



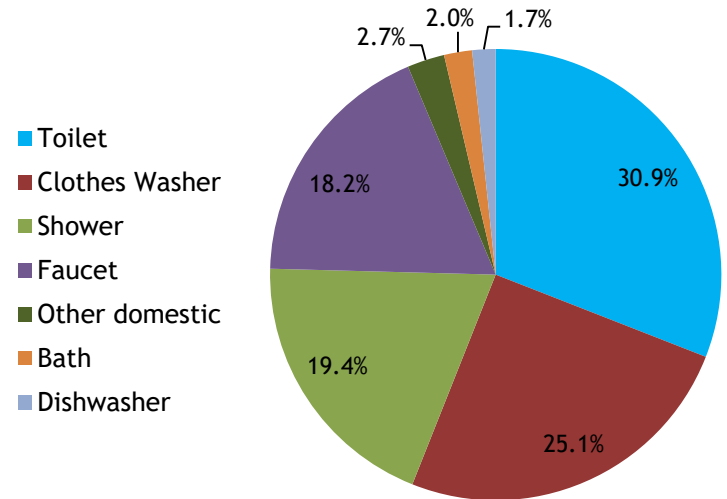
## Appendix 1: Water Consumption Fact Sheet

The following figures shows typical household water use and also help illustrate the potential impact of leaky appliances.

**Figure 1: Typical Household Uses of Water**



**Figure 2: Typical Daily Distribution of Water Use Per Person**



## Appendix 2: Water Volume Measures

The pictures help illustrate how much water is represented by common units of measure.

### The Cubic Meter

1,000 Litres = 1 cubic meter (m<sup>3</sup>)



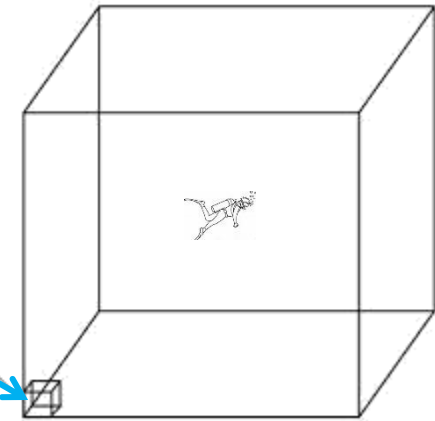
These 5 rain barrels add up to about a cubic meter



Five bath tubs full of water is about equal to a cubic meter.

### One Megalitre

1,000 cubic meters



#### Olympic Size Pool

2.5 ML = 2,500 m<sup>3</sup> or 2.5 million Litres

