

Municipal Water Infrastructure Upgrade Frequently Asked Questions

I heard that Harrison Hot Springs received a grant to upgrade our municipal water services; can you tell me what this grant is all about?

The Village was awarded a Clean Water & Wastewater Fund Grant from the Federal and Provincial governments to provide much needed infrastructure improvements to the municipal water system. This 3 million + project will be cost shared between the Federal, Provincial and Municipal governments.

When is this project expected to start/finish?

The Village will be starting this project as soon as possible. Expect construction activities this summer.

Will this initiative impact all residents within the Village?

Yes, this project will see multiple infrastructure improvements which include:

- Replacement of the above-ground reservoir water supply and return lines. These pipes connect the water treatment plant to the Village water storage reservoir.
- The water distribution system will be expanded to include more residential neighbourhoods. Please see the Water Distribution Map for a comprehensive list of properties.
- New water mains will provide municipal water to approximately 100 homes, improving the economy of scale for the entire system.

Why do the supply and return lines need to be upgraded?

Currently, this infrastructure is vulnerable to natural disasters. These lines are currently above ground and do not meet seismic standards which makes them vulnerable to damage in the event of a large earthquake.



**Water Treatment Plant
Upgraded in 2014**



Water Supply & Return Lines



**Water Storage Reservoir
Upgraded in 2013**

How do we know this infrastructure needs replacement?

The 2015 Water Master Plan, undertaken by CTQ Consultants Inc., identified necessary upgrades to the Village water system.

**The following information is directed to the property owners
who will transition to the new municipal water system**

Where are the new water lines going?

Properties in the following areas will receive access to this improved municipal water system.

- Pine Avenue
- Lakberg Crescent
- Diamond Street
- Emerald Avenue
- Angus Estates

If I am one of these property owners, how will this impact me?

Once the ability to connect to the water system is available, it is mandatory for property owners to make application to connect to the Village water system within one year of the water main extension project. The connection fee for this municipal water system is \$1,575 to provide you and your family with access to clean, safe, potable water.

When can I pay for the water connection fee?

If you would like to have access to municipal water as soon as it's available, you may make application and pay the required connection fee of \$1575 at any time.

What do I do if I'm not able to pay for this service in one lump sum payment or perhaps I'm not able to pay by March 31, 2018, the anticipated completion date?

The Village will be offering a monthly payment plan, available in June 2017, which can be extended until one year past this project completion date.

How much will the monthly payment plan cost?

This will depend on when you sign-up for the payment plan and the duration of your payments. Please contact the Village Office if you're interested in the payment plan option.

When will this water service be accessible?

If you have paid your connection fee (\$1575), completed the application to connect to the Village water system and have received approval from the Village Office, then you will be eligible to work with a general contractor to connect your household water line to the municipal water supply. The earliest anticipated connection date is scheduled for April 1, 2018.

Will the Village hook this service directly up to my household water line?

No, the Village provides property owners with access to municipal water at the property line. Property owners will be required to hire a contractor who can connect household water lines to the municipal water system, upon Village approval.

Is connection to this water system mandatory?

Yes, property owners will be required to connect to this municipal water system within one year of the project completion date.

What will happen if I choose not to pay for this water system?

If the property owner does not connect within one year of the project completion date, all applicable fees for the water service will be applied against that property's tax bill.

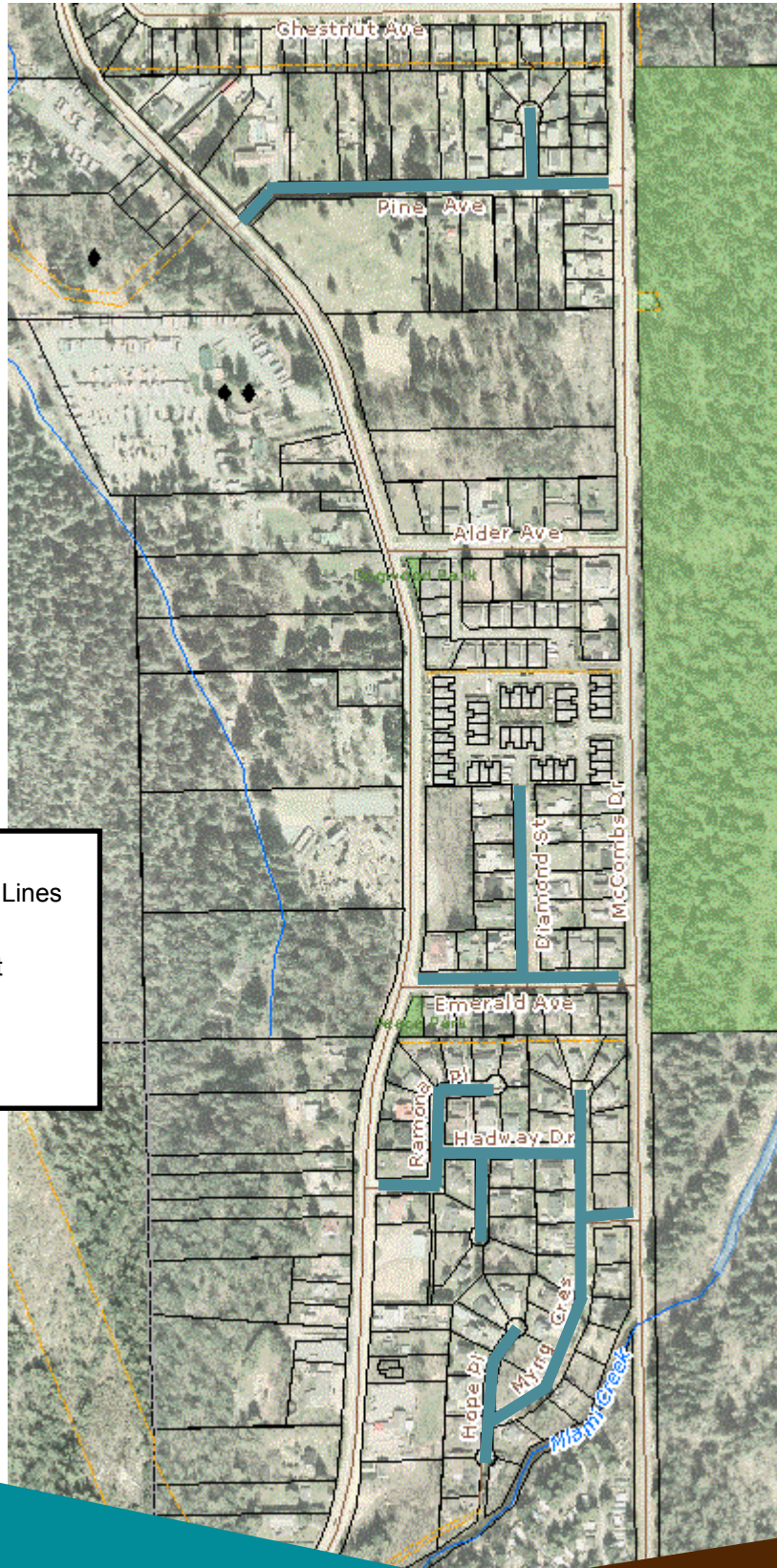
Now what do I do with my well?

The Village has a bylaw which regulates well closure on properties connected to the Village water system. The well must be decommissioned unless the property owner makes application to the Village for non-domestic use. Please contact the Village Office or visit our website for more information.

Who do I contact if I still have questions about this project?

Please contact the Village Office, at 604-796-2171 or info@harrisonhotsprings.ca. We would be happy to talk to you.

Water Distribution Map



Legend

- New Water Distribution Lines
- Pine Avenue
- Lakberg Crescent
- Diamond Street
- Emerald Avenue
- Angus Estates