

2026 Drinking Water Rates

\$1,646 Single Family Dwelling

\$259 Parcel Tax

\$1,905 Total water utility cost per year,
a 1.7% increase from 2025



Regulatory Reporting and Meeting Provincial (i.e. Interior Health) and Federal Drinking

Meter reading, water conservation education programs, public information, customer communications

Billing, grant applications, water licencing, bylaw amendments, public consultation, capital project planning, new development/ water service requests

Water treatment operations and maintenance, testing and monitoring, distribution system maintenance, service repair and installations, cross connection control

Financial planning and asset renewal, infrastructure records tracking and maintenance, risk and criticality assessments for distribution systems, water science and engineering

Notifications Service

The Regional District is using Voyent Alert! Service for both water system and emergency related notifications. Sign up for FREE to receive important information on your water system via text, email, or phone call by visiting <https://voyent-alert.com/community/#registration> and clicking on the link provided, or installing the Mobile App Voyent Alert! from the App Store or Google Play.

If you are signed up for Voyent please ensure your location is set to within the water system you wish to receive notifications for.

Contact Us

For billing inquiries:

250.352.1584 or 1.833.223.2662

WaterFinance@rdck.bc.ca

For water system emergencies 24/7:

250.352.1504

General RDCK water system inquiries:

1.800.268.7325 (ext. 8161) or 250.352.8161

WaterContact@rdck.bc.ca

For current water advisories, water conservation tips, the RDCK water bylaw and more: www.rdck.ca/water



rdck.ca

Phone: 250.352.6665 | Email: info@rdck.bc.ca

Toll Free: 1.800.268.7325 (BC)



2026 Water System Information Woodland Heights



rdck.ca

What it takes to deliver safe drinking water to your tap



New well site

System News

No capital upgrades are planned for 2026. a new well was drilled in 2021 and new chlorine contact tanks installed in 2022. The new well may offer additional capacity should it be required in the future. There were no Warning Tickets and/or Fines issued in the system in 2025. No capital projects were completed in 2025. High water demand in the summer months has resulted in emergency restrictions being issued in the past, please be mindful of water use in summer months and follow the prescribed watering times.

Operations Highlights

- Regular annual distribution system flushing was completed

About Your Water System

The Woodland Heights water system (Electoral Area F) services 22 active connections. The system was initially constructed in 1979, with a second phase of construction completed between 1994 and 1997. The system was converted to a RDCK service in 2011. Woodland Heights derives its source water from a groundwater well. In 2014, the water system continued to receive periodic sample results indicating the presence of total coliform bacteria. In September 2020, permanent chlorination disinfection treatment was installed to replace the temporary chlorinator originally implemented. A new building was constructed to house the treatment system, which includes a series of contact tanks and a chlorine analyser to monitor free chlorine residual. The system includes a 154,700 liter concrete reservoir, with an assessed lifespan of approximately 50 years.

Total volume consumed in 2025 was 12,131 m³

Water Events

There were no water quality events in 2025.

Water Quality Testing

RDCK conducts routine water quality testing in accordance with the Drinking Water Protection Act under the oversight of the Interior Health Authority to ensure drinking water meets the health-based parameters outlined in Health Canada's Guide lines for Canadian Drinking Water Quality.

Water quality is good



Your water conservation efforts, such as xeriscaping, help prevent water shortages!

Water Conservation

Water conservation helps to protect and preserve our drinking water sources and ensure they are sustainable into the future. By lowering water demand, communities can mitigate the cost of water system operations and maintenance, and extend the life of their existing infrastructure.

From June 1 to September 30, Stage 1 measures go into effect every year regardless of seasonal weather patterns. The RDCK may, upon notification, impose further water conservation measures (Stages 2-4) as necessary.

Ways to reduce your water use

- Drip irrigation
- Rain harvesting
- Grass alternatives/Xeriscaping
- Low-flow shower heads
- Dual-flush toilets
- Front load wash machines
- Water wise tooth brushing/hand washing