



ALTO UTILITIES LTD.

“Water...as nature intended”

ALTO UTILITIES

Welcome to Alto Utilities Ltd., a privately-owned, publicly-regulated water utility. Here are a few things you need to know about your water service:

1. Your water is untreated groundwater from two deep wells located on Lodge Road at the base of the hill upon which your subdivision is situated. You will pass by our pumphouse on the way up Lodge Road from Lake Country. These wells fill four reservoirs situated in and above the subdivision which gravity feeds the system through a series of mains.
2. As is the case throughout the Okanagan, the water has a high mineral content and is therefore considered “hard”. In our last analysis, our “degree of hardness” was measured at 341 ppm. This may result in mineral deposits in household appliances and pipes.
3. Our system is tested for bacteriological organisms on a weekly basis in accordance with our Water Quality Monitoring Program (WQMP) and the results are reported to the Interior Health Authority. In over 50 years of providing water service to the area, we have never had a Boil Water Advisory and have kept the water chemical and bacteria free.
4. The Utility owns all waterworks up to and including the stopcock (shut-off valve) at or near your property line. All waterworks from the stopcock to the home (with the exception of water meters, if applicable) belong to the property owners. It is the property owner’s responsibility to ensure the system stopcock at the property line remains visible and accessible to the Utility at all times. Do not landscape over the stopcock. If you are unable to locate your stopcock, please contact our office and we can advise most property owners the approximate location. Homeowners are responsible for all costs if Utility personnel must locate or repair the stopcock.
5. If you have a fire hydrant on or near your property, please note that the fire department requires a 1-metre radius of level, clear access to the hydrant to ensure rapid response in the event of an emergency in your area. Landscaping materials should not slope toward, nor overgrow, the hydrant. Snow should be kept clear. Hydrants are serviced regularly and special attention is paid to the issue of accessibility.
6. Rights of way exist throughout the system to allow the Utility access to its waterworks (mains, valves, etc.). Property owners who choose to landscape over the Utility Right of Way do so at their own risk. If the Utility requires access to the underground works in the right of way, landscaping may not be replaced. Landscaping, such as trees, can damage underground services.
7. Invoices are issued semi-annually on the first day of April and October and are due and payable on receipt. Accounts that are not paid by the end of the month issued are subject financing charges of 2% per month. Payment can be made on-line at your own financial institution, or by e-transfer, cheque or money order.
8. We communicate with our customers about important system events that may impact service through our website (www.altoutilities.com). We may also post notices on our pumphouse notice board. In the unlikely event of a water emergency (ie. A Water Quality Advisor or Boil Water Notice), we may attempt to contact you by phone (**please provide us with your new phone number** to do so), we will issue an announcement on the radio, and a sign will go up at our Lodge Road pumphouse.
9. Watering restrictions are in place from April 1st to September 30th. Irrigation should be limited to two times per week. Unless otherwise notified, even numbered houses (addresses ending in 0, 2, 4, 6, 8) water on even numbered days. Odd numbered houses (addresses ending in 1, 3, 5, 7, 9) water on odd numbered days. No watering is allowed between 11 am and 7 pm. Hand-watering is allowed at any time provided the nozzle is actively handheld. With the exception of hand-watering, there is no outside watering allowed between October 1st and March 31st. Detailed watering notices will posted on Alto’s website.
10. All legal suites are subject to an additional charge of 50% of the Single Family Equivalent rate and must be registered with the utility. We recommend you retain this notice for future reference, particularly as it contains our emergency phone number. If you have any questions or concerns, we are pleased to hear from you at our office.