



City of West Kelowna
2760 Cameron Road, West Kelowna, British Columbia V1Z 2T6
Tel (778)797.1000 Fax (778)797.1001

IMPORTANT NOTICE – ACTION REQUIRED

Dear Agricultural Customer,

Backflow Prevention Required – Maintaining a Safe Drinking Water Supply:

The City of West Kelowna, in accordance with Interior Health Regulations, and the City of West Kelowna's Water Regulation Bylaw No.274 (adopted July 13, 2021) now requires all Agricultural Water Connections to install and maintain a testable backflow prevention device. The backflow prevention device will reduce the risks of a back pressure event or a contamination of the community water distribution system.

As an agriculture customer that may not have backflow prevention installed, you are required to install the backflow prevention device by the start of the irrigation season (spring) 2024. To avoid any potential service interruptions, please have the newly installed device tested and results submitted to the City prior to the spring 2024 deadline. Thereafter, test reports must be submitted to the Cross Connection Coordinator on an annual basis. Agriculture water will not be turned on without meeting this requirement.

For more information on the Cross Connection Program please see our website at:

www.westkelownacity.ca/crossconnection or **contact the Cross Connection Coordinator at 778-797-2280.**

Damaged Water Meters:

If an agricultural water meter is damaged, has failed, or is deemed inoperable, the parcel owner must repair or replace the water meter, submit the new serial number, and radio ID information to the City of West Kelowna Utilities Division of Public Works (contact information below). Utilities will send you a letter informing you there is a malfunctioning meter that requires replacement and will outline timelines.

Previously, the parcel owner's responsibility started at the downstream ball valve, after the water meter. However, the Water Regulation Bylaw requires that the parcel owner is responsible for safekeeping, maintaining, and repairing all fixtures, including water meters, from the City's service connection at the curb stop. This change adapts to the growing demand for service connections and applies to all Industrial, Commercial, Institutional and Agricultural customers.

Agricultural Irrigation Season:

As per the City's Water Regulation Bylaw, the irrigation season starts on or about April 1st and ends on or about October 1st. Extensions for early turn on, or late turn off must be submitted one week prior to the on/off date. On/off charges \$75.00 each will apply if the City is required to extend beyond these dates without the extension approval.

Please do not hesitate to contact us with any questions.

West Kelowna Public Works – Utilities Division

778-797-2246

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