

SION IMPROVEMENT DISTRICT

Box 760

6140 Community Centre Rd

Grand Forks, BC V0H 1H0

Ph: (250) 442-8252 Email: sionwatergf@outlook.com

To All Property Owners

Dec31/14

We would like to introduce ourselves as Cassandra Thomas and Heather Smith in the SION Administration Office. We are replacing Steve Babakaiff who has recently retired. Darryll Hunt is our full time Water Bailiff having taken over from Wallace Degrousoff who also retired a few months ago. Darryll will have 2 part-time employees to assist him when necessary. Our current Board members are as follows:

Steve Rezansoff – Chair

Larry Jmaiff – Vice Chair

Ron Subotin – Secretary

Roy Stevenson – Trustee

John Zibin - Trustee

To bring you up to date we would like to explain the process of changes that has been happening recently. We are using a new accounting system to replace the current system that has not been upgraded for several years. A statement of outstanding balance is included with this notice and we would like to have everyone check it for accuracy in mailing addresses/names/etc. We would also like to have everyone's email address so that we may email you these statements and invoices to save on postage and envelopes. We are endeavouring to keep the invoices as simple as possible since we have heard that there were several complaints about the old invoicing system being hard to understand.

The new invoices will only show what is being billed – annual water taxes or semi-annual water tolls – and will not show any other items that may still be outstanding.

The statements as included will only show what is unpaid – an invoice may be partially paid and will show the full amount less each payment made and then the balance left to pay. If the statement is dated Dec31/14 then all payment rec'd by SION at end of day Dec31/14 will be included on that statement. **Payments received in January 2015 will not show on this statement.** Note that the Deposit/Payment reference nbrs are the confirmation numbers you received when you paid thru your online banking or the number on the receipts given to you when you paid at the USCC office. If you want to see all invoices and payments from Jan1/14 thru to Dec31/14 we can provide that for you.

Since we are not in the office full time it would be appreciated if everyone could email any issues, questions, etc rather than by phone call. This will enable us to keep a record of everyone's correspondences for backup should any questions be brought up regarding discussions. Of course if you do not have access to emails then do call by phone and leave a message. We will try to arrange to have the USCC's receptionist email the SION office these messages for follow-ups.

The year Jan-Dec2015 will not see any increases for water taxes or tolls - unless there are unexpected costs. In an effort to bring our outstanding water toll /taxes balances down we would like to propose a solution – that there will be no further penalty or interest charges in the new year 2015 if all outstanding balances are paid in full by Dec31, 2015.

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We would also like to be able to offer monthly payments which we believe will be easier for both SION and you. The philosophy remains the same here where there will be no penalty or interest if all outstanding balances are paid by end of day Dec31/15. We have noted on your statement the approximate monthly payment to be made every month from Jan/15 thru to Nov/15 and then a final payment in the month of Dec/15 to clear out the remaining outstanding balance. We would like you to know that we are willing to discuss payment solutions with you to help you achieve this goal.

In order to keep our water system up to date it means we need to continue to invest in training and to be active participants in organizations that are relevant to our industry as a water improvement district – the goal is to continue with our stewardship to ‘ensure the quality and quantity of your water from the source to your tap’. It is thru these organizations that we will be looking to educate ourselves on new products, technologies, and other means to be more streamlined in an effort to reduce costs, maintain/better the quality of our water and provide a sustainable infrastructure future. To be able to network with other improvement districts gives us a chance to learn from other districts experiences. There will be more changes in the future and it will take time to tweak these changes until it works for everyone. These are paid for by monies received thru the annual water taxes in July and the bi-annual water tolls in Spring and again in July. Another possible change to the invoicing process is to only bill once either in Jan or in July to include the water taxes and the water tolls for 12 months to be repaid thru monthly payment plans. We would like to poll our customers to get their feeling on this idea.

One of the costs is creating a Master Plan for an infrastructure renewal and upgrade system for our ageing infrastructures (wells and pumps) so that we know what the expected costs will be in the future. Spending money now to have this plan in place will save us money in the future to gradually update all wells and pumps as needed on a timely basis. This includes communication and monitoring technologies and software tools to monitor real-time information from the wells and pump houses. This allows our Water Bailiff to be able to analyse this information to ensure everything is working as it should without having to visit each well etc.

There are water right licenses that need to be maintained in case they are needed in the future. One reason is an application by Big White Ski Resort for future water licenses from the Kettle River - this could reduce the Kettle water level by the time it reaches Grand Forks. We can tap into other water sources if necessary. Water samples are collected and sent weekly to an accredited testing facility in Kelowna to ensure they are within the guidelines of the water quality parameters. One of the changes that may be implemented is to have the water samples be collected both before and after the tap to ensure there are no cross connection – currently we are only collecting samples before the tap.

In closing we would like to thank you for your patience in this new year as we try to make a better system that works for both you and SION. If you have any suggestions about how we can serve you better please let us know. We would love to have our customers be more involved in future plans for good water stewardship!

Thank you!

Staff and Board Members

SION Improvement District