

WHAT DOES THE VILLAGE DO TO MAINTAIN IT'S INFRASTRUCTURE?

The Village of Pemberton continues to be one of BC's fastest growing communities. In an effort to keep up with the increasing population and demand on the Village's Water and Waste Water Systems, the Village must be proactive on maintenance and expansion of the system. There are several maintenance projects that been identified for completion in 2011/2012 which include:

Sewerline Replacement	\$ 1,100,000
Reservoir Cleaning	\$ 10,000
Reservoir Valve Installation	\$ 20,000
Reservoir Transducer	\$ 10,000
Museum Water Servicing	\$ 18,000
Wellhead Protection Plan	\$ 20,000
TOTAL	\$ 1,178,000

POLLUTION PREVENTION AT HOME Fats, Oils and Grease (FOG)

Not everything you may pour down the drain will make it to the Village's Sanitary System. Fats, Oils and Grease, also known as FOG, can stick to your home's sewer pipe eventually blocking the pipe and causing a household sewage backup as well as overflows and high costs to the home owner for clean-up and restoration work.

Blockages in your sewer may also cause raw sewage to discharge onto your property, your neighbours property or into your home. This can be a serious health hazard to the occupants of the home and may be a very costly problem. It has been observed that there is a significant increase of grease build-up within Village infrastructure, which is indicative of these materials being disposed of improperly.

Where does the household grease come from?

Most people know that household grease is a by-product of cooking. Grease is generated from such things as:

- Meats
- Dairy products
- Sauces
- Butter/margarine
- Cooking oils and greases
- Shortening/lard
- Food scraps


Most of the grease is disposed of down the sink drain during food preparation and after meal clean up. The grease enters the sewer pipes and sticks to the sides and roof of the pipes. Over time the grease builds up to a point in which the pipe is entirely blocked off resulting in sewage backups and overflows onto your property or into your home.

If you have garbage disposal (garburator) you should also know they do not eliminate grease from entering and accumulating in the sewers. These units only break up and introduce smaller particles of waste material into the sewer system. Likewise, commercial additives and detergents that claim they dissolve grease may only pass FOG further down the system where it will cause problems in other areas of the sewer system.

Tips To Reduce FOG

- Never pour grease down the sink drains or toilets.
- Scrape grease and food scraps off your plates, utensils, pots, pans, food preparation area and cooking areas and place them in your green bin.
- Place a drain screen in your sink to catch food scraps and dispose of grease and food scraps in your green bin.
- Use disposable paper towels to wipe up grease and dispose of the paper towel in your green bin.
- Be consumer wise when using a commercial cleaner or detergent which claims to dissolve grease as they may only transport the problem further down the sewer system.

Village of Pemberton 2011 UTILITIES QUICK FACTS



Utilities are due and payable by Saturday, December 31st, 2011

UTILITIES

Each year, prior to issuing utility invoices, the Village passes by-laws to determine the annual water and sewer rates. The Village is able to calculate the annual rates by determining the annual fixed costs, which include; maintenance, administration, operations, repairs, and inspections. In 2011, water and sewer rates have increased 3%. Water rates for single-family residences are a flat rate of \$333 per year, or \$27.75 per month, sewer rates are \$441.01 per year, or \$36.75 per month. Residences with a suite pay an additional half share for both water and sewer.

Residents have the option to pay monthly, quarterly or annually. **A 10% penalty will be added to such rates, rents and charges remaining unpaid after Saturday, December 31st, 2011.**

INFRASTRUCTURE UPDATE

The Province of British Columbia recently announced that the Village's funding application for the replacement of the sewer trunk line on Portage Road was successful. The Towns for Tomorrow program will be funding \$400,000 of the \$1.1 Million dollar project.

WHAT IS THE PROJECT SCOPE?

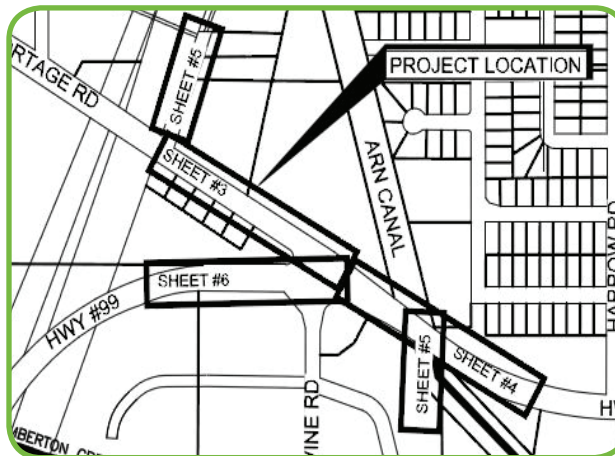
Engineering reports have identified that the Portage Road Sewer Trunk Line has several deficiencies and the existing pipeline is not large enough to handle future developments. In order to address these issues, the Village will be replacing the sewer line.

WHEN WILL THE PROJECT BE COMPLETED

Construction is expected to begin in 2012, with completion in early 2013.

WHERE WILL THE PROJECT TAKE PLACE?

The affected sewer line runs along Portage Road, up Cottonwood, and along Highway 99 to Harrow. Please see following map for specific locations.



HOW WILL THIS AFFECT OUR SEWER SERVICE & STREET ACCESS?

Traffic and Water disruption is expected to be minimal. The public will be informed in advance of these disruptions as the construction schedule is finalized. Should you have any questions regarding the Portage Road Sewer Trunk Line Replacement, please contact the Village Office at 604.894.6135

FREQUENTLY ASKED QUESTIONS

WHAT DO MY UTILITY USER RATES PAY FOR?

User rates cover the cost of operating and maintaining Village sewer and water infrastructure.

WHEN SHOULD I PAY MY UTILITY INVOICE?

Payments must be received in the Village Office on or before December 31, 2011 to avoid penalties. Payments may also be made monthly, quarterly or annually. Postmarks on mailed remittances will not be considered as date of payment.

HOW CAN I PAY MY UTILITY INVOICE?

You can pay your Utility invoice by cash, cheque, debit card, or through online banking, tele-banking or at the ATM at the following institutions: Bank of Montreal, Credit Union, Royal Bank, Scotia Bank, and Toronto Dominion. Please note: The Village is listed under vendors as 'Pemberton, Village Of'. If you require assistance setting up payments, please contact the Village Office. **You cannot pay at your financial institution.** If mailing a cheque or depositing it in our mail slot, don't forget to write your account number on the cheque. Your account number can be found on your invoice.

WHAT SHOULD I DO IF I'M BEING CHARGED FOR A SUITE AND I DO NOT HAVE ONE?

Please contact the Village to make arrangements for a Statutory Declaration and Inspection. There is no charge for this inspection and once completed your utilities account will be adjusted.

MY MORTGAGE COMPANY PAYS MY PROPERTY TAXES, WILL THEY PAY MY UTILITIES ALSO?

No. Your mortgage company will not pay your Utilities, even if they pay your property taxes. It is your responsibility to ensure Utility User-Rates are paid.

WHAT HAPPENS IF I DO NOT PAY MY UTILITIES?

A 10% penalty will be applied to unpaid Utility balances after December 31, 2011. If, after midnight on December 31st 2011, any portion of your Utilities and/or penalty amount are still outstanding, this amount will be transferred to your Property Tax account as arrears. Property tax arrears are subject to a daily interest rate.

Want to learn more about the Village of Pemberton? Sign up for our E-news at www.pemberton.ca