

## Frequently Asked Questions

### Stage 3 water restrictions southeast Kelowna

#### 1. If the lake is at full pool, why are there watering restrictions?

The watering restrictions currently in place are related to the capacity of the water system extension to Southeast Kelowna and not the volume of water available in Okanagan Lake.

The City water system delivers over 210 million litres of water per day and requires over 630km of pipes, 57 water pump stations, 4 treatment stations and 26 reservoirs to support water delivery. The Southeast Kelowna and South Mission water systems, added through Phase 1 of the Kelowna Integrated Water Supply Plan, are an extension of the Cedar Creek system, adding 6,560 people to the potable supply.

The city potable water system is operated under the following priorities:

1. Water for drinking, cooking, and sanitation
2. Water stored for fire fighting
3. Water for irrigation

The unexpectedly high demands are affecting the water line feeding into the Southeast Kelowna and Crawford Estates area. The restrictions are in place to ensure adequate water is available for domestic use (drinking, washing, cooking) and fire supply, not due to shortage of overall water supply.

#### 2. Why is there a water restriction in Southeast Kelowna and Crawford and not anywhere else?

This is expected to be a short-term issue with new water meters and tiered metering coming on board in this area.

- Leaks are a major culprit when it comes to water waste and one of the benefits of the new meter reading technology is the ability to detect these, of the water meters installed so far approx. 25% are identifying leaks on private property in this area.
- While a number of properties in this area have access to both potable and non-potable supply, not all water use has been transitioned to the appropriate supply source yet. Where available, non-potable water needs to be used for outdoor watering, as the potable system was not designed to support this use.

The high demand is only affecting infrastructure servicing this area. The distribution system in the remainder of the City is not under such stress.

#### 3. Why is the Crawford area affected?

The new potable water system serving Southeast Kelowna is an extension of the existing distribution system servicing Crawford. New infrastructure was added to improve the supply to Crawford and upgrade some aging facilities which are now connected to Southeast Kelowna.

The entire system is being stressed due to the higher than expected demands this season caused by pre-existing leaks (which are being identified and fixed as meter installations are completed in this area) and the ongoing use of potable water for irrigation needs in Southeast Kelowna.

**4. Why didn't SEKID have this issue, they didn't have meters?**

SEKID did have meters for agricultural irrigation services which represented that majority of the flow in the legacy system. Domestic water consumption was not measured and thus not known hence the reason for using the Bylaw demand numbers by default. There were in fact times in the past when SEKID had to reduce allotments and enforce water reductions to ensure continued water supply for the system.

**5. What about fruit trees, plants and/or food garden?**

At Stage 3, food gardens and fruit trees may be irrigated Tuesdays & Fridays between 6am – 10am and 7pm to 12am, as required to maintain plant health. Hand watering with a spring-loaded nozzle can be done at any time as required to maintain plant life.

**6. What about pools?**

At Stage 3, pools may be topped up only. Pools may not be fully refilled at this stage.

For a detailed look at Stage 3 restrictions, see the [Watering Restrictions Bylaw Schedule](#). Note that the schedule does not reflect the designated days for each area.