



City of
Kelowna

Council Policy No. 383 Water Supply Level of Service

February 12, 2024

Guiding Principle

1. Water Supply

All residents and water users in the City have a safe, affordable, resilient and sustainable supply of high-quality drinking water and a reliable supply of water for agriculture.



Purpose of the Policy

- ▶ To identify the base level of service for the City Water Utility that meets the needs of our community
- ▶ 4 categories, 15 statements



General

- ▶ Priorities
 - ▶ Safe water
 - ▶ Fire & Emergency supply
 - ▶ Business uses, including agriculture
 - ▶ Aesthetics and recreation
- ▶ City support of multiple agricultural water supplies



Fire Protection

Minimum Levels of Service

- ▶ Area specific
 - ▶ Inside the Permanent Growth Boundary (PGB)
 - ▶ Outside the PGB
- ▶ Minimum new storage requirements
- ▶ Available Fire Flow
 - ▶ Rate
 - ▶ Duration



Potable Water

- ▶ Clean and safe
- ▶ Backflow prevention
- ▶ No allotment for agricultural irrigation



Non-Potable Supply Southeast Kelowna

- ▶ Ag water quality goals
- ▶ Connect where possible
- ▶ Fire protection
- ▶ Area served
 - ▶ Council decision
 - ▶ 1,925 hectares.
- ▶ Non-Potable rates < Potable rates.





Thank you!

For more information, visit kelowna.ca.