

North Shore Water Utility Nelson Ltd. Memorandum

To: Customers of the North Shore Water Utility Nelson Ltd.
Date: April 6th, 2021
Re: Water System News

To Our Valued Customers,

Throughout the Covid-19 pandemic, the North Shore Water Utility (NSWU) has continued to provide uninterrupted water service. It continues to be our priority to maintain the safety and wellness of our staff and clients. Our office, service and on-site staff have provided continuous service by implementing our Covid-19 policies and safe work practices so that we can continue to support our clients. *At this time, our office remains closed to customers however questions, concerns and emergencies can be directed to: (250) 509-2222.*

Website Information

For up to date information and notices we encourage all customers of NSWU to sign up for Alerts via e-mail or text notification. This can be done by visiting the NSWU website www.northshorewaterutility.com and clicking on the "Sign up for Alerts" button located on the home page. By signing up, you will be notified immediately on any advisories, flushing notices, repairs and other Utility activities that may impact you. Your contact information is not shared with any third parties.

Bill Payment

North Shore Water Utility Ltd. offers a variety of convenient payment options for our customers. Simply choose the option that best suits your needs.

1. Pay your water bill by E-Transfer

E-transfer payments can be made to: billing@northshorewaterutility.com

The invoice number should be indicated in the message box and the password should be Nelson or Water.

2. Payment By Cheque

Payments by cheque will be accepted by mail only to the address below. Please send all payments with your remittance portion of the bill. To avoid late fees, please mail your payment at least five-seven business days before the due date specified on your bill.

Payment Address: North Shore Water Utility Nelson Ltd.
Box 2030, 622 Front Street
Nelson, BC V1L4B7

*** Please note, our business address is for mail only, it is not a physical address, so only send mail to this address.**

3. Preauthorized Credit Card Payments

Pay your quarterly invoices through preauthorized credit card payments and avoid potential late fees. Please fill out the form below and mail to above address or email to: billing@northshorewaterutility.com

Fire Insurance

A reminder that the fire hydrants located in the NSWU service area are, and have always been, for operation and maintenance (flushing) of the distribution system only. NSWU is working towards a long-term capital plan that ultimately includes upgrading the system to provide fire protection however, the current infrastructure does not support the required fire-flow duration as outlined in the *Fire Underwriters Survey* (FUS) guidelines, and therefore the current hydrants are not intended for fire protection and does not qualify for a reduction in your fire insurance. They are marked 'not in service' accordingly.

It is recommended that you contact your insurance provider directly to ensure you are properly insured in the event of a claim related to a fire emergency.

Questions?

Customers can ask questions and provide feedback by clicking the "Contact Us" link under the "Customer Service" tab on our website. For emergencies please call (250)-509-2222.

Thank you - *North Shore Water Utility Nelson Ltd.*