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| CHERRY CREEK WATERWORKS DISTRICT  |
| FALL 2017 NEWSLETTER |

 “AT CHERRY CREEK WATERWOKS DISTRICT, WE ARE COMMITTED TO PROVIDING SAFE, HIGH QUALITY WATER SERVICES TO OUR COMMUNITY, WHILE MAINTAINING A STANDARD OF EXCELLENCE IN CUSTOMER SERVICE AND ENVIRONMENTAL CONSERVATION”

**NEW ADMINISTRATION**

Caroline Stillinger has been appointed the new Administrator for Cherry Creek Waterworks District. Caroline has been with the district part-time for the past seven years.

**WHAT IS YOUR CHERRY CREEK WATERWORKS STAFF DOING FOR YOU?**

* Updating the Emergency Response Plan to Island Health
* Implementing a work order system to track maintenance of new meter installs, meter leak repairs and line breaks etc.
* Assisting with meter reading process and implementing physical mapping of the meter boxes.
* Coordinate new water operators and contractors work schedules along with emergency after hour contacts
* Increased number of new water connection services over previous years
* Increased number of property sales resulting in change overs in account updates
* Increased number of BC One Calls due to increased building in our community
* Standard operating procedures were implemented for the office while at the same time, standardizing and optimizing current processes for accuracy and efficiency
* Assisting Cherry Creek Volunteer Fire Department in completing all necessary documentation for the “Office of the Fire Commissioner” with regards to the BC Wildfires.
* Updating bylaws and policies

**ISLAND FLOW CONTROLS WATER SOLUTIONS LTD-Joe Woolls Level III Certified Operator (EOCP)**

was hired June 1, 2017 to maintain the Cherry Creek’s water supply and distribution system.

**CONTRACTORS -MAINTENANCE & AFTER HOUR EMERGENCIES**

Conducted a vendor selection process to ensure a fair and cost-effective service provider would be available which resulted in having three local contractors on call for scheduled maintenance and emergency call outs.

**ADDRESS SIGNS-ALBERNI VALLEY LIONS CLUB**

The meter readers noticed many properties did not have visible/readable address signs. Address signs are beneficial for fire call response time. To purchase a reflective address sign please visit the CCWW website [www.cherrycreekwater.com](http://www.cherrycreekwater.com)

Due to environmental changes the office staff is preparing for future water conservation needs.