

WAYS TO PAY YOUR UTILITY BILL



**ONLINE
BANKING**



**AUTOMATIC
WITHDRAWALS**



**NEW!
DEBIT CARD**



**FINANCIAL
INSTITUTIONS**



**BY
MAIL**



**IN PERSON
AT CITY HALL**

CONTACT US

BILLING INQUIRIES



Email: finance@whiterockcity.ca



Telephone: 604.541.2100



In person at City Hall
15322 Buena Vista Avenue

OPERATIONS INQUIRIES



Email: water@whiterockcity.ca



Telephone: 604.541.2181



In person at Operations
877 Keil Street, White Rock

STAY IN TOUCH



www.whiterockcity.ca/mywater

Visit our website to find out
water rates, conservation and
restrictions and FAQs.



Follow us on social media
Facebook: [whiterockcity](https://www.facebook.com/whiterockcity)
Twitter: [whiterockcity](https://twitter.com/whiterockcity)



Join the Talk White Rock community,
talkwhiterock.ca to discuss water
and answer an upcoming survey.



Join us at a Water Quality Open
House on Wednesday, March 2 at
the White Rock Community Centre.
Learn more about the TWQM
Project and water quality in the City.

MY CITY

MY WATER



What to expect this Spring

In February 2016, the City will begin
secondary treatment. You may notice
differences in the taste and appearance
of your water.

The work is necessary to treat the water supply
and upgrade critical infrastructure in the White
Rock system, and is a part of the City's
commitment to implement the Total Water
Quality Management (TWQM) Project.

The City will host a Water Quality Open House
on March 2, 2016 at the White Rock Community
Centre from 5:30 - 7:30 p.m. The City will engage
the community on considerations for the
long-term treatment of arsenic and manganese
that naturally occur in our water system and
other water quality concerns.

www.whiterockcity.ca/mywater

WHITE ROCK
City by the Sea!

Your first bill is for October 31 to December 31, 2015.
Bills for January to March 2016 water consumption
will be sent in April. More information about ways
to pay, forms, and the water rate comparisons
is available on our website.

WHAT IS THE TOTAL WATER QUALITY MANAGEMENT PROJECT?

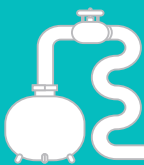
The TWQM Project will add disinfection, infrastructure renewal, storage capacity upgrades and a modest level of system expansion for future growth.



Monitor water system including 339 fire hydrants, 7 wells and 77.8 km of pipe



Upgraded facilities and added reservoir at Oxford Street. 3D renderings available on City website.



As mandated by Fraser Health Authority, provide secondary disinfection treatment to water



Added remote monitoring and control of water system



Upgrade and seismic updates to Merklin Street reservoir and add pump station facility. The high tower will be removed



Engage community on treatment options for naturally occurring arsenic and manganese in the water. Arsenic levels are close to the limit of Canadian Drinking Water Guidelines

Concerns or questions about our water?

Find out more about water quality on our website or visit us on Wednesday, March 2 from 5:30 - 7:30 p.m. at the White Rock Community Centre at the Water Quality Open House.

OUR SERVICES



RUN THE DAY TO DAY OPERATIONS



OPERATE THE WATER TREATMENT PLANTS



PERFORM WATER QUALITY TESTING



REPAIR AND MANAGE THE WATER SYSTEM



INSTALL AND READ WATER METERS



ANSWER PUBLIC INQUIRIES



WATER SYSTEM AVAILABLE ON CITY MAP



PREPARE ANNUAL REPORTS



BILLING AND CUSTOMER SERVICE