

PUBLIC NOTICE

JUNE 28, 2019

ACE WATER SERVICE TO BEGIN

We are pleased to announce that the Alberta Central East (ACE) Water service will begin flowing on July 3, 2019. This project has been part of a much larger initiative to bring regional water to many communities in our Region. Islay will be the second within the County of Vermilion River to be fully connected.



WHAT IS ACE WATER?

This is a regional entity made up of 13 member municipalities to provide high quality potable water to the Counties of Minburn, Two Hills and Vermilion River. The current phases will connect Blackfoot, Kitscoty, Marwayne and Islay to the system

Q: Where does the water come from for Islay?

A: Water is supplied from the North Saskatchewan River and will be sourced through the Lloydminster WTS. This switches Islay's water source from well water to surface water.

WHY CHANGE?

Utilizing ACE Water provides a long term reliable water source to our communities. Water comes from the North Saskatchewan River, a safe and reliable water source. The Government of Alberta initiated the Water for Life Strategy in 2003 to be a long term philosophy of securing safe drinking water for all Albertans, while recognizing there are limits to the available water supply. The Strategy is one of citizens, communities, industries and government sharing the responsibilities for water management. A key component to this was the support for regional water system collaborations, such as ACE.

The water system will be changing from well water to surface water. It will consist of a combination of fixed and pay-by-usage rates.



TRANSITION PERIOD: JULY 3 FOR 5 DAYS

Beginning on July 3rd, our Public Works team will be filling the reservoir and flushing the system. This will take approximately 5 days. During this time period, you may experience purely aesthetic changes to the water - it will remain safe to drink. Running your taps for a bit will reduce the following:

- Chlorine odors
- Sediment
- Discoloration of the water

BILLING PROCESS

There are a number of changes to the billing process for the new system.

1. **MONTHLY BILLING:** beginning August 1st, you will receive a monthly bill for water-sewer-garbage (rather than a bill that covers 2 months). Payment term will be net 30 days. Bills will be generated at the end of the month. Your first bill will cover August and you will receive it in early September.
2. **PRE-AUTHORIZED PAYMENTS:** anyone on pre- authorized payments will need to advise us of how you would like to proceed, **prior to August 1**. You will have 3 options:
 - a. **CANCEL Pre-Authorized Payments** - you can choose to cancel your pre-authorized payment.
 - b. **CONTINUE Pre-Authorized Payments** - you can choose to continue with your current pre-authorized payments. If we do not hear from you, your pre-authorized payments will automatically continue.
 - c. **NEW AMOUNT based on usage** - you can choose to be charged based on the usage you will consume, ie 18 m³
Those selecting option B or C will need to monitor their account to ensure it is kept current.
3. **RATES:** the new system is a combination of flat rate and a pay-by-usage. There will be a monthly flat rate of \$25 Basic Water + \$25 Basic Sewer + \$8.50 Garbage. Additionally, water that is consumed will be charged out at \$3.45/m³. The more water you consume, the higher your bill will be.



Contact Us

Give us a call for more information

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