

# Kelowna

## Overview

The population of the City of Kelowna was 106,707 in 2006 and the Kelowna census metropolitan area had a population of 162,276 (Statistics Canada, 2006). Kelowna's water is sourced from Okanagan Lake, which is fed by snowmelt from the highlands surrounding the lake (Natural Resources Canada, 2007a). In 2007, average water consumption in the Okanagan Basin was over 500 L per capita per day (Natural Resources Canada, 2007b).

The City of Kelowna Water Utility supplies over 50,000 residential customers and over 1,700 industrial, commercial and institutional properties in north, central and south Kelowna (City of Kelowna, 2007a). Besides the City there are four other water suppliers operating within Kelowna's municipal boundaries (City of Kelowna, 2007b). They are: Black Mountain Irrigation District, Glenmore-Ellison Improvement District, Rutland Waterworks District, and South East Kelowna Irrigation District. Together the five major water suppliers struck the Kelowna Joint Water Committee in 1991 to develop cooperative water management strategies and to promote efficient water use in the City (City of Kelowna, 2007b; Kelowna Joint Water Committee, 2006).

## Residential

Kelowna launched a Water Smart program in the 1990s (Water Chronicles, 2007) when it began to meter water users. The City now has a website fully dedicated to "getting water smart" with information on water saving products and services as well as tips for being water smart indoors and outdoors (City of Kelowna, 2007d).

In 1996 the City, in agreement with Schlumberger Canada Ltd., facilitated the installation of water meters in all unmetered dwellings; most multi-family and commercial construction having been metered earlier (Ministry of Environment, 2007). Now 98% of the structures served by the City of Kelowna Utility are metered (Ministry of Environment, 2007). The BC Ministry of Environment notes that the City is a leading provincial municipality in water-use efficiency program innovation and sophistication (Ministry of Environment, 2007).

Most residential customers serviced by the City of Kelowna are metered. Those residents not on meters shall be assessed flat fees (additional costs may apply) at the discretion of the City Engineer based on service size (see City of Kelowna, 2007f).

## ICI, Metering, Pricing, Leak Detection

In 2007, Kelowna set a goal to reduce city-wide water consumption by 15% by 2012 (City of Kelowna, 2007e). The Water Sustainability Action Plan (WSAP) contains initiatives to help both residents and ICI customers reduce consumption as well as commitments to reduce City-owned facility usage, parks irrigation, and to develop landscaping and irrigation bylaws for

new development (City of Kelowna, 2007e). The WSAP includes a five-year plan to reduce water system leakage by enhancing the current leak detection program by identifying priority areas and completing leak detection surveys and working with other Kelowna area water suppliers to ensure a consistent approach (City of Kelowna, 2007e).

Most ICI customers serviced by the City of Kelowna are metered. All metered commercial users are charged a monthly flat rate charge plus a consumption charge. For irrigation users on unmetered consumption, a flat rate of \$220 per acre per year is charged with no charge for turn-on or turn-off. For agricultural users, a flat rate of \$96 per acre per year is charged for parcels of land designated as agricultural land by the British Columbia Assessment Authority. For bulk water users, a consumption charge of \$0.177 per cubic meter applies (Source: City of Kelowna, 2007c).

## References

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Natural Resources Canada (2007a). Okanagan Basin Waterscape. Accessed online 22 October 2007 at [http://geoscape.nrcan.gc.ca/h2o/okanagan/water\\_e.php](http://geoscape.nrcan.gc.ca/h2o/okanagan/water_e.php).

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Water Chronicles (2007). Kelowna Water Smart Program Press Release. Accessed online 22 October 2007 at <http://water.ca/press-release.asp?artid=182>.