

VAN ANDA IMPROVEMENT DISTRICT

Change Management Plan

Transition to a Metered Water System

Prepared: September 2025

1. Purpose

This plan explains how the Van Anda Improvement District will switch from flat-rate water billing to metered billing. The goal is to help ratepayers, trustees, and staff understand what's changing, why it's happening, and what to expect. The change will make billing fairer, encourage water conservation, and help manage our community's water system more sustainably.

2. Objectives

The main goals of this change are to:

- Make water billing fair by charging based on actual use.
- Encourage residents to use water responsibly.
- Support accurate tracking of water use and leaks.
- Provide clear information and support throughout the process.
- Make the transition as easy as possible for everyone.

3. Scope

This plan covers all properties within the Van Anda Improvement District that receive water service. It includes the installation of meters, testing, public communication, staff training, and updates to billing systems.

4. Who Is Involved

Group	Their Role	How We'll Communicate
Property Owners	Will receive new meters and metered bills	Newsletters, website, meetings, mailouts
Board of Trustees	Oversees and approves project decisions	Regular updates at board meetings
District Staff	Help coordinate installation and billing	Staff meetings and training
Contractors	Install meters and provide data	Scheduling and coordination meetings
Ministry of Municipal Affairs	May review progress or funding	Formal updates if required

5. Why We're Making the Change

- Fairness: Everyone pays for what they use.
- Conservation: Helps reduce waste and protect local water sources.
- Leak Detection: Makes it easier to spot leaks early.
- Financial Sustainability: Keeps water rates fair and accurate.
- Best Practice: Many BC communities are moving to metered systems.

All costs are covered by BC Government funding.

6. Timeline

Phase	Tentative Dates	What Happens
Installation	Oct 2025 – Jun 2026	Meters installed at each property
Mock Billing	Jul 2026 – Jun 2027	Bills show water use, but no charge differences yet
Live Billing	From Jul 2027	Water bills based on real usage

7. Communication and Support

We want everyone to understand how the change works and where to get help. Clear, open communication will make this project smoother for everyone.

Information will be shared by:

- Mail-out letters before and during installation.
- Updates on the District’s website and notice boards.
- Public information meeting before live billing starts.
- Direct phone and email support for ratepayers.

Contact us anytime at contact@vananda-id.ca or 604-486-7035.

8. Managing Risks

Risk	Likelihood	How We’ll Handle It
Public concern about higher bills	Medium	Share clear examples and explain benefits early.
Installation delays	Medium	Keep schedule updates public and flexible.
Billing confusion	Low	Use mock billing period and staff training.
Technical issues	Medium	Test meters before live rollout.

Appendix A: Sample Ratepayer Letter

Dear Ratepayer,

We're getting ready to install water meters in Van Anda. This will help make billing fairer and encourage water conservation. Installation will begin in October 2025. You'll get advance notice before work happens in your area.

During the first year, you'll receive 'mock bills' showing how much water you use — but your rate will stay the same. Live metered billing will start in July 2027.

Thank you for your cooperation and understanding.

Sincerely,

Van Anda Improvement District

contact@vananda-id.ca | 604-486-7035

Appendix B: Frequently Asked Questions (FAQ)

Why is metering necessary for our community?

Universal metering is a critical improvement in assessing the function of infrastructure. The ability to isolate water losses and reduce the volumes of treated water will, in turn, reduce operating costs. Clean water is not an infinite resource; any efforts to minimize waste will have long-term benefits for the community.

What are the potential benefits?

As small water purveyors, managing infrastructure safely, efficiently, and cost-effectively is a top priority.

Increased ability to identify and repair leaks throughout the system will contribute to less pressure on the infrastructure. By reducing the volume of water that passes through the treatment process, there will be lower operating costs, less strain on infrastructure, and the benefit of extending the service life of many components of the water system.

Giving ratepayers access to more accurate data related to water use means they will be able to better control their water usage and will benefit from lower costs per household when they choose to conserve water.

Can ratepayers decline the installation of the meters?

As part of the pilot project funding agreement, all residential service connections in the community will be metered so that benefits can be assessed accurately. The installation of the meters will lead to more efficient systems and reduce costs associated with treating water that is ultimately lost to the environment.

What is this going to cost?

The grant funding will cover 100% of the costs associated with the installation of the water meters.

Will public engagement be done for this project?

VAID hosted community meetings on May 22 and Oct 9, 2025, and more meetings will be held as the project progresses. VAID administration staff will also be available to answer questions directly.

What is the timeline for the meter installation?

Fall 2025 will be the absolute earliest installation will begin, dependent on contractor availability. The deadline for installation to be completed is March 2027.

Will there be an interruption of water service to my home?

There will be a short period of time during which the water will need to be turned off to connect the meter to the main water line. Every effort will be made to minimize the length of the disruption.

Where are the meters being installed?

VAID’s usual practice is that meters and pits be installed at or near the property line. For most installations, exact locations will be determined during the scheduling phase of the project.

How does mock billing work?

Mock billing will occur over a 12-month period. This will allow ratepayers to explore ways to reduce and adjust water use before the implementation of consumption-based billing. A community event will be scheduled to outline the features of the metered account and how to interpret the information provided in the billing.

When does live billing start?

We are expected to start live billing in July 2027

Who can I contact with questions?

Van Anda Improvement District – contact@vananda-id.ca or 604-486-7035.

Appendix C: Example Metered Bill (Illustration Only)

This sample shows how future bills may look:

Property: 123 Main Street
Billing Period: July–September 2027
Water Used: 48 cubic metres
Base Charge: \$X.XX
Usage Charge: \$X.XX per cubic metre
Total: \$XX.XX

Your bill will also include a comparison with your previous period’s use.

Appendix D: Communication Timeline

Tentative Dates	Communication Type	Purpose
May 2025	Public information session and website info	Announce project
Oct 2025	Mail-out letter & website notice	Share project updates
Oct 2025 – Jun 2026	On-site notices	Remind ratepayers before installation
Jun 2026	Public information session	Explain mock billing and metering
Jul 2026 – Jun 2027	Mock billing mailouts	Help ratepayers understand usage
Jul 2027	Live billing notice	Confirm start of metered billing