



## WATER UTILITY COMMUNITY FORUM FEEDBACK FORM

Thank you for your attendance at our Community Forum.

**Name\*** (Last, First):

**Email\***

**Address\*:**

**Postal Code\*:**

*\*If you would like responses to your comments or questions, please provide your contact info*

**How did you hear about this session?**

Newspaper       Word of Mouth       Internet       Other

**Starting January 2016, the City of White Rock will send water bills directly to property owners and, if applicable, strata corporations and property management companies. To streamline the system, the City plans to issue bills on a quarterly basis (every three months) instead of every month or every two months.**

**Before we finalize this arrangement, we want to make sure this timing is right for the community. If you have any comments, concerns or suggestions about quarterly billing, please let us know:**

**How do you prefer to pay your bill?**

Online banking       Automatic withdrawal       By mail       In person

Fraser Health has mandated that White Rock must chlorinate its water by June 30 2016. The city is considering two options for this process. Please indicate which you prefer. Use the space provided if you would like to offer any additional comments:

- Sodium hypochlorite (Free Chlorine):** Sodium hypochlorite is an effective disinfection, but treated water can lead to water, laundry and plumbing fixtures staining. Chlorine can be harmful to fish and other aquatic life if released in significant quantities
- Chloramine (Combination of Chlorine and small amount of Ammonia):** Chloramine is a stable disinfectant with less staining, taste and odour issues present in sodium hypochlorite. Chloramine can be extremely harmful to fish and other aquatic life if released in significant quantities.

**NOTE: Both processes involve trace amounts of chemicals and are approved for use in public water supplies.**

Do you have any other questions, suggestions or comments about White Rock's acquisition, ownership or operation of our water utility? Please let us know:

Please submit your feedback form to [operations@whiterockcity.ca](mailto:operations@whiterockcity.ca).