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SECTION 11

Utilities

Electricity

Electric Power							
Local Distribution Company	Address		Communities Served		Substation Locations		
BC Hydro	Box 939 (4850 Auto Road SE) Salmon Arm, BC V1E 4P1		All		Canoe: 8160 Trans Canada Hwy NE, Salmon Arm: Broadview Ave SE, Salmon Arm.		
Most of the industrial park is serviced by a 120 - 208 three phase system at this time. Possible to arrange for 470-600 service. Electrical power can be made available to unserved industrial land, subject to hydro extension policies.							
Industrial Low Load Factor	Small		Medium		Large 1		Large 2
	28% Load Factor		28% Load Factor		28% Load Factor		28% Load Factor
	Demand (kW)	Energy (kWh)	Demand (kW)	Energy (kWh)	Demand (kW)	Energy (kWh)	Demand (kW) Energy (kWh)
	150	30,000	500	100,000	1,000	200,000	6,000 1,000,000
	Rate (cents/kWh)		Rate (cents/kWh)		Rate (cents/kWh)		Rate (cents/kWh)
6.36		6.53		6.57		7.27	
Industrial High Load Factor	92% Load Factor		90% Load Factor		90% Load Factor		90% Load Factor
	Demand (kW)	Energy (kWh)	Demand (kW)	Energy (kWh)	Demand (kW)	Energy (kWh)	Demand (kW) Energy (kWh)
	150	100,000	500	300,000	1,000	650,000	5,000 3,300,000
	Rate (cents/kWh)		Rate (cents/kWh)		Rate (cents/kWh)		Rate (cents/kWh)
	4.20		4.36		4.29		4.28
Commercial Low Load Factor	41% Load Factor		41% Load Factor		41% Load Factor		
	Demand (kW)	Energy (kWh)	Demand (kW)	Energy (kWh)	Demand (kW)	Energy (kWh)	
	100	30,000	300	90,000	500	150,000	
	Rate (cents/kWh)		Rate (cents/kWh)		Rate (cents/kWh)		
	5.78		5.41		5.45		
Commercial High Load Factor	50% Load Factor		70% Load Factor		50% Load Factor		
	Demand (kW)	Energy (kWh)	Demand (kW)	Energy (kWh)	Demand (kW)	Energy (kWh)	
	100	36,000	300	150,000	500	150,000	
	Rate (cents/kWh)		Rate (cents/kWh)		Rate (cents/kWh)		
	5.36		4.56		5.08		
Further details on BC Hydro rates and rate options can be found at www.bchydro.com/ .							
Wholesale competition is allowed. There is no retail competition at present.							
Source: Phoned BC Hydro Power Smart & Quality Assurance EIT, Customer Care & Powersmart. July 2005.							

Rates (Business)				
Classification	Demand			
#1 General Service (Commercial): Small Businesses, stores, small warehouses, offices etc.	Less than 35 kW for two months			
Charges				
Basic Charge	All kWh	Minimum		
\$8.69 for 2 month period	\$0.0680 kWh	\$12.81 for 2 months		
Classification	Demand			
#2 General Service (Commercial): Retail stores, medium industry, manufacturing, schools, office buildings, supermarkets	35 kW and Over for one month			
Charges				
Basic	Demand	Energy	Minimum	Discounts
\$4.35 per month	First 35 kW for NIL. Next 115 kW at \$3.48 per kW. All additional kW at \$6.68 per kW	First 14,800 kWh \$0.068 per kWh. All additional kWh \$0.0327 per kWh	The greater of: \$12.81 per month, OR 50% of the highest maximum demand charge billed in any month within an on-peak period (1 November to 31 March inclusive) during the preceding 11 months.	1.5% on entire bill if customer's electricity is metered at primary potential. \$0.25/kW if customer supplies transformation from a primary to a secondary potential. If a customer is entitled to both discounts the 1.5% discount is applied first.
Classification				
Industrial Transmission Service: Mines, chemical plants, large sawmills, pulp and paper mills, large manufacturing.	\$4.625 per kV.A	\$0.0273 per kWh	\$4.625 per kV.A of billing demand per Billing Period	
Source: BC Hydro website, www.bchydro.com Business Rates and Policies				

Gas

Natural Gas			
Distribution Company	Rate Groups		
Terasen Gas (formerly BC Gas)	Residential	Commercial	Industrial
	Rate 1 Customer	Rate 2 Customer (Under 2000 GJ's/year)	Rate 3 customer (2000-3000 GJ's/year)
	\$11.028/GJ; Basic charge \$10.70/month	\$10.715/GJ; Basic charge \$22.46/month	\$10.154/GJ; Basic charge \$119.83/month
*Other commercial rates are available for specialized business requirements or companies where gas usage will exceed 5,000 GJK of natural gas annually. Contact: 1-604-663-3677 for specific rates.			
Transportation Service Rates			
Transportation service rates are available that allow large volume customers to purchase gas directly from an alternate supplier. The same delivery charges apply, as well as a transportation administration fee. Call 604-663-3677 for specific details.			
Discounts and Incentive Rates			
Discounts and incentive rates for large industrial customers Contact: 1-604-663-3677			
TERASEN (BC) GAS RATES			
Residential Service			
Customer Type: Single family residences, separately metered single-family townhouses, rowhouses and apartments			
Approximate Annual Bill			
\$680 per year at an annual consumption of 50 GJ	\$1,176 per year at an annual consumption of 95 GJ	\$2,113 per year at an annual consumption of 180 GJ	
Small Commercial Service (Rate 2)	Customer type: For use in approved appliances in commercial, institutional or small industrial operations (i.e. restaurants, apartment buildings, hotels)		
Approximate Annual Bill			
\$806 per year at an annual consumption of 50 GJ	\$4,020 per year at an annual consumption of 350 GJ	\$16,343 per year at an annual consumption of 1500 GJ	
Large Commercial Service (Rate 3)	Customer type: For use in approved appliances in commercial, institutional or small industrial operations (I.e. multi-family units)		
Approximate Annual Bill			
\$21,746 per year at an annual consumption of 2,000 GJ	\$52,208 per year at an annual consumption of 5,000 GJ	\$102,978 per year at an annual consumption of 10,000 GJ	
Source: Faxed Terasen Gas: 1-888-224-2720; Terasen Gas Inc. Website: http://www.terasengas.com; Emailed Customer Service: customerservice@terasen.com; July, 2005			

Telecommunications

Telecommunications
Salmon Arm has a GTD-5 switch, and feeds telephone service to Tappen, Sorrento, Enderby, Sicamous, Chase, Mica Creek, and Revelstoke via Remote Service Units. (Call Telus for which services are available from the RSUs in your area.)
Salmon Arm has the capability of:
ADSL -- Hi-speed internet
Dial-up internet
T-1 service
ISDN -- Mid-speed internet/phones
Centrex -- phones
Digital centrex -- phones with features
Features (calling) -- calling line ID, forwarding, voice mail, etc.
911 Emergency Number
Source: Phoned Telus, July 2005. Note: For available service & quotes, contact Telus at 310-3100 or visit www.telus.com; or call Rogers at 877-484-5101.

Telecommunications Providers			
Local Provider Name & Contact	Provider Type	Provider/Central Office	Service Characteristics
Lake Cable & Internet. #6 - 1257 TCH, Sorrento. 675-4888	Cable TV & Cable; Hi-speed internet	Lake Broadcasting Corp.	Cable TV; Cable Hi-speed internet.
Sicamous Cable & Internet. 444C Main, Sicamous. 836-3311. www.sicamouscable.tv	Cable TV & Cable; Hi-speed internet	Mascon Communications Corp.	Cable TV; Cable Hi-speed internet.
Sun Country Cablevision. 10 Harbourfront Dr. NE, Salmon Arm. 832-9711. www.sunwave.net	Cable TV & Cable; Hi-speed internet	Sun Country Cablevision	Cable TV; Cable Hi-speed Internet; Digital Cable TV; Dial-up Internet; High Density TV; Voice Over IP; Web hosting.
Chase Cable Ltd. 638 Shuswap Ave., Chase. 679-8500. www.chasecable.tv	Cable TV & Cable; Hi-speed internet	Mascon Communications Corp.	Cable TV; Cable Hi-speed internet.
Futurity Wireless. 231 Alexander St. NE, Salmon Arm. 832-6858	Cellular communication	Bell Mobility	Unbeatable Western Canada coverage & customer service.
TAC Mobility. 40 Lakeshore Dr. NE, Salmon Arm. 833-1868. www.tacmobility.com	Cellular communication; CDMA; ADSL Internet	Telus Mobility	Wireless, call waiting, call forwarding, 3-way calling, paging; Web-ready, short messaging, 2-way radio. Free roaming in Canada; ADSL Hi-speed Internet.
Jetstream Internet Services. 195K - 1150 10 Ave. SW (Piccadilly Mall), Salmon Arm. 832-0911. www.jetstream.net	Internet & long distance phone service	Jetstream Internet Services	Dial-up internet; Hi-speed wireless internet in certain areas; Long distance package; Voice Over IP; Web hosting.
Telus. 310-3100. www.telus.com	Phone & internet	Telus	Land Lines; ADSL Hi-speed Internet; Calling features; Centrex.
Jemb Systems. 330 Shuswap St. SE, Salmon Arm. 832-2662. www.jembsystems.com	Phone systems; voice systems.	Jamb Systems	Commercial/Home Office phone systems; voice processing systems; voice & data cabling; paging systems.
Techlectric. Sicamous. 833-4272. www.techsmart.ca	Phone systems; surveillance systems	Techlectric	Industrial, Commercial & Residential phone systems; digital camera surveillance systems.
Source: Contacted companies & Telus Customer Service-- 310-3100. Updated July 2006.			

Telecommunications Providers Continued			
Local Provider Name & Contact	Provider Type	Provider/Central Office	Service Characteristics
Direct To You Satellite. 995 Lakeshore Dr., Salmon Arm. 832-9668	Satellite TV	Star Choice	Satellite TV.
Heaven Sent Satellite. 2521 TCH NW, Salmon Arm. 832-5188. www.heavensent@jetstream.net	Satellite TV	Star Choice	Satellite TV.
Ross Communications. 875 Lakeshore Dr. SW, Salmon Arm. 832-2239.	Wireless communication	Rogers Wireless	Largest local calling area -- Osoyoos to Kamloops. Sell & repair Rogers phones, sell accessories & data devices.
Airspeed Wireless Inc. 4901 Auto Rd. SE, Salmon Arm. 832-6000. www.airspeedwireless.ca	Wireless Internet	Mascon Communications Corp.	Hi-speed wireless internet in surrounding areas where cable internet is not available.
Source: Contacted companies & Telus Customer Service-- 310-3100 -- July 2005.			

Waste Disposal

Waste Disposal		
Landfill Providers	Years of Capacity Available	
Salmon Arm	76	
Sicamous	25	
*Disposal sites are in Salmon Arm and Sicamous		
*Transfer stations (high volume containers) are in Falkland, Scotch Creek, Seymour Arm, Skimikin, Glenemma and Malakwa.		
*Wood Waste sites are in Skimikin, Falkland and Scotch Creek		
Hazardous Waste Disposal Providers		
The CSRD does not accept hazardous waste, exceptions must adhere to very strict conditions. For more information, contact the Recycle Hotline @ 1-800-667-4321 or the CSRD @ 1-888-248-2773.		
Solid Waste/Refuse Disposal, and Waste Reduction.		Location
Columbia Shuswap Regional District		Salmon Arm and Area.
Materials Recovery Facilities (MRF)	Pick Up Service (Y/N)	Location
Columbia Shuswap Regional District	No	Salmon Arm
Recycling is available at refuse disposal sites and transfer stations, and also in downtown locations in Malakwa, Sicamous, Canoe, Sorrento and Salmon Arm. Recycling materials accepted include Newspaper, Mixed Waste Paper, Tin Food Cans, and Glass Containers.		
For more information on refuse disposal, please contact the Columbia Shuswap Regional District at 781 Marine Park Drive NE, PO Box 978, Salmon Arm, BC, V1E 4P1. Phone (250) 832-8194 or toll-free at 1-888-248-2773.		
Source: Waste Management Coordinator, CSRD; Faxed the CSRD office. July, 2005.		

Wastewater

Wastewater							
Local Provider	Address/Phone	Type of Service	Connection Fees	Average Cost/1,000 Gal	Maximum Capacity cu. M/ d	Average Demand cu. M/ d	Available Capacity cu. M/ d
City of Salmon Arm	500 2nd Ave NE, 803-4000.	Sanitary Sewer	At Cost	*See note below	6,700	4,400	2,300
<p>*Note: Sewer rates on metered water properties: The user rate is a combination of A (base rate) and B (per gallon charge). The base rate is based on connection size starting with 4 inch at a cost of \$23.00 to 8 inch at a cost of \$113.00 every two months. The base rate for larger connections to be determined by council. The per gallon charge (based on metered water) is \$2.28 for the first 80,000 gallons to \$3.66 for over 400,000 gallons for every two months.</p>							
<p>*Sewer Rates based on a "Flat-Rate" basis.</p>							
Classification of Premises - Flat Rates				Equivalent monthly Gallonage	Annual Charge		
Private Dwellings.				8600	\$255.40		
Apartments & Suites.				4300	\$127.60		
Offices for first 1000 sq ft of floor area.				5700	\$170.90		
For each 1000 sq ft or portion thereof.				2900	\$85.30		
Expansions							
<p>In 2004/05 the following expansions took place: odor control, filtration, uv disinfection and standby, electrical energy. The facility is capable of servicing a population of 30,000.</p>							
<p>Source: Contacted City of Salmon Arm. July, 2007.</p>							

Water

Water								
Local Providers	Contact	Supply Source	% of Pop Served	Connection Fee	Av. cost/ 1,000 Gal	Max. Capacity (ML/d)	Peak Demand (ML/d)	Available Capacity (ML/d)
City of Salmon Arm	500 2nd Ave NE 803-4000	Lake & surface water	87.5%	at Cost	*See note below	43.1	22.3	2.8
Cedar Heights	CSRD, 781 Marine Park Dr. NE 832-8194	Shuswap Lake		\$850 + Cost	\$154/yr.			
Eagle Bay	CSRD (see above)	Shuswap Lake		\$850 + Cost	\$214/yr.			
Falkland	CSRD (see above)	Ground Water		\$850 + Cost	\$66/yr.			
Saratoga	CSRD (see above)	Shuswap Lake		\$850 + Cost	\$365/yr.			
<p>*Note: Metered Rate: The user rate is a combination of A (base rate) and B (per gallon charge). The base rate is based on connection size which starts at 5/8 or 3/4 inch costing \$15.00 to 4 inch costing \$103.00 every 2 months. For larger meters the base rate is determined by council. The per gallon charge for the first 80,000 gallons is \$1.78 per 1000 gallons or part thereof to over 400,000 gallons at \$2.87 per 1000 gallons or part thereof every 2 months.</p>								
<p>Expansion plans for reservoir storage volumes and improvements to year 2020 for demand for zones 1-5 is 60.OML/d based on a population of 30,000 for Salmon Arm.</p>								
<p>Notes: 1) Annual chemical analysis of both water sources confirms compliance with the Canadian Drinking Water Quality Guidelines established by Health Canada. 2) There are a number of strategically located reservoirs throughout the municipality. 3) All water user rates are GST exempt. 4) For chemical breakdown of water see information at the Salmon Arm District office: 100 30th Street Southeast Salmon Arm, BC V1E 1J5. For additional information see the 2005 Annual Water Report on the City's website www.salmonarm.ca.</p>								
<p>Source: City of Salmon Arm, CSRD August, 2007.</p>								