

## New Policy Explanation for Water Users

POLICY: OMD 302

AFFECTS: Ditchrider Hours and Water Orders



After careful deliberation the TID board recently adopted a policy that clarifies the unique job our ditchriders do and puts in place fixed hours of contact, and response times. This explanation is provided to help you plan to have the water you need when you need it.

For **regular monitoring** of the condition of the systems in their area, and to respond to **emergencies** such as a leak or plugged trash rack, ditchriders will continue to manage their own schedules during the irrigation season. This ensures we keep the water running that has already been ordered. During the construction season ditchriders follow maintenance staff hours.

For **water order requests**, whether adding, dropping or rotating streams, your ditchrider will accept phone or text requests during the following times, and respond **within three (3) hours**:

- **Monday to Friday between 7:30 am and 7:30 pm**
- **Saturday between 7:30 am and 11:00 am**

Ditchriders are not required to take water order requests outside these times, including on Sundays, and also not on Labour Day.

This means that although ditchriders will continue to provide good service, they are able to schedule personal time during the day and let their phones go to voicemail/text message. They will respond within three (3) hours within the above times, but this means that if you wait until after 4:30 pm (M-F) or after 8:00 am (Sat), you may not get confirmation until after 7:30 am the next available day. If you miss the cutoff time, please wait until the next available morning (Mon-Sat) to place your water order request as TID is providing our ditchriders 'call-free' times outside these hours. Note that late calls should be emergencies only and any water order inquiries will start as a request the next available day. Late calls will not be given priority over next morning in-time calls/texts and cannot be expected to be fulfilled the next day. For after-hours emergencies you can always call our District Superintendent at 403-330-1070.

In-time water order requests will continue to be filled as soon as possible, and within 24 hours where the water is available. If your parcel is not supported by TID storage, make sure you place your request in time for us to place the order with SMRID. We cannot guarantee we can use Horsefly or orders added/dropped to balance flows between ours and SMRID's hours so you may need to wait until the following Monday, or even Tuesday.

For reference, **SMRID** water order hours are:

- Monday to Friday between 7:30 am and 3:00 pm
- Saturday between 7:30 am and 11:00 am (May 1 to September 1 only)

The TID board and staff thank you for your cooperation as we implement this new policy!