

About the Glenmore-Ellison Improvement District

The Glenmore-Ellison Improvement District (GEID) has proudly served the Glenmore Valley for over 100 years, allowing the area to thrive and prosper. GEID has been vital in transforming water supply and quality to an area historically known as Dry Valley.

GEID's boundaries extend across 3,787 hectares from northern Kelowna to Ellison. The GEID service area includes approximately 9,600 residential service connections with an estimated population of 24,000 residents. Of the 1,922 hectares serviced with water in the GEID area, 841 hectares are agricultural land.

Much like the City of Kelowna Water Utility, water is sourced from Okanagan Lake and supplies potable water for both domestic & agricultural use.

As one of four main water suppliers in Kelowna, the District has also supplied treated potable water from Okanagan Lake and non-potable water from Mill Creek to irrigated areas in the Ellison area, generally east of Kelowna International Airport.

GEID transition to City Water Utility

February 2025 Update

In case you missed it...

The Glenmore-Ellison Improvement District (GEID) and City of Kelowna have joined forces with the goal of transitioning operation of GEID to the City of Kelowna over the next three years.

The Glenmore-Ellison valleys are growing rapidly, and we are all facing increased risks associated with a changing climate. Converting to the City's water utility helps to preserve the quality and supply of water for GEID rate payers into the future and is more cost effective overall. GEID and City of Kelowna water utility customers will continue to receive quality water, as we work to improve system reliability, resiliency, emergency response and economies of scale.

GEID has had a long history of serving the Glenmore valley with experienced staff who know their water systems well and will continue to be vital in supporting operation of the system through the transition and beyond. The transition process is expected to take place over three years, and GEID-area and City of Kelowna customers will not experience any disruption or changes in water quality or delivery.

Benefits of Transition



Improved supply and resiliency through better interconnectivity and interoperability



Will achieve new access to provincial grants for major capital projects, reducing taxpayer impact



Increased emergency response for both systems with a larger pool of highly trained water operators



Better able to plan and coordinate City infrastructure projects including water, road, sewer, and stormwater



To travel through the 100-year history of GEID, visit the interactive legacy storybook at: kelowna.ca/water or geid.ca/about/history

Additional Questions + Information

Will anything change for Glenmore-Ellison water system customers in 2025?

No significant changes are expected this year for Glenmore-Ellison water customers, including those located within the Regional District of the Central Okanagan.

GEID staff and administration will continue to operate the system and issue bills through the transition.

Currently, there is no change in how GEID bills are paid. Customers will be notified in advance of any changes to billing, payment, and other processes.

Glenmore-Ellison customers can continue to contact the GEID office for any water-related matters in 2025.



What will happen to GEID and City of Kelowna Water Utility Rates?

Over the multi-year transition period, the City's goal will be to merge rates so that all City water customers have the same water rate structure. Integration is more cost-effective overall and allows for enhanced system reliability and resiliency.

Could water rates or taxes change?

The transition itself will not increase rates at either utility. In the long term, it should help improve resiliency and keep rates lower based on economies of scale. In addition, access to senior government grants and lower interest rates will provide added benefits to GEID rate payers.

Will this impact the agricultural rate structure at GEID or the City?

Of the 1,922 hectares serviced with water in the GEID area, 841 hectares are agricultural land. The transition itself will not impact water rates including agricultural rates. During the three-year transition, the City will work with the agricultural sector to find the best rate structure that suits the community's needs.



Will this affect how drought conditions are addressed?

GEID and the City are aligned with Okanagan Waterwise programs which support water conservation across the entire Okanagan Valley. GEID and the City have a similar drought management plan with consistent water restrictions. As our region has some of the driest conditions and highest per capita water use in Canada, all water customers are encouraged to monitor their usage and take steps to reduce consumption.

What will happen to staff at GEID?

GEID has a proud history in the Glenmore valley, in large part due to the well-trained staff that are specialists in their water systems. The City and GEID are committed to treating all current staff fairly during the transition, with continued employment at their existing terms and conditions to ensure a seamless transition.

Questions?

For anything related to the water system, including billing, please contact the GEID office at: 250.763.6506