



When Building New Fences or Landscaping in the Community

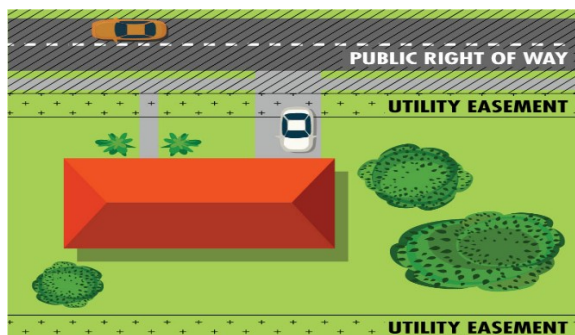
Before you start the actual fence building or landscaping, find out if there are any restrictions on your property. For example, fences aren't permitted across an easement unless they're specifically allowed under that easement.

It's your responsibility to find the correct property line. You can search the [BC land title authority](#). If the office has a land survey for the property, it'll show the property line. Otherwise, you can hire a registered [BC land surveyor](#) to come out and find it for you.

Before you make a final plan for your fence or landscaping, consider there may be tree roots or fence posts that could interfere with the buried underground utilities or cover the above ground utilities access now or in the future.

Please refer to https://www.rwwd.ca/docs/bylaw_195_distribution_2019_updated.pdf?LanguageID=EN-US – Section-14. Contact the RWWD Utilities to verify existing utility service locations at <https://www.rwwd.ca/> or call (250)-578-7100.

Whether you're an independent contractor working on a home improvement project, or part of a construction crew about to do an excavation, remember to click or call BC 1 Call **before breaking ground**. You must click or call-in advance to request the location of underground gas and other utility lines on the property. <https://www.bc1c.ca/homeowner/>





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New to Raleigh?

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FREQUENTLY ASKED Q&A

As another year comes to a close and when we look back upon the passing year, there have been several common questions being asked.

Q. I get my bill by email but I have not received it yet. Why didn't I get it?
A. It is extremely common for emails to go into junk-mail. You must add admin@rwwd.ca as a safe sender.

To add people to your **Safe Senders List**, do the following:

1. On the **Home** tab, click **Junk**, and then click **Junk E-mail Options**. On the **Safe Senders** tab, check the **Automatically add people I e-mail to the Safe Senders List** box.

<https://support.microsoft.com/en-us/office/add-recipients-of-my-email-messages-to-the-safe-senders-list-be1baea0-beab-4a30-b968-9004332336ce>

This process may vary based on the device you are using.

Q. Why didn't I receive my bill by mail?
A. Once bills are delivered to a Canada Post location we cannot control how long the mail takes to get to our residents however please let us know if you do not receive the bill within 10 business days of the issue date.

Q. What are the billing dates?
A. Billing dates are the first week of January, April, July and October.

RECAPS and UPDATES from "The Waterline"

2020 Water Quality Report has now been posted for your reference.

https://www.rwwd.ca/docs/annu-al_water_quality_report_2020.pdf?LanguageID=EN-US

CONTACT US

Admin Office Hours: Monday to Thursday 7:00am to 3:00pm

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Email: admin@rwwd.ca.

Operation's Cell: 250-819-3186 or 250-819-4767

[Please contact us if you require information regarding your roll or account number.](#)