

**FRASER LAKE
VILLAGE OFFICE**

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**SPECIAL
POINTS OF
INTEREST:**

- Fibre Optic Update
- Time Change
- Winter Parking
- Garbage Truck
- Shop Local
- BC Hydro Street-lights
- Voyent Alert
- Dog Tags
- Santa Claus Parade

**TIME
CHANGE**

Don't forget to turn your clocks back one hour on Sunday November 7, 2021 at 2:00 AM

**WINTER
PARKING**

Soon Public Works will be plowing snow and sanding the streets. Please remember that vehicles which are left on the streets between the hours of 5:00 am and 5:00 pm during the months of October to April may be towed away and impounded at the owner's expense

Village News

NOVEMBER 2021

FROM THE CHIEF ADMINISTRATIVE OFFICER

Fibre Optic Update

October was a busy month for fibre optic network construction. The crews from WCI installed over 4.3 kilometers of orange conduit in their first 20 days of work. This included the installation of conduit and boxes to 178 homes and businesses. The crew is off for a 10-day break. They will be back November 4th to resume construction activities.

The investment by the Village of Fraser Lake was necessary to provide this internet service. This new service has created a new Telecom Company; VFL Communications, which will be powered by CityWest fibre. A partnership has been developed between the Village and CityWest to recognize our contribution and level of ownership in this new business. Success of this endeavor is important to our community.

Many of our businesses and residents have been negatively impacted by slow internet speeds and the regular disruptions that have plagued the existing internet services. At the Village, we heard your concerns loud and clear. When this viable alternative became possible, our Mayor and Council agreed it was time to address this problem. Ninety-six (96) percent of our property owners authorized installation of the fibre optic infrastructure to their properties within days of our announcement. Your interest and enthusiasm for improved service is understood and appreciated.

The installation of the fibre optic infrastructure does not obligate anyone to any specific internet service provider. However, we'd like you to give us a chance to show you how fibre optic internet service performs. With the advent of fibre optic, gone are the days of limited bandwidth or diminishing line speeds as more internet users consume the system bandwidth. Fibre optic has nearly unlimited bandwidth capacity, allowing as many users as possible to be online at the same time without any noticeable effect. Imagine no loss of signal or line speed at 7:00 pm when many of our residents logged on.

Fibre optic services will be available in Spring 2022. Once it's up and running, you'll have access to 1 Gigabit per second internet (1,000 Mbps), which is light years beyond what is being offered to the Village now. We also have a great deal if you'd like to sign up for services now. Residential customers wishing to pre-register for fibre optic service will be offered four (4) months of free internet with the Quantum 250 package. And all that comes with no data caps and customer service that is based right here in B.C.

The package costs for the various internet, television and phone services that will be offered are listed on the CityWest website. Fraser Lake residents will be offered these services for the same price these services are offered in larger municipalities. If you would like to do a little more research on the services that will be provided, please explore any or all the following website links:

Internet services here: www.citywest.ca/north/shop/internet/personal/quantum-internet

TV services here: www.citywest.ca/north/shop/television

Phone services here: www.citywest.ca/north/shop/phone

Internet/TV/Phone bundle information: www.citywest.ca/north/shop/bundles

If you have questions about any of these services, pricing, or bundles, please contact CityWest Customer Support at <https://www.citywest.ca/support> or phone 1 (800) 442-8664

The fibre optic project includes several components. After the orange conduit is in place, the fibre optic lines will be installed. Knowing how many households are interested in the service allows the installers to plan for installation at your home. Our early registration incentive of **four months of free internet** supports our planning processes and provides the Village the opportunity to showcase this new service to our residents. We believe, after you experience the quality of fibre optic service and you compare our rates, you won't go back to copper or phone line service.

To pre-register, please go to the CityWest website www.citywest.ca or phone customer service at 1 (800) 442-8664.

FROM THE CHIEF ADMINISTRATIVE OFFICER

Garbage Truck Difficulties

The Village garbage truck has blown a gasket and will be in the sick ward for the next month, maybe longer. We have ordered parts, but they won't be in until mid-November. Until the repairs have been completed on the garbage truck, our Public Works employees are collecting garbage by hand.

Earlier today, our public works team was out picking up garbage. A few garbage cans were not collected because garbage in the can was not securely bagged. You must securely bag all garbage before you place it in your garbage bin. Tags were placed on the garbage cans indicating why the garbage was not collected.

As a reminder, garbage collection is limited to household waste. Examples of items that don't fit into that category include auto parts, exercise equipment, old lawnmowers, motor oil, and paint. These items are not allowed in your garbage bin. All garbage must be securely contained in a garbage bag that is strong enough to withstand handling. If you are recycling plastic grocery bags by using them as garbage bags, please place them in a larger, stronger garbage bag before placing them in your garbage can.

Picking up the garbage is not a glorious task for our Public Works staff. Enduring a shower of used cat litter or rancid liquid from a garbage can makes it that much worse. Please be considerate of our staff. And if you receive a tag on your garbage can, I'll be happy to find out why it wasn't picked up. There is always a good reason.



**Fraser Lake's
SANTA CLAUS
PARADE &
LATE NIGHT
SHOPPING
DECEMBER
3RD, 2021**

Watch for more information in the coming weeks regarding this event

Support Local and Shop Local

Support local Fraser Lake entrepreneurs; small local businesses make their livelihood on their business. Often, they put everything on the line to make a go of it.

Your spending will boost the local economy, every dollar spent locally, 63 cents stay in the local economy.

Small business builds community. Small business contributes to community markets, community gardens, craft shops and other local clubs. Without this support these community fundamentals would disappear. Small business has community value.

DOG TAGS

The 2022 Village of Fraser Lake dog tags are now available. If you are a resident within the Municipality, please come into the office to pick up your free tag. The tag is a great identifier for your family pet and provides us with contact information should your dog be picked up by the dog catcher

BC HYDRO STREET LIGHTS

BC Hydro has improved the process for submitting street light repairs for lights connected to BC Hydro wooden poles. They have created a dedicated team within the Call Centre for the general public to directly submit repair requests.

BC Hydro can be called at 1 866 266 6366 Monday to Friday from 8 a.m. to 4 p.m.

When submitting the street light repair request, please provide as much detail as possible including:

- Address, location or nearby cross street where the street light is located;
- Pole number, if known;
- Nature of the problem (for example, street light out, cycling on and off, dim)

So, when your out walking, driving or just looking out your window and notice a street light out please call BC Hydro to have it repaired.

Voyent Alert! Emergency Call Alert System

Have you Registered

In times of crisis it is important that residents have access to timely, trusted and accurate information to ensure their own safety and that of their family and loved ones. In response to this need, the Village of Fraser Lake has chosen Voyent Alert! as the communication service provider for these kinds of events.

The Village of Fraser Lake along with the Regional District of Bulkley Nechako have launched a new Emergency Call Alert System called Voyent Alert! This Mass Notification System allows residents to use an App or sign up online to receive text, email and phone alerts!

We are excited to provide this alert system to our residents.

Voyent Alert! is a multi-purpose communication service used to send alerts and notifications to residents, businesses, and visitors during critical events like fires or floods as well as for relevant day-to-day communications such as snow removal advisories, planned maintenance, water advisories, etc.

Go to <https://voyent-alert.com/community/> and click on "Register Now" to register to receive Voice, Email, or Text alerts.

