



BOIL WATER NOTICE

STORAGE RESERVOIR CLEANING AND WATERMAIN FLUSHING

NOVEMBER 5, 2025

SUN VALLEY WATER SYSTEM USERS

October 30, 2025

A **Boil Water Notice** will be in effect for the entire Sun Valley water system **starting Wednesday, November 5, 2025**, and will remain in effect until further notice. Water service to residents will be **off** from approximately 9:00 am to 4:30 pm on November 5 to conduct an inspection, cleaning, and disinfection of the Sun Valley water storage reservoir. This **Boil Water Notice** is a standard requirement when a water system loses pressure, as will be the case during this planned shutdown.

Precautionary Instructions

Residents are advised to use a safe alternate water source or to boil water for all drinking, brushing teeth, food preparation/cooking purposes and ice making. Water should be brought to a full boil and allowed to boil for at least one (1) minute.

Residents are reminded to use a safe **alternate source of water** when preparing baby formula for infants and young children due to the potential for elevated levels of manganese being present during this time. Manganese levels from the Sun Valley well are approximately 0.06 mg/L. The Guidelines for Canadian Drinking Water Quality set the Maximum Allowable Concentration (MAC) for manganese at 0.12 mg/L. The Aesthetic Object (AO) is set at 0.02 mg/L. [Click here for additional information on manganese.](#)

Residents should plan to have adequate water on hand for essential uses during this time. The RDOS is also reminding all business owners/operators (bed and breakfasts), landlords and public facilities operators that it is the responsibility of said establishments to notify their customers of the **Boil Water Notice**.

Flushing of the distribution system is scheduled for November 5 and 6. Chlorine will be added to the system during this work, and the taste and odour of chlorine may be present in the water for approximately one week. During the watermain flushing, accumulated sediments may become disturbed and suspended in the water, resulting in turbid and discoloured water. The goal is to flush water lines until the water becomes clear; however, residents may observe some discolouration or sediment in the water. **Residents are advised to take the following precautions:**

- Before the commencement of the flushing program, you may wish to bypass in-home treatment systems to avoid filters being plugged with sediment.
- If the water is turbid, minimize the use of hot water until the water clears, as this will help reduce any sediment from entering your hot water tank. In addition, residents should check the water quality before laundering clothing during this time to minimize potential staining or discolouration.
- Once flushing is complete, if you experience dirty water, run your cold water taps only and/or garden hose until the water runs clear.

For further information, contact RDOS Public Works at [250-490-4135](tel:250-490-4135) during regular business hours, Monday through Friday. **For after-hours water emergencies, please call RDOS Regional Dispatch at 250-490-4141.**

Thank you for your cooperation.

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VOYENT ALERT!

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Frequently Asked Questions Regarding Water Storage Reservoirs

What is the storage reservoir?

The Sun Valley storage reservoir is a large concrete structure that is located immediately after the deep groundwater well. Well water is pumped into the storage reservoir, and the distribution pumps move water from the storage reservoir to pressurize the distribution system.

Why is cleaning of the storage reservoirs required?

The water from the Sun Valley well contains iron and manganese. The iron and manganese are oxidized when the water comes into contact with oxygen in the storage reservoir. Over time, these precipitates settle out on the bottom of the reservoir. Biofilms can potentially develop over time because of these sediments. These sediments and biofilms can result in bacteriological regrowth and can affect the aesthetic quality of the water. To ensure that the highest quality of water is being delivered, periodic cleaning is required to remove these materials. In addition, the opportunity is also present to inspect the integrity of the reservoir.

What is involved in the cleaning of a storage reservoir?

The reservoir must be isolated from the distribution system and drained of all water. It is then pressure-washed and flushed of any material. The final step is the disinfection of all surfaces through the application of a sprayed solution of sodium hypochlorite (liquid bleach) before water is reintroduced to the reservoir. A water sample is then taken and sent to a laboratory to ensure that the bacteriological quality of the water is not compromised.

Why is this Boil Water Notice required?

Typically, a reservoir remains isolated until satisfactory bacteriological test results are received after cleaning and disinfection. This testing process can take up to three (3) days. Due to operational constraints of the Sun Valley system, the storage reservoir cannot be removed from service for the time required for the laboratory to process the sample. In addition, the distribution system will experience a loss of system pressure during the reservoir cleaning, which increases the potential for backflow of contaminants into the distribution system.