



# INFORMATION NOTICE

## FAULDER WATER SYSTEM

### STORAGE RESERVOIR CLEANING & WATER SERVICE INTERRUPTIONS – NOVEMBER 9, 2023

November 6, 2023

The Regional District of Okanagan-Similkameen (RDOS) will be conducting a routine inspection and cleaning of the water storage reservoir in Faulder on Thursday, November 9, 2023. The RDOS is providing this **Information Notice** as there is the potential for a change in water quality during the period of this work.

People that are seeking additional protection (such as those with health concerns) are advised to consider using a safe alternate source of water or to boil the water during this time.

Water service will be off on November 9, 2023, from 9:00am to 4:00pm for the following addresses:

**Princeton-Summerland Rd. - 8000, 8008, 8025**

**Mountain View Rd. - 100, 147, 197, 180, 200**

No interruptions of service are expected for the remainder of the Faulder water system, however, the RDOS does encourage all residents to conserve water during this time. In addition, all customers may notice elevated levels of chlorine in the water during this time.

The RDOS would also like to remind all business owners/operators (hotels, motels, bed and breakfasts, restaurants, wineries, stores, etc.) and public facilities operators that it is the responsibility of said establishments to notify their customers of this Information Notice.

For further information, please contact the Utilities Department at 490-4135 or toll free at 1-877-610-3737.

Thank you for your cooperation.

Regional District of Okanagan-Similkameen

**Utilities Department**

November 6, 2023

**NOTIFICATION SERVICE**

**VOYENT ALERT!**

**GET THE INFORMATION YOU NEED, WHEN YOU NEED IT**

The Regional District of Okanagan-Similkameen is pleased to announce it has chosen the Voient Alert! service to keep you informed during times of crisis and for day-to-day notices. Register now to receive important notifications that matter to you. The service is free, easy to use and totally anonymous.

**REGISTER NOW!**

**MOBILE APP USERS**

Download and install the Voient Alert! app from the Apple App or Google Play stores.

Register online to receive email, voice or text-based alerts at:  
[register.voyent-alert.com](https://register.voyent-alert.com)

## **SOME FREQUENTLY ASKED QUESTIONS REGARDING WATER STORAGE RESERVOIRS**

### **What is a storage reservoir?**

A storage reservoir is a large concrete or metal structure that is located at an elevated location in the community. Reservoirs provides storage for peak demands.

For the Faulder Water System, water is pumped from the Faulder Well & Uranium Treatment Plant to fill the storage reservoir, and when full, the reservoir feeds the distribution system via gravity.

The Faulder system does have a number of homes located above the reservoir that require a booster pump for the supply of water. The booster pump pulls water from the reservoir, therefore during the reservoir cleaning there will be no water service to these homes.

### **Why is cleaning of the storage reservoirs required?**

As the water from the Faulder Well is not filtered, any silt and sediments can settle out in the storage reservoir and water distribution mains. Biofilms can also potentially develop over time. These sediments and biofilms do not pose a health risk but 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 materials from the walls of the storage reservoir and sediments that have settled on the bottom of the storage reservoir. In addition, draining of the storage reservoir provides an opportunity to inspect the reservoir for cracks, leaks or signs of deterioration.

### **What is involved in the cleaning of a storage reservoir?**

The reservoir has to 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. While many steps are taken to make the cleaning process hygienic, bacteriological testing helps to verify that no bacteria were introduced during the cleaning process.

### **Why is this Information Notice being provided?**

Typically, a reservoir remains isolated until satisfactory laboratory test results are received. This testing process can take up to three days. Due to operational constraints, the Faulder reservoir cannot be removed from service for the time required for the laboratory to process the samples. The Interior Health Authority was consulted on this issue and it was decided that an *Information Notice* be issued. This Notice provides the opportunity for people that are seeking additional protection (such as those with health concerns) to make an informed decision regarding the steps they wish to take to safeguard their health.

A higher than normal level of chlorine (odour and/or taste) may be noticeable during this period of work. Monitoring will be ongoing to ensure that levels are maintained within an acceptable range.