



Sage Mesa Water

Includes Sage Mesa, Westwood Estates, Husula Highlands

November 20, 2020

The Regional District of Okanagan-Similkameen (the Operations contractor for the Sage Mesa water system) will be conducting a routine inspection and cleaning of the two treated water storage reservoirs during the week of November 30th, 2020. The RDOS will be placing a Boil Water Notice on the Upper Zone of Sage Mesa Water System commencing November 30th, 2020. The permanent Boil Water Notice remains in effect for the Lower Zone.

The duration of this BWN will be address dependant. Please see below:

For the **Lower Zone** (residents with the following addresses) the permanent BWN will continue to remain in effect during and after the Reservoir cleaning.

- Sage Mesa Drive
- Ladera Place
- Solana Crescent
- Pine Hills Drive
- Verano Place

For the **Upper Zone** (residents with the following addresses) it is anticipated that the BWN will end at the end of the day, December 4th, 2020 unless otherwise notified. Residences at the upper elevations of the Upper Zone may experience minimal water pressure (while the Upper Reservoir is cleaned, tentatively scheduled for Tuesday, December 1st, 2020). Low pressure scenarios have the potential of introducing cross connection and backsiphonage events, which is why the Boil Water Notice is an important procedure to follow during reservoir inspections and cleaning.

- Forsyth Dr.
- Sandstone Dr.
- Sandpiper Ln.
- Westwood Dr.
- Ryan Rd.
- Forsyth Pl.
- Sandstone Cres.
- Estates Pl.
- Pinetree Pl.
- Ponderosa Pl.
- Tyrone Pl.



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All residents are advised to use a safe alternate source of water or to boil water for all drinking, oral hygiene and food preparation/cooking purposes. Water should be brought to full boil and allowed to boil for at least 1 minute.

All customers may notice elevated levels of chlorine in the water during this period.

No interruptions of service are expected, however, the RDOS does encourage all residents to conserve water during this time and to have water on hand for toilet flushing and personal use.

The RDOS would also like to remind all business owners/operators (bed and breakfasts) and public facilities operators that it is the responsibility of said establishments to notify their customers of the Boil Water Notice.

Please see the attached informational page explaining the need for the BWN during this work.

For further information, please contact the Public Works Department at (250) 490.4106, (250) 490-4135 or toll free 1-877-610-3737.

Thank you for your cooperation.

Regional District of Okanagan-Similkameen
Public Works Department
November 20, 2020



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SOME FREQUENTLY ASKED QUESTIONS REGARDING WATER STORAGE RESERVOIRS

What is a storage reservoir?

A storage reservoir is a large concrete/metal structure that is located at elevated location in the community. Treated water is pumped from the Lake to fill the storage reservoirs and when full, the reservoirs feed the distribution system via gravity. These reservoirs lower the demand on the electric pumps and provide storage for peak demands, fire protection and during power outages.

Why is cleaning of the storage reservoirs required?

As the water from Okanagan Lake is not filtered there is always some level of suspended sediment present in the water known as turbidity. This is typically not readily visible. Over time this sediment settles out on the bottom of the reservoirs. During periods of high turbidity as with freshet a considerable amount of sediment is present in the water and able to be deposited in the reservoirs. Biofilms can also potentially develop over time however this is more prevalent in non-chlorinated systems. 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 these materials. In addition, the opportunity is also presented to inspect the structural integrity of the reservoir.

What is involved in the cleaning of a storage reservoir?

Standard industry practices for cleaning of reservoirs are followed by the RDOS Water Operators. Typically a reservoir is isolated from the distribution system (an alternate reservoir will maintain the water supply) and reservoir is drained of all water. It is then pressure washed and flushed of any material. All surfaces inside the reservoir are disinfected through the application of a sprayed sodium hypochlorite (liquid bleach) solution before water is reintroduced to the reservoir. A bacteriological water sample is then taken and sent to a laboratory. The reservoir remains isolated until satisfactory results are obtained before it is reintroduced to the distribution system. The bacteriological testing process can take up to 3 days.

Why is a Boil Water Notice required?

In the case of Sage Mesa, the reservoirs cannot be isolated from the distribution system due to operational constraints. The reservoirs must remain in partial operation while the cleaning is performed. This and the fact that the reservoirs cannot remain isolated while the bacteriological tests are conducted were discussed with the Interior Health Authority. It was decided that a Boil Water Notice be issued for the duration of the work to ensure that the public's health is protected since an alteration to the standard industry practices is required.



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