



BOIL WATER NOTICE

STORAGE RESERVOIR CLEANING AND WATERMAIN FLUSHING

April 6th – 14th, 2022

SUN VALLEY WATER SYSTEM USERS

April 1, 2022

A **Boil Water Notice** will be in effect for the entire Sun Valley water system beginning April 6th through to the end of April 14th. This is required as water service to residents will be off from approximately 9:00 am to 4:30 pm on April 6th while the Regional District of Okanagan-Similkameen conducts an inspection, cleaning and disinfection of the Sun Valley water storage reservoir.

April 7th, the water distribution system will be flushed. 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 become suspended in the water resulting in turbid and discolored water. The RDOS's goal is to flush water lines until the water becomes clear, however residents may observe some discoloration or sediment in the water. Residents are advised to take the following precautions:

- Plan ahead to have adequate water on-hand if required prior to the outage on April 6th and the flushing on April 7th.
- Prior to 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 into your hot water tank. In addition, residents should check the water quality before laundering of clothing during this time to minimize potential staining or discoloration.
- Once flushing is complete, if you experience dirty water run your cold water taps only and/or garden hose until the water runs clear.
- You may notice chlorine residual in the water system for a number of days.

For further information, please contact the Public Works Department at (250) 490-4135 or toll free 1-877-610-3737. For after-hours water emergencies call Regional Dispatch at 250.490.4141.

Thank you for your cooperation.

RDOS Public Works

See Over

SOME 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 reservoirs and the distribution pumps, pump water from the storage water 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 in 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 as a result 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 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.

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 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.