



BOIL WATER NOTICE

STORAGE RESERVOIR CLEANING AND WATERMAIN FLUSHING

March 13 – 24, 2023

SUN VALLEY WATER SYSTEM USERS

March 7, 2023

A **Boil Water Notice** will be in effect for the entire Sun Valley water system beginning March 13, and tentatively ending the end of the day, March 24. This is required for the RDOS to conduct an inspection, cleaning and disinfection of the Sun Valley water storage reservoir. On March 13, water service to residents will be off from approximately 9:00 am to 4:30 pm.

Fortis BC is also planning electrical upgrades to the supply to the Sun Valley Well Pump Station on March 13, and by combining these two works the RDOS will be minimizing the number of service interruptions to customers.

On March 14 and 15, the water distribution system will be thoroughly 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' 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 service outage on March 13, and the flushing on March 14 and 15.
- 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 Utilities Department at (250) 490-4135 or toll free at 1-877-610-3737. For after-hours water emergencies call Regional Dispatch at 250-490-4141.

Thank you for your cooperation.

RDOS Utilities

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 reservoirs to pressurize the distribution system.

Why is cleaning of the storage reservoirs required?

The water from the Sun Valley well contains dissolved iron and manganese. The iron and manganese are oxidized when the water comes in contact with oxygen in the storage reservoir and forms visible particles. Over time, these particles settle out on the bottom of the reservoir as sediment and can encourage growth of microorganisms in biofilms. These sediments and biofilms can affect the aesthetic quality of the water. To help 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, at which time the reservoir can be put back into service. In some water systems, water service to customers can be maintained while a reservoir is isolated and not in operation. Unfortunately, with the Sun Valley system, water service cannot be maintained when the reservoir is isolated, and the laboratory testing process can take up to 3 days. This requires a *Boil Water Notice* to be in place, as the reservoir will be brought back into service before the laboratory test results are obtained. In addition, the distribution system will have a loss of system pressure during the reservoir cleaning, which increases the potential for backflow of contaminants into the distribution system.