



WATER QUALITY ADVISORY

WILLOWBROOK WATER SYSTEM

ROUTINE CLEANING AND INSPECTION OF STORAGE RESERVOIR

April 23, 2026

The **Regional District of Okanagan-Similkameen (RDOS)** will be implementing a **Water Quality Advisory** for the Willowbrook water system starting **Tuesday, April 28, 2026**. This Water Quality Advisory is in response to planned works for cleaning and inspecting the Willowbrook water storage reservoir. Once implemented, this advisory will remain in effect until further notice.

What is a Water Quality Advisory?

A Water Quality Advisory is a level of notification below a Boil Water Notice. The RDOS is issuing this Water Quality Advisory because there is potential for a change in water quality during this work. People who would like additional protection, or have existing health concerns, may want to use a safe alternate source of water or boil their water during this period.

Precautionary instructions

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

Who may need additional protection?

- People with weakened immune systems
- People with chronic illnesses
- Infants and children
- The elderly
- People wishing to seek additional protection

No interruptions in service are expected during this work; however, the RDOS is asking residents to conserve water during this time as a precaution. Customers may also notice elevated levels of chlorine in the water during this period.

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

For further information, please contact RDOS Public Works at 250-490-4106 or 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.

RDOS Public Works

Frequently Asked Questions About Water Storage Reservoirs:

What is a storage reservoir?

A water storage reservoir is a concrete or metal structure that is located at an elevated location within a community. Treated water is pumped from the source well to fill the storage reservoir, and when full, the reservoir feeds the distribution system via gravity. The reservoir provides storage for times of peak demand and fire protection.

Why is cleaning of the storage reservoirs required?

Periodic cleaning removes materials that accumulate on the walls and floor of the storage reservoir and improves water quality. In addition, draining the storage reservoir provides the opportunity to perform a structural assessment to determine if there are any cracks, leaks or signs of deterioration.

What is involved in the cleaning of a storage reservoir?

After the reservoir is isolated from the distribution system and drained, it is then pressure-washed and flushed of any material. All surfaces within the reservoir are disinfected through the application of a sprayed solution of sodium hypochlorite (liquid bleach and water). A water sample is taken and sent to a laboratory to ensure that the quality of the water is not compromised before the reservoir is brought back online.

Why is the Water Quality Advisory being issued?

Typically, a reservoir remains isolated until satisfactory bacteriological test results are received. These tests can take up to three days. The Willowbrook system will be operated with the reservoir isolated during the cleaning and inspection process, during which time the well supply pump will keep the distribution system pressurized. Upon completion of the disinfection process, the RDOS will bring the Willowbrook reservoir back into service. This will ensure that full fire flows are available for the community during the ongoing drought conditions. Since the reservoir will be brought back into service before the bacteriological test results are obtained, a Water Quality Advisory is being implemented. This notice is intended to provide an opportunity for people who 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.

The RDOS would like to encourage all customers to conserve water during this time.