



INFORMATION NOTICE

NARAMATA WATER SYSTEM USERS

EFFECTIVE MARCH 28th TO APRIL 2ND 2022

The Regional District of Okanagan-Similkameen (RDOS) will be conducting a routine inspection and cleaning of the treated water storage reservoir in Naramata during the week of March 28, 2022. The RDOS is providing this **Information Notice** to all Naramata water system users as there is the potential for a change in water quality during the period of this work (see over).

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 period.

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.

The RDOS would also like to remind all business owners/operators (hotels, motels, bed and breakfasts 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 Public Works Department at (250) 490-4106, (250) 490-4135 or toll free 1-877-610-3737.

Thank you for your cooperation.

Regional District Okanagan-Similkameen
Public Works Department
March 24, 2022

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

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 (not to be confused with the upland reservoir lakes that collect water from the watershed). Treated water is pumped from the Water Treatment Plant to fill the storage reservoirs and when full, the reservoirs feed the distribution system via gravity. These reservoirs lower the demand on the pumps and provide storage for peak demands and fire protection.

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, however it is not typically visible. Over time, this sediment settles out on the bottom of 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 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 Information Notice being provided?

Typically a reservoir remains isolated until satisfactory laboratory test results are received. This testing process can take up to 3 days. Due to operational constraints, some of the Naramata reservoirs 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 the targeted demographic to make an informed decision regarding the steps they wish to take to safeguard their health. In addition, this Notice prevents the need for any planned service interruptions to residences. The RDOS would like to encourage all customers to conserve water during this time.

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.