

CITY OF
SALMON ARM

**WATER
QUALITY
REPORT
2022**

TABLE OF CONTENTS

1.0	INTRODUCTION	1
2.0	BACKGROUND	1
3.0	WATER SYSTEM OVERVIEW	2
4.0	STAFFING	6
5.0	MONITORING PROGRAM	8
6.0	CROSS CONNECTION CONTROL	10
7.0	WATERMAIN BREAKS	10
8.0	NOTIFICATION PROTOCOL	11
9.0	CAPITAL WORKS PROJECTS	11
10.0	WATER CONSUMPTION	12
11.0	TEST RESULTS	12
12.0	2020 CHALLENGES TO DRINKING WATER QUALITY	12
13.0	CONCLUSION	13

APPENDICES

Appendix 1 : SOURCE WATER CHEMICAL ANALYSIS TEST RESULTS

Appendix 2 : WATER SERVICE AREA

Appendix 3 : IHA/CSA WATER SAMPLE SCHEDULE

Appendix 4 : IHA BIOLOGICAL MONITORING RESULTS

Appendix 5 : ANNUAL WATER CONSUMPTION 2006 TO 2020

Appendix 6 : JANUARY AND JULY WATER CONSUMPTION COMPARISON

Appendix 7 : MAINTENANCE PROGRAM

Appendix 8 : CSA POLICY NO. 5.16 (WATER CONSERVATION POLICY)

Appendix 9 : WATER EMERGENCY RESPONSE PLAN

1.0 INTRODUCTION

As required by the British Columbia Drinking Water Protection Act, the City of Salmon Arm provides the following annual water quality report. This information has been compiled by the City of Salmon Arm to help you better understand your drinking water.

This report outlines where your water comes from, how it is distributed, and how we ensure it is safe to drink. This information will provide those who want to further inform themselves about their drinking water to do so.

Drinking water can be a complex issue and much of the information provided in the report is technical in nature. Every effort has been made to provide it in a format that is as easy to understand as possible. Please contact the City of Salmon Arm Engineering & Public Works Department at 803-4000, should you have any questions.

"Water links us to our neighbour in a way more profound and complex than any other."

John Thorson

2.0 BACKGROUND

The City currently operates and maintains a public water distribution system under the regulations of the Water Users' Communities Act, found here:

http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/00_96483_01

The Interior Health Authority (IHA) have advised the City that "Under the legislation, the province has increased the basic expectations around assessing water systems, certifying operators and suppliers, and monitoring and reporting on water quality. The legislation gives provincial drinking water officers (i.e. Interior Health Authority) increased powers to protect water sources from contamination by a drinking-water health hazard. In addition, the drinking-water officers will oversee a source-to-tap assessment of every drinking-water system in the province to address all potential risks to human health."

The City of Salmon Arm commissioned a new water treatment plant in 2009. The new water plant was built to ensure consistent safe drinking water for the growing population of Salmon Arm and to meet new potable water regulations.

3.0 WATER SYSTEM OVERVIEW

The City’s water is supplied by way of two (2) primary sources: East Canoe Creek at Metford Dam and Shuswap Lake at Canoe Beach. A previous source of water from Rumball creek has been decommissioned and is no longer used for irrigation at the Mt. Ida Cemetery. The Shuswap Lake source has a Water Treatment Plant that meets the Interior Health Authority 4-3-2-1-0 water treatment objective of four (4) log inactivation of viruses, three (3) log removal/inactivation of Giardia Lamblia and Cryptosporidium, two (2) treatment processes for surface water sources, one (1) for less than 1 NTU of turbidity, and zero (0) total and fecal coliforms and E. Coli. The East Canoe Creek source has been upgraded to utilize two forms of disinfection: ultra-violet light (UV) and sodium hypochlorite chlorination. The water from Metford Dam is only used when the turbidity is less than 1 NTU. Extensive SCADA programming and interlocks are in place to prevent the distribution of inadequately treated water from either source. The distribution system includes approximately 205 km of watermain, varying in diameter from 100 mm to 600 mm. The City’s waterworks system provides water through gravity and pump systems. The waterworks system is complex and is comprised of eight (8) pressure zones, 1028 hydrants (861 City owned), seven (7) pumping stations, fourteen (14) reservoirs and one (1) dam. There is a total concrete reservoir storage capacity of 17,346 cubic meters and Metford reservoir storage capacity of 15,800 cubic meters, servicing a population of approximately 18,811 people and approximately 6,279 connections. Water meters are installed for an estimated 96% of the City’s residential connections and 48% of all other connections.

Did you know ...?

- *Canada holds 20% of the world's freshwater, but has only 9% of the world's renewable freshwater supply; the rest is "fossil water", a legacy of the melting of large ice sheets that once covered much of Canada.*
- *Canada has more lake area than any other country in the world.*
- *Every time Beethoven sat down to write music, he poured ice water over his head.*
- *Once you drink water, it leaves your stomach in about 5 minutes!*



Figure 1 – Water Treatment Plant in Salmon Arm

"When the well is dry, we learn the worth of water."

Benjamin Franklin

The public water system services an area of approximately 7,418 hectares (see Appendix 2) of which 969 hectares includes Band Lands. The City distributes water in pipes made of a variety of materials.

Pipe Material	Length In Service	Comments
Cast Iron	0.1 km	Majority installed prior to 1978
Ductile Iron	17.6 km	Ductile iron is still used in some applications in Salmon Arm
PVC	107.4 km	Most pipe installed since 1979 has been PVC
Asbestos Cement	79.4 km	Majority installed prior to 1978

Figure 2 - Pipe materials in service in Salmon Arm

Shuswap Lake is at a nominal elevation of about 347 m (1135 ft.) Geodetic Survey of Canada (GSC) datum while the Metford Dam intake on East Canoe Creek is at elevation 567 m (1860 ft.) GSC. The Utilities Division attempts to maximize the supply of water from East Canoe Creek so that pumping into the system from Shuswap Lake and the associated costs are minimized. The flow of water from East Canoe Creek into the water system is by gravity.

Did you know ...?

- About 70% of the earth is covered in water.
- 3% of the water on earth is freshwater and only 1% is available for human consumption.
- Nearly 70% of the earth's fresh water exists in the form of glaciers and permanent snow cover.
- Only 0.3% of total global fresh water is stored in lakes and rivers.

Periodic problems are experienced with East Canoe Creek, such as:

- Turbidity levels that exceed the Interior Health Maximum Allowable Concentration. High turbidity levels are typically associated with higher creek flows during the spring snowmelt and extended high rainfall events in the watershed; and
- Peak summer water demands that exceed the low natural summer flows in the creek.

The distribution system is segregated into eight (8) pressure zones. The storage reservoir in the highest pressure zone (Zone 5) is at elevation 615 m (2020 ft.) GSC above sea level. Water has to be pumped over 269 m (885 ft.) in elevation from Shuswap Lake to the storage reservoir at the highest elevation.

2022 CONSUMPTION BY SOURCE (m³)
TOTAL - 3,436,524 m³

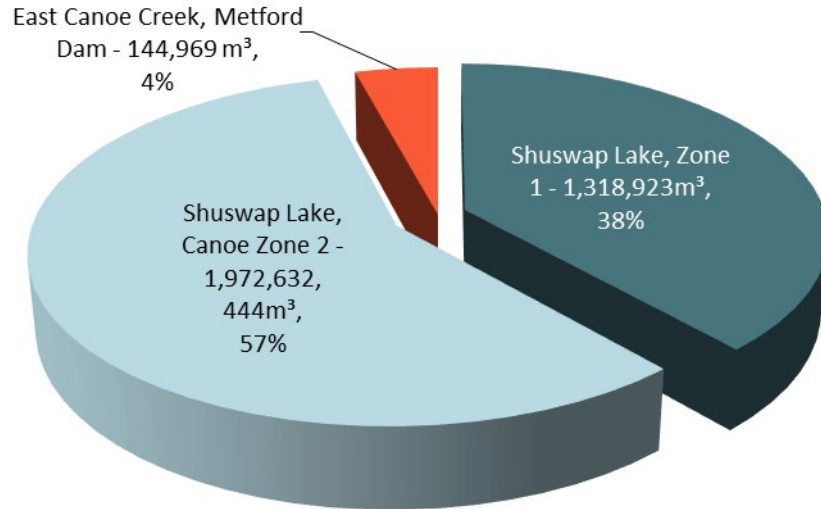


Figure 3 - Water Source Distribution

"If there is magic on this planet, it is contained in water."

Loran Eisley
 (Anthropologist),
 The Immense Journey, 1957

Water treatment Plant

The new Water Treatment Plant was online in May 2009 and dramatically improved the water quality for all City residents. The treatment process includes coagulation, flocculation, and filtration, followed by disinfection with ultraviolet light and chlorine (via sodium hypochlorite generated on-site). The raw water intake was extended further offshore and lowered to provide a more consistent raw water supply for the water treatment plant.

Water Pumping Stations

The municipal water system includes 14 water storage facilities and eight pumping stations. Normally, if there is a major pumping station or storage facility failure, water service to a large area of the community could be interrupted or adversely affected until repair work is completed. With our gravity feed supply source at Metford Dam, water can be cascaded down through all the zones, with the exception of Zone 5.

The pump stations house a combined total of 25 pumps with a service life of approximately 40 to 50 years for each pump. Relocating and decommissioning the existing Zone 5 Booster Station is currently under construction. Upgrade of the Zone 2 pump station at Canoe Beach is currently at the design stage.



Figure 4 - Zone 1 Pumping Station Canoe

The following illustrates how many gallons of water it takes to make some everyday items.

Apple	16
Orange	22
Egg	85
Loaf of Bread	150
Pound of Steel	270
Sunday Paper	280
Pound of Aluminum	1000
Pound of cotton	1300
Pound of Beef	3000

**Laura McDonald,
Freshwater Society**

System Control – “SCADA” (Supervisory Control And Data Acquisition software)

Maintaining reservoir water levels, operating pumps, monitoring quality control equipment and maintaining a historical data file of the water systems operations is made easier by a comprehensive software program employed by the Utilities Department. Connected by wireless links, the SCADA software is able to monitor sensors at all the reservoirs and pump stations. Interpreting the data received, it then automatically turns pumps on and off to keep the system flowing smoothly. When trouble is detected within the system, the software issues alarms and the Utilities Division staff are notified.

Pressure-Reducing Valve Stations

The maximum design water pressure for piping within the majority of the municipal water system is 1034 kPa (150 psi). We have two Pressure reducing stations which contain Pressure reducing valves. Pressure reducing valves are used to control the pressure in the water system by creating head losses that prevent pressures from exceeding the design maximum. The failure of a PRV could disrupt flows and mainline pressures to large areas within the community.

The Utilities Division currently maintains and upgrades the PRV stations as required, in an effort to extend their service life. Most individual premises also have secondary PRV’s as fluctuating pressures can place excessive stress on internal plumbing systems and fixtures.

3.1 Water System Value

The total value of our primary water distribution system, as detailed in Figure 5 below, is approximately \$199,541,182. We budgeted \$6,960,500 in 2022 on water infrastructure replacement, operations, maintenance, and capital projects. The replacement program is designed to address some of these previously discussed replacement components and other general deficiencies within the system on a priority basis; however, a thorough and comprehensive maintenance program also helps to extend the life expectancy of a majority of these water infrastructure elements.

"Throughout the history of literature, the guy who poisons the well has been the worst of all villains..."

Author unknown

System Components	Quantity in Use in Salmon Arm	Approximate Replacement Cost
Water mains	205 km	\$ 142,580,000
Fire Hydrants	861	\$ 8,440,000
Treatment Plant	2	\$ 40,600,000
Reservoirs/Tanks	14 Reservoirs/ 1 Dam	\$ 21,350,000
Pumping Stations	8	\$ 14,100,000
System Control	1	\$ 1,504,000
Total		\$ 228,574,000

Figure 5 - Infrastructure replacement value

4.0 STAFFING

The City of Salmon Arm Engineering and Public Works Department is responsible for this municipal function. The Utilities Division is responsible for the operation and maintenance of the water supply and distribution system.

Staff Overview:

Engineering and Public Works
Robert Niewenhuizen, A.Sc.T., Director of Engineering and Public Works
Gabriel Bau Baiges, P. Eng., City Engineer
Gerry Rasmuson, B.Sc., Manager of Utilities

Did you know ...?

- In Canada, there is more water underground than on the surface.
- Canadians are among the biggest water users in the world.
- Annually, Canada's rivers discharge 7% of the world's renewable water supply.
- 40% of Canada's boundary with the United States is composed of water.

Utilities Division	
<p>Mervin Arvay <i>Utilities Supervisor</i></p> <ul style="list-style-type: none"> • Level II - Wastewater Collection • Level III – Water Distribution 	<p>Rick Webb <i>Water Treatment and Distribution Chief Operator</i></p> <ul style="list-style-type: none"> • Level III - Water Treatment • Level II – Wastewater Collection • Level III Water Distribution
<p>Jason Philps</p> <ul style="list-style-type: none"> • Level II – Water Distribution • Level I – Wastewater Collection 	<p>Marcus Miller</p> <ul style="list-style-type: none"> • Level IV - Water Treatment • Level IV - Water Distribution
<p>Josh Yurkowski</p> <ul style="list-style-type: none"> • Level II – Water Distribution • Level II – Wastewater Collection 	<p>Joe Reidford</p> <ul style="list-style-type: none"> • Level IV – Water Treatment • Level IV – Water Distribution
<p>Corey Hockman</p> <ul style="list-style-type: none"> • Level I – Water Distribution • Level I – Wastewater Collection 	<p>Devon Tulak</p> <ul style="list-style-type: none"> • Level II – Water Distribution • Level I – Wastewater Collection • Level I - Water Treatment
<p>Jason Baker</p> <ul style="list-style-type: none"> • Level I – Water Distribution • Level I – Wastewater Collection 	<p>Ray Muller</p> <ul style="list-style-type: none"> • Level III – Water Distribution • Level I – Wastewater Collection • Level I - Water Treatment • Level I – Wastewater Treatment
<p>Cody Dube</p> <ul style="list-style-type: none"> • Level IV – Water Treatment • Level II- Water Distribution 	<p>Brent Romyn</p> <ul style="list-style-type: none"> • Level III – Water Treatment • Level I – Wastewater Treatment • Level III - Water Distribution

Figure 6 - Staff Overview

Did you know ...?

- Up to 60% of the human body is water.
- The brain is composed of 70% water.
- Blood is 82% water.
- The lungs are nearly 90% water.

"Anyone who can solve the problems of water will be worthy of two Nobel prizes - one for peace and one for science."

John F. Kennedy

5.0 MONITORING PROGRAM

Drinking water quality is a function of source water quality, water treatment, and water quality changes after treatment. As a result the monitoring of drinking water quality consists of three components: source (raw) water monitoring, treatment process monitoring, and monitoring in the distribution system.

5.1 TESTING PARAMETERS

The water treatment plant has continuous online monitoring for treated water turbidity, particle counts, pH, temperature, chlorine residual, and UV transmittance. These parameters are trended and monitored daily by the operators for abnormal conditions and corrective actions are taken as needed. Frequent grab samples are collected and analyzed to confirm the operation of the online instrumentation.

The City of Salmon Arm is required to collect a minimum of 18 bacteriological samples per month as outlined in the BC Drinking Water Protection Regulation. These samples are collected from representative points throughout the distribution system.

Turbidity

Turbidity measurements relate to the optical properties of water. Poor turbidity is caused by suspended matter such as clay, silt, finely divided organic and inorganic matter, soluble coloured organic compounds, plankton, and other microscopic organisms.

Excessive turbidity not only detracts from the appearance and taste of water, it can shield organisms from disinfection methods. The unit of measurement is the nephelometric turbidity unit (NTU). Turbidity from the treatment plant shall be less than or equal to 0.3 NTU in at least 95% of the measurements made, or at least 95% of the time each calendar month, and shall not exceed 1.0 NTU at any time. The unfiltered East Canoe Creek source automatically shuts down at a turbidity of 1 NTU. The system is then flushed until the turbidity is within the acceptable range (<1 NTU). Turbidity is

continuously measured at both water supply sources.

Chemical Analysis

The Water Treatment Plant Operators takes samples on a bi-annual basis from raw water sources for a chemical analysis of common minerals and other chemical parameters (such as hardness). Results are checked against the *Guidelines for Canadian Drinking Water Quality* (see Appendix 1). Samples are also collected bi-annually from representative points throughout the distribution system and analyzed for disinfection by-products

5.2 TESTING PROGRAM

Did you know...?

- You can refill an 8-oz glass of water approximately 15,000 times for the same cost as a six pack of soda.
- If all the world's water were fit into a gallon jug, the fresh water available for us to use would equal only about one tablespoon.
- There is the same amount of water on Earth as there was when the Earth was formed. The water from your faucet could contain molecules that dinosaurs drank.

Treated water at the nine sampling sites is tested and sampled every week (see Appendix 3) by the water treatment plant operators, and one (1) sample each from our raw water sources at the water plant and the Metford dam site are also sampled and tested every week. Field tests are performed for temperature, pH, free and total chlorine, and turbidity. Samples are taken in accordance with the *20th Edition of Standard Methods for the Examination of Water and Wastewater*, and delivered to a certified laboratory for testing (ALS Environmental in Kamloops). The water is tested for total coliforms and E. Coli. All results are submitted to the Utilities Manager and Water Treatment/Distribution Chief Operator. In the event of a positive sample, the City of Salmon Arm and ALS will notify the IHA Drinking Water Officer. Depending on the location and type of positive test result, the City and Health Authority will institute one or more of the following responses in accordance with the Emergency Response Plan:

- a) further testing to confirm the previous test results;
- b) main flushing to remove stagnant water;
- c) disinfection, if it appears to have contamination from an outside source; and
- d) Boil Water Advisory, if there is a health risk to users.

The City has instituted an additional testing program. Random sites are periodically tested for pH, temperature, free and total chlorine, and turbidity. These sites are located in key locations on the extremities of the system known to have low flow or stagnant water conditions. This ensures that no biological re-growth is occurring within the system. When any of these parameters reach the set limits, flushing to refresh the water supply is instituted.

The health of our water system and public trust in it are issues the City takes seriously. Our Utilities Division staff work closely with Interior Health so that a program is in place that ensures our citizens are provided with safe and healthy drinking water.

“We forget that the water cycle and the life cycle are one”

Jacques Cousteau

New Water mains

Disinfection of a new water main is completed in accordance with AWWA C651-05. If the samples are not clean, the entire process is repeated.

6.0 CROSS CONNECTION CONTROL

Provincial legislation requires water suppliers to ensure that provisions are in place for the elimination and prevention of contamination between their potable water and any non-potable sources. The City of Salmon Arm adopted Cross Connection Control Bylaw No. 3934 the 22 day of October 2012 to assist with these requirements.

The City of Salmon Arm commenced work on the Cross Connection Control Program at the beginning of 2013 and the first properties were inspected in March 2013. Reports are issued to the property owners informing them of any cross connections and their obligations for compliance with the bylaw. Since 2013 a total of 264 properties have been surveyed and 284 are now compliant with the requirements of the bylaw.

"Man - despite his artistic pretensions, his sophistication, and his many accomplishments - owes his existence to a six inch layer of topsoil and the fact that it rains."

Unknown author

Data from new inspections and existing Backflow Prevention Devices are being tracked using “FAST Online” software, by MTS. We are currently tracking 775 backflow devices on 378 properties.

There are currently 20 properties that have been surveyed that are not compliant and we hope to have most fully compliant by the end of 2023. We plan to survey between 10 and 20 additional properties this year, which we aim to have compliant by the end of 2023.

7.0 WATERMAIN BREAKS

Most water utilities frequently experience minor disruptions. Pipes break, valves stick, hydrants leak and power outages occur. Although these are not anticipated, the problems experienced can usually be corrected with minimal disruption, and regular service can be quickly restored.

Did you know ...?

- The value of the in-ground assets of Canadian municipal water supply and wastewater systems totals over \$100 billion.
- About 82% of Canadians (1994 data) are served by wastewater treatment plants, compared with 75% Americans, 86.5% Germans, and 99% Swedes.
- Less than 3% of the water produced at a large municipal water treatment plant is used for drinking purposes; during the summer, about half of all treated water is sprayed onto lawns and gardens.

In 2022, our staff responded to and repaired two watermain break whereby the affected areas were isolated and the line repaired. (Note, service connections or hydrant lead breaks are not included in this total).

In cases of water main breaks, the City adheres to the procedures set out in the American Water Works Association (AWWA) Standard C651-05 regarding water main chlorination prior to re-commissioning of the main.

8.0 NOTIFICATION PROTOCOL

Normally, breaks or disruption to water service are caused by conditions that can be repaired and reinstated quickly, directly by City forces without risk to the public health. Sometimes however, situations arise that require extra care to guarantee that the integrity of our water infrastructure has not been compromised. The Utilities Department endeavours to keep the Medical Health Officer apprised of any extraordinary situations that may adversely affect the City’s water system.

9.0 CAPITAL WORKS PROJECTS

Water main Upgrading

In addition to repairing water main breaks, aging water mains must be replaced. An ongoing replacement/preventative measures program is in place, targeting areas with older piping materials in susceptible condition and areas identified with inadequate fire flow. Future development is also factored into the overall plan.

The following illustrates how many gallons of water it takes to do some everyday Things.

Brush Teeth	2
Flush Toilet	2 to 7
Run Dishwasher	9 to 12
Wash Dishes by Hand	20
Clothes Washer	50
10 Min Shower	25 to 50
Bath	25 to 50

Water Supply and Distribution System Upgrading

Capital Projects and Studies and Assessments completed in 2022

- Water Conservation Plan
- SCADA Replacement
- Fire Hydrant Infill Program
- Main Line Valve Installation Program
- WTP (Shuswap Lake)- Sani Lift Station Pump
- WTP (Shuswap Lake)- Trojan UV PLC Upgrade
- WTP (Shuswap Lake)- SCM Analyzer
- WTP (Shuswap Lake)- New M4 Hypo Pump
- 10 Ave SE – Zone 5 Extension
- Commenced Zone 5 Booster Station Construction
- Commenced Water Meter Implementation Plan
- Commenced Source Protection Control Plan
- Zone 2 Pump Station Pre-Design

Figure 7 – Capital Projects

10.0 WATER CONSUMPTION

Can I make a difference?

Yes, you can...

- *Wait until you have a full load before running the dishwasher or doing laundry.*
- *When brushing your teeth, turn the water off while brushing rather than leaving it running.*
- *Place a jug of water or a plastic insert (available at hardware stores) into the water tank of your toilet. This can save 45,000L in a household of four per year.*
- *Keep your lawn healthy and maintain at a height of 6.5cm. Taller grass holds water better, and a healthy lawn will choke out weeds.*
- *Clean sidewalks and driveways with a broom, not a hose.*
- *Avoid the use of pesticides and hazardous materials in your garden and yard.*

Our community has an above average per capita water use when compared to other Canadian municipalities. City Council adopted Water Conservation Policy No. 519 in 2021 and were presented a draft Water Conservation Plan that was finalized in early 2022. The draft Water Conservation Plan showed reasonable water usage per capita for household use throughout the winter and shoulder seasons, but excessive usage throughout the summer season. Water Conservation recommendations have therefore been centred on reducing peak demand and irrigation usage.

The City will be moving forward with several water conservation initiatives including a Universal Metering Implementation Plan; a stepped water restriction program; public outreach and education and an excessive user program targeting high quantity water users for targeted education and enforcement.

See Appendix 5 and 6 for further total consumption data.

11.0 TEST RESULTS

The Guidelines for Canadian Drinking Water Quality, and the *British Columbia Drinking Water Protection Regulation* have established the following microbiological criteria:

- No sample should contain more than one total coliform organisms per 100 ml, none of which should be E. Coli;
- No two consecutive samples from the same site should show the presence of coliform organisms; and
- At least 90% of the samples must have zero total coliforms per 100 mL.

12.0 2022 CHALLENGES TO DRINKING WATER QUALITY

No Public Water Quality Advisory Notices were required during 2022, although the City of Salmon Arm did encounter some operational challenges in regards to our drinking water supply due to mechanical failures and unanticipated power outages.

The East Canoe Creek water source was available for a longer than normal duration of the year due to a late freshet and cooler summer temperatures. Staff was able to keep the system online until early-September when the volume available for production declined thru until November.

13.0 CONCLUSION

The City of Salmon Arm has made significant progress in the implementation of BC's Drinking Water Protection Act and Regulations. While there is always ongoing work to do, City staff continue to work hard to maximize the safety and reliability of the water we deliver to our customers.

The City of Salmon Arm is pleased to present the 2022 Annual Water Quality Report, detailing the health and direction of our water system. If you have any questions about this report or want more information about water consumption and production, please contact the Engineering & Public Works Department at 803-4000.



APPENDIX 1

CITY OF SALMON ARM SOURCE WATER CHEMICAL ANALYSIS TEST RESULTS

Results Summary KS2200090

Project	THM/HAA/HA Testing							
Report To	G Rasmuson, City of Salmon Arm							
Date Received	11-Jan-2022 16:30							
Issue Date	26-Jan-2022 10:02							
Amendment	0							
Client Sample ID			Zone 5 Sample Stn. 4750 40th Ave. SE	Zone 5 Sample Stn. 4750 40th Ave. SE	Mt Ida Sample Stn. 7380 50th Ave. SW	Mt Ida Sample Stn. 7380 50th Ave. SW	Water Treatment Plant (Raw) 3751 Canoe Beach Dr. NE	Metford Dam (Raw) 7101 10ath Ave. SE
Date Sampled			11-Jan-2022	11-Jan-2022	11-Jan-2022	11-Jan-2022	11-Jan-2022	11-Jan-2022
Time Sampled			08:25	08:25	09:00	09:00	07:00	08:10
ALS Sample ID			KS2200090-001	KS2200090-002	KS2200090-003	KS2200090-004	KS2200090-005	KS2200090-006
Analyte	Lowest Detection Limit	Units	Sub-Matrix: Water	Sub-Matrix: Water	Sub-Matrix: Water	Sub-Matrix: Water	Sub-Matrix: Water	Sub-Matrix: Water
Physical Tests (Matrix: Water)								
conductivity	2.0	µS/cm					119	360
Langelier index (@ 4°C)	0.010						-0.875	0.574
absorbance, UV (@ 254nm), unfiltered	0.0050	AU/cm					0.0510	0.0310
alkalinity, bicarbonate (as CaCO3)	1.0	mg/L					50.7	188
alkalinity, carbonate (as CaCO3)	1.0	mg/L					<1.0	<1.0
alkalinity, hydroxide (as CaCO3)	1.0	mg/L					<1.0	<1.0
alkalinity, phenolphthalein (as CaCO3)	1.0	mg/L					<1.0	<1.0
alkalinity, total (as CaCO3)	1.0	mg/L					50.7	188
colour, true	5.0	CU					<5.0	<5.0
hardness (as CaCO3), from total Ca/Mg	0.60	mg/L					54.9	201
pH	0.10	pH units					7.77	8.14
solids, total dissolved [TDS]	10	mg/L					82	254
turbidity	0.10	NTU					0.36	<0.10
Langelier index (@ 15°C)	0.010						-0.698	0.748
transmittance, UV (@ 254nm), unfiltered	1.0	% T/cm					88.9	93.1
Langelier index (@ 20°C)	0.010						-0.623	0.822
Langelier index (@ 25°C)	0.010						-0.551	0.892
Langelier index (@ 60°C)	0.010						-0.101	1.34
Langelier index (@ 77°C)	0.010						0.101	1.54
Anions and Nutrients (Matrix: Water)								
Kjeldahl nitrogen, total [TKN]	0.050	mg/L					0.070	0.090
ammonia, total (as N)	0.0050	mg/L					<0.0050	0.0059
chloride	0.50	mg/L					1.42	<0.50
fluoride	0.020	mg/L					0.068	0.114
nitrate (as N)	0.0050	mg/L					0.115	0.0266
nitrite (as N)	0.0010	mg/L					<0.0010	<0.0010
nitrogen, total organic	0.050	mg/L					0.070	0.084
phosphorus, total	0.0020	mg/L					0.0076	0.0032
sulfate (as SO4)	0.30	mg/L					8.12	24.3
Cyanides (Matrix: Water)								
cyanide, strong acid dissociable (total)	0.0050	mg/L					<0.0050	<0.0050
Organic / Inorganic Carbon (Matrix: Water)								
carbon, total organic [TOC]	0.50	mg/L					1.98	2.08
Bacteriological Tests (Matrix: Water)								
coliforms, total	1	MPN/100mL					3	24
coliforms, Escherichia coli [E. coli]	1	MPN/100mL					<1	<1

magnesium, total	0.0050	mg/L			2.90	8.74
manganese, total	0.00010	mg/L			0.00932	0.00141
mercury, total	0.0000050	mg/L			<0.000050	<0.000050
molybdenum, total	0.000050	mg/L			0.000828	0.00126
nickel, total	0.00050	mg/L			<0.00050	<0.00050
phosphorus, total	0.050	mg/L			<0.050	<0.050
potassium, total	0.050	mg/L			1.16	1.47
rubidium, total	0.00020	mg/L			0.00133	0.00051
selenium, total	0.000050	mg/L			0.000236	0.000295
silicon, total	0.10	mg/L			3.83	7.18
silver, total	0.000010	mg/L			<0.000010	<0.000010
sodium, total	0.050	mg/L			2.59	2.41
strontium, total	0.00020	mg/L			0.113	0.444
sulfur, total	0.50	mg/L			2.77	8.41
tellurium, total	0.00020	mg/L			<0.00020	<0.00020
tellurium, total	0.00020	mg/L			<0.00020	<0.00020
thallium, total	0.000010	mg/L			<0.000010	<0.000010
thorium, total	0.00010	mg/L			<0.00010	<0.00010
tin, total	0.00010	mg/L			<0.00010	<0.00010
titanium, total	0.00030	mg/L			0.00080	<0.00030
tungsten, total	0.00010	mg/L			<0.00010	<0.00010
uranium, total	0.000010	mg/L			0.000507	0.000962
vanadium, total	0.00050	mg/L			0.00051	<0.00050
zinc, total	0.0030	mg/L			<0.0030	<0.0030
zirconium, total	0.00020	mg/L			<0.00020	<0.00020
Volatile Organic Compounds [THMs] (Matrix: Water)						
bromodichloromethane	1.0	µg/L	1.5	1.8		
bromoform	1.0	µg/L	<1.0	<1.0		
chloroform	1.0	µg/L	29.8	38.2		
dibromochloromethane	1.0	µg/L	<1.0	<1.0		
trihalomethanes [THMs], total	2.0	µg/L	31.3	40.0		
Volatile Organic Compounds [THMs] Surrogates (Matrix: Water)						
bromofluorobenzene, 4-	1.0	%	89.3	90.3		
difluorobenzene, 1,4-	1.0	%	101	99.9		
Haloacetic Acids (Matrix: Water)						
bromochloroacetic acid	1.00	µg/L	<1.00	<1.00		
dibromoacetic acid	1.00	µg/L	<1.00	<1.00		
dichloroacetic acid	1.00	µg/L	9.17	12.4		
monobromoacetic acid	1.00	µg/L	<1.00	<1.00		
monochloroacetic acid	1.00	µg/L	1.14	2.65		
trichloroacetic acid	1.00	µg/L	12.3	16.8		
haloacetic acids, total [HAA5]	5.00	µg/L	22.6	31.8		

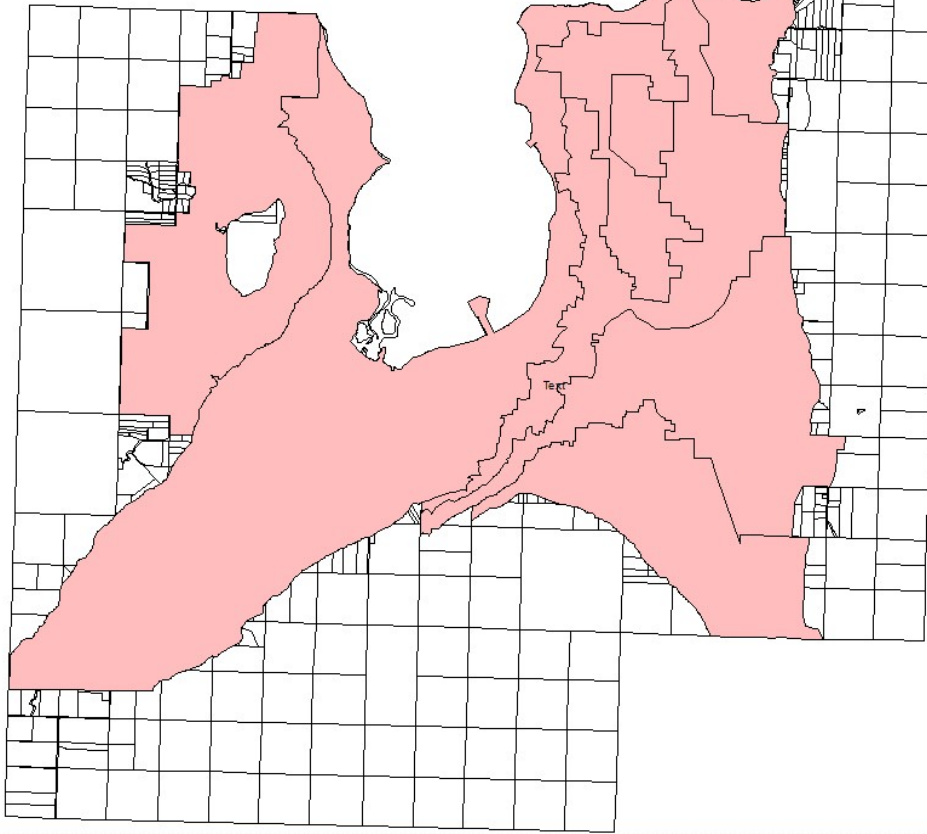
CITY OF
SALMON ARM

APPENDIX 2

CITY OF SALMON ARM
WATER SERVICE AREA

Water Service Area

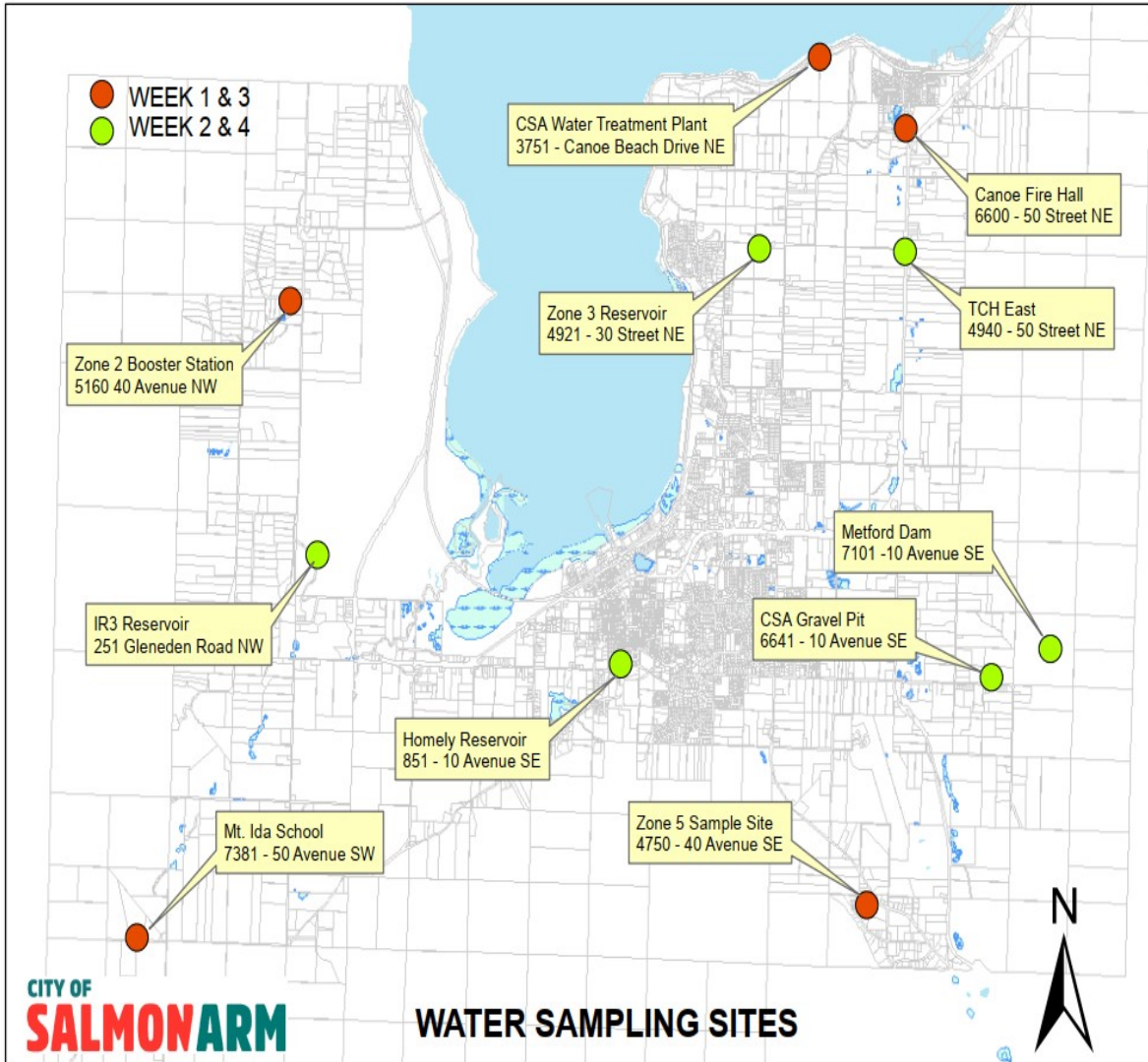
CITY OF
SALMON ARM






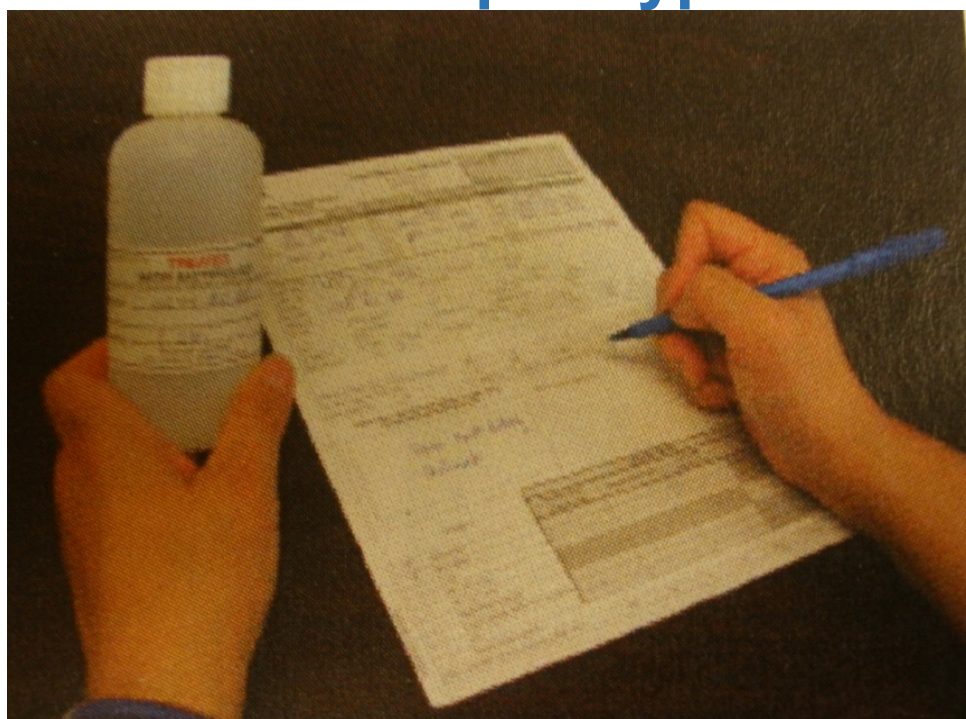
APPENDIX 3


INTERIOR HEALTH AUTHORITY
CITY OF SALMON ARM
WATER SAMPLE SCHEDULE



Subject: Water Samples	Effective Date: Feb 10 2011	Revision Due Date: June 2023	
Department: Water Services			
Author: Rick Webb			

City of Salmon Arm Water Sample Site Locations / Sample Procedures and Sample Types



	3751 Canoe Beach Drive Salmon Arm BC VOE 1K0 250.832.2780	S.O.P. #: 007 Revision #: 7
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Document History

Document Location

This is an on-line document. Paper copies are valid only on the day they are printed. Refer to the author if you are in any doubt about the accuracy of this document.

Directory Path to Document:

Intranet:\Safety\SOP's \Water\SOP 007 – Water Sample Procedure and Sites.docx

Revision History

<u>Date of this revision:</u> May 29 2014	<u>Name:</u> Rick Webb
<u>Date of this revision:</u> Nov 15/2015	<u>Name:</u> Rick Webb
<u>Date of this revision:</u> Jan 2017	<u>Name</u> Rick Webb
<u>Date of this revision:</u> Feb 25/2019	<u>Name:</u> Rick Webb
<u>Date of this revision:</u> Nov 26 2019	<u>Name:</u> Rick Webb
<u>Date of this revision:</u> Feb 24 2021	<u>Name</u> Rick Webb
<u>Date of this revision:</u> June 8 2023	<u>Name</u> Rick Webb

Approvals

This document requires following approvals:

Name:	Title:	Signature:
Gerry Rasmuson	Utilities Manager	
Robert Niewenhuisen	Director of Engineering/PW	

Distribution

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Name:	Title:
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Rick Webb	WTP Chief Operator III
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Cody Dube	Water Treatment Plant Operator IV
Devon Tulak	Water Treatment Plant Operator I
Brent Romyn	Water Treatment Plant III

CITY OF SALMON ARM WATER SAMPLING and REPORTING PLAN

- Testing of the City water system is done in accordance with the BC Ministry of Health regulations in agreement with the Interior Health Authority, Thompson Cariboo Shuswap Region.
- The frequency and quantity of water sample testing is determined on the basis of the number of water users on the system. Under the *Safe Drinking Water Regulation*, it is up to the medical officer in each region to establish the testing protocol, frequency and location of samples. As per the *Canadian Drinking Water Guidelines*, where the population is served 5,000 to 90,000 the number of samples per month is 1 per 1,000 population. (see page 5)
- The water sample test sites are at various locations within the Municipality that are furthest from the raw water sources/disinfection point and at present there are nine (9) test sites for treated water as well as two (2) sites for source water. The City of Salmon Arm's Water Quality Staff collects Samples from two sets of Sample sites on a four week rotation so that each site is tested twice a month. The week one set is comprised of five sample sites and the weeks two set is comprised of six sample sites. Each week from the appropriate site Samples are taken and tested for Total Coliform and Fecal Coliform (*E.Coli*).
- As directed by the *Drinking Water Protection Act and Regulations* a water supplier is required to have their bacteriological water monitoring analysis completed by an accredited laboratory that is approved by the Provincial Health Officer. The Bacteriological testing, as well as any other required water testing that the City needs, is at present is done by ALS Environmental Laboratories, 2B-1445 McGill Rd., Kamloops BC .

The company is a “*Certified Laboratory*” and approved by the BC Ministry of Health. The water samples are collected by the City Water Quality Staff, who are trained in the handling, sampling, storage and transportation of water samples as per the guidelines.

- Field Testing PH Instrument is calibrated each week before any sampling is done.
- Once a year both Raw Water Sources have a Comprehensive Chemical/Mineral Water Analysis done which is compared to the Canadian Drinking Water Guidelines. We also do Beach Samples from three locations at Canoe Beach during the summer months of June thru to September. Twice a year samples are taken from Zone Five Sample Stn. And the Mt. Ida Sample Stn. and tested for Trihalomethanes and Haloacetic Acids. Once a year in July we take a sample from the Water Treatment Plant and have a Pesticide test conducted.
- A list of the Water Sample Sites, Locations and the Water Sample Test Schedule and Procedures are listed starting on page 7.

Schedule A
Water Quality Standards for Potable Water

Parameter:	Standard:
Fecal coliform bacteria	No detectable fecal coliform bacteria per 100 ml
<i>Escherichia coli</i>	No detectable <i>Escherichia coli</i> per 100 ml
Total coliform bacteria	
(a) 1 sample in a 30 day period	No detectable total coliform bacteria per 100 ml
(b) more than 1 sample in a 30 day period	At least 90% of samples have no detectable total coliform bacteria per 100 ml and no sample has more than 10 total coliform bacteria per 100 ml

Schedule B
Frequency of Monitoring Samples for Prescribed Water Supply Systems

Population Served by the Prescribed Water Supply System:	Number of Samples Per Month:
less than 5 000	4
5 000 to 90 000	1 per 1 000 of population
more than 90 000	90 plus 1 per 10 000 of population in excess of 90 000

Important Notes

- Care must be taken not to contaminate lid or the top of the bottle when taking sample. Sanitize your hands before handling the bottles.
- Samples must be delivered to the top shop before 10 AM in order for the courier to deliver to Kamloops that day.
- Allow water to run approx. five (5) minutes to allow the standing water to be flushed out of the line and then a good representative sample can be collected.
- Fill all sampling containers to the appropriate levels and store in cooler with ice packs.
- Sample containers supplied by ALS may contain preservatives (if applicable). Use caution as the preservatives are *Corrosive*. *Do not dump* as they are necessary to ensure accurate results.
- Do not walk on the ice. Use an alternate sample location (upstream weir) when Metford Dam is frozen over.

Equipment Needed

- Appropriate PPE
- Cooler with 2 Ice Packs per Cooler
- ALS Chain - of - Custody (COC) Form for the sample week & Zip Lock-Bag
- Water Quality Site Form
- Colorimeter
- Turbidity Meter
- pH Meter
- Thermometer

Sample Types

- Bacteriological - Collected Weekly (Every Tuesday on a 4 week rotation – no samples on a week 5)
- Mineral - Collected Bi-annually (January & July)
- Beach Samples - Collected May, June, July, August And September
- Pesticides - Collected at the WTP once a year
- THM & HAA – collected Bi-annually (January & July)

Sample Types

Yearly Beach Sampling – Samples are to be taken from the beach at the East end, Center, and West End. The samples are to be taken in June, July, August and September of each year. Samples should be taken at the point in the water where bathers would be wading, usually thigh deep. The actual sample should be taken at 15 to 30cm in depth. The bottle should be pushed ahead, underwater, and not be completely filled, to allow for the specimen to be shaken during testing. Sampling is best undertaken when the beach is in use, with many bathers present. This will present a worst-case scenario, and mirror the risk to which the bathers are exposed. Experience has indicated the time of sampling can influence results. That is, samples taken in the early morning, when the water is calm and there are no swimmers, will result in low bacterial counts. Samples taken later in the day when the wind is blowing and/or bathers are present will result in higher numbers. Send these tests to Interior health for shipping. We are a “Low Risk Hazard” swimming area. Refer to sampling SOP attached.

Mineral samples - Samples are to be taken from both raw water sources. We will sample in January and July of each year. Bottles will be provided by CARO services.

THM and HAA Samples – Samples are to be taken from the furthest point of use (Mt Ida sample site) and twice per year in January and July. Temperature affects results. When Metford Dam is on line we will grab a set of these samples from Zone 5 sample site as well. Refer to sampling SOP attached.

Pesticides – Sample will be taken once per year from the Water Treatment Plant raw water sample pump located in the lab.

Bacteriological Sample Schedule

Treated Sample Site Names		Sample Site Address
Week 1 & 3	Canoe Fire Hall	6600 – 50 th Street NE (Salmon Arm)
Week 1 & 3	Mt Ida. School	7381 – 50 th Avenue SW (Salmon Arm)
Week 1 & 3	Zone 5 Sample	4750 – 40 th Avenue SE (Salmon Arm)
Site		
Week 1 & 3	Zone 2b Booster	5160 40 th Ave NW (Salmon Arm)
Stn.		
Week 2 & 4	TCH East	4040 50 th Street NE (Salmon Arm)
Week 2 & 4	IR3 Reservoir	251 Gleneden Road NW (Salmon Arm)
Week 2 & 4	Zone 3	4921 – 30 th Street NE (Salmon Arm)
Reservoir		
Week 2 & 4	DSA Gravel Pit	6641 10 th Avenue SE (Salmon Arm)
(Alternate)*		
Week 2 & 4	Homely	851 – 10 th Avenue SE (Salmon Arm)
Reservoir		
Raw Water Sample Site		Sample Site Address
Week 1 & 3	City of Salmon	3751 – Canoe Beach Drive NE (Salmon Arm)
Arm WTP		
Week 2 & 4 *	Metford Dam	7101 – 10 th Avenue SE (Salmon Arm)

****City of Salmon Arm gravel pit is an alternate site when Metford Dam is not in use.***

Sample Site Locations



Water Treatment Plant
3751 Canoe Beach Dr NE



Fire Hall #1
6600 50th St NE

TCH EAST



4940 50th St NE

CSA Gravel Pit



6641 10th Ave SE





Metford Dam

7101 10th Ave SE

Zone 5 Sample Station

4750 40th Ave SE



Mt. Ida Sample Station

7380 50th Ave. SW



Zone #3 Reservoir

4921 30th St NE



Zone 2B Booster Stn.
5160 40th Ave. NW



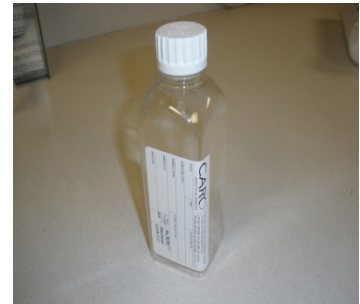
IR #3 Reservoir
251 Gleneden Road



Homely Reservoir
851 10th Ave SE

Sampling Procedure for Bacteriological Sampling

1. Water samples are collected once per week, typically every Tuesday on a four (4) week rotation. Use only the bottles provided by the Lab (ALS) that are specifically for coliform testing.
2. The day prior to sample day, prepare the Chain of Custody (COC) Form on the computer and print. After sanitizing your hands, and taking care not to handle the bottles by the lid or neck, fill in the information label on the sample bottles for each site.
3. On sample day proceed to each site and flush the water for two (2) to five (5) minutes. **Do not rinse the bottles or open them until ready to take the sample. The bottles are sterile.** The sample bottles contain a chemical that destroys any residual chlorine in the water which would otherwise kill any bacteria in the water sample, yielding incorrect results.
4. Make sure that there is no aerator or swivel at the sample point. A good practice would be to torch any sample ports exposed to the elements.
5. After sanitizing your hands, record the current time on the bottle. Holding the bottle near the base, fill with water to a point between the shoulder and the neck of the bottle. Immediately replace the lid snugly and place the sample bottle in the cooler with the ice packs. Record the time on the COC Form.
6. Using separate sample water, test the water for chlorine (free and total), pH, temperature and turbidity and record on the Water Quality Site Form.
7. When all sites have been sampled, tested and the information recorded on the COC Form, fold the COC form and place in the zip-lock bag. Place COC form in the cooler with the sample bottles.
8. Advise the Purchaser that water samples are ready to go out. Deliver the cooler to the Top Shop before 10 AM.
9. Make a copy of the Water Quality Site Form. Keep the original to file at the water plant and give the copy to the receptionist for the Utilities Manager.



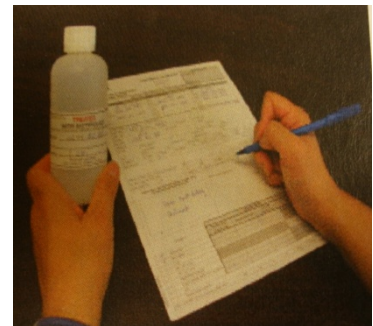
Sample Procedure for Mineral Samples

1. Mineral samples are taken twice a year, once in January and once in July.
2. Use the bottles supplied by ALS for mineral samples. Set of 4 bottles used, see picture of bottles at right.
3. Samples are to be taken from the Water Treatment Plant Raw Water Line and from the reservoir at Metford Dam.
4. On the day prior to sampling, enter the data on the Chain of Custody (COC) Form on the computer and print. Fill in the information label on the sample bottles for each site.
5. On sample day, open the Raw Water sample valve at the WTP and let run for at least five (5) minutes.
6. Record the current time on the bottle, fill to the neck of the bottle, replace the lid snugly and place the sample bottles in the cooler with the ice packs.
7. Proceed to Metford Dam and record the time on the bottles. Dip the bottles in the reservoir to collect the samples. Place bottles in the cooler with the WTP raw water samples.
* *If reservoir is frozen over, collect sample from the upstream weir.*



Sample Procedure for Beach Samples

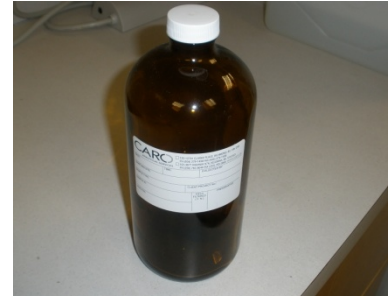
1. Beach samples are taken once a month for the months of June, July, August and September.
2. The day prior to sampling, complete the Requisition Form supplied by Interior Health for the appropriate month.
3. Using bottles supplied by Interior Health, complete the information label on the bottles. Record the time the sample is collected immediately prior to collecting the sample.
4. Beach samples are to be taken at a time when the Beach is in use (noon) and taken from three different points on the beach: west end, middle and east end. Samples must be taken in at least 30" of water and at a depth of 6" to 12" below the surface of the water. Replace lid and tighten snugly.
5. Place the completed Requisition Form for the appropriate sample in a zip-loc bag and attach the sealed bag to its corresponding bottle with an elastic band
6. Place filled bottles in the cooler with the ice packs
7. Take the cooler with the bottles to the Interior Health Facility on corner of Tenth Ave. NE and 16th St. NE



Procedure for Pesticide Samples

1. Pesticide samples are taken once a year from the raw water line at the Water Treatment Plant.
2. The day prior to sampling, enter the data on the Chain of Custody (COC) Form on the computer print. Fill in the information label on the sample bottles.

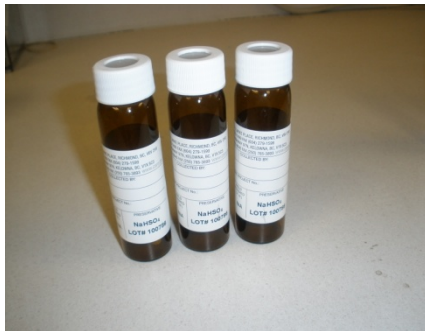
- On sample day, open the raw water sample valve and let run for five (5) minutes. Using the bottles supplied by ALS (2 – 1 liter amber bottles), record the time on the bottle, collect the samples filling to the shoulder of the bottle, replace lid, tighten snugly and then place in cooler with the ice packs.



Procedure for THM & HAA Samples

- THM & HAA samples are taken twice a year; once in January and once in July
- The day prior to sampling, enter the data on the Chain of Custody (COC) Form on the computer and print. Fill in the information label on the sample bottles.
- The samples are collected from the Zone Five Sample Stn. and the Mt. Ida Sample Stn.
- The samples are collected in special bottles supplied by ALS. There are three bottles for each test. Check the preservative to confirm you have the right bottle.(see below)

Amber



THM

**Preservative – Na₂S₂O₃
Sodium Thiosulphate**

Clear or Amber



HAA

**Preservative – NaHSO₄
Sodium Bisulphate**

- Let the water run for five (5) minutes before collecting the sample. Fill each bottle to overflowing so that there is a positive meniscus, place the bottle on a level surface and tighten the cap snugly. Check the bottle to make sure that there is no air in it, if there is air

present in the bottle, remove the cap and top up the bottle and then replace the lid and check again for air. Repeat until all air is removed from the sample bottle.

6. Place sample in cooler with the ice packs.



APPENDIX 4

INTERIOR HEALTH AUTHORITY
CITY OF SALMON ARM WATER SYSTEM
BIOLOGICAL MONITORING REPORTS

Date	Client Sample ID	Lowest Detection Limit	Units	Salmon Arm Water Treatment Plant Raw Water 3751 Canoe Beach Dr. NE	Firehall #1 6600 50th St NE	Zone 5 Sample Stn. 4750 49th Ave SE	Mt Ida Sample Stn. 7380 50th Ave SW	Zone 2B Booster Stn, 5160 40th Ave NW
19-Jan-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	<1	<1	<1	<1	<1
19-Jan-2021	coliforms, total	1	MPN/100mL	3	<1	<1	<1	<1
02-Feb-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	<1	<1	<1	<1	<1
02-Feb-2021	coliforms, total	1	MPN/100mL	1	<1	<1	<1	<1
16-Feb-2021	coliforms, total	1	MPN/100mL	<1	<1	<1	<1	<1
16-Feb-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	<1	<1	<1	<1	<1
02-Mar-2021	coliforms, total	1	MPN/100mL	1	<1	<1	<1	<1
02-Mar-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	<1	<1	<1	<1	<1
06-Apr-2021	coliforms, total	1	MPN/100mL	3	<1	<1	<1	<1
06-Apr-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	<1	<1	<1	<1	<1
20-Apr-2021	coliforms, total	1	MPN/100mL	1	<1	<1	<1	<1
20-Apr-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	<1	<1	<1	<1	<1
04-May-2021	coliforms, total	1	MPN/100mL	5	<1	<1	<1	<1
04-May-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	<1	<1	<1	<1	<1
18-May-2021	coliforms, total	1	MPN/100mL	4	<1	<1	<1	<1
18-May-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	1.00	<1	<1	<1	<1
01-Jun-2021	coliforms, total	1	MPN/100mL	3	<1	<1	<1	<1
01-Jun-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	<1	<1	<1	<1	<1
15-Jun-2021	coliforms, total	1	MPN/100mL	7	<1	<1	<1	<1
15-Jun-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	<1	<1	<1	<1	<1
06-Jul-2021	coliforms, total	1	MPN/100mL	40	<1	<1	<1	<1
06-Jul-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	<1	<1	<1	<1	<1
20-Jul-2021	coliforms, total	1	MPN/100mL	18	<1	<1	<1	<1
20-Jul-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	<1	<1	<1	<1	<1
03-Aug-2021	coliforms, total	1	MPN/100mL	22	<1	<1	<1	<1
03-Aug-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	<1	<1	<1	<1	<1
17-Aug-2021	coliforms, total	1	MPN/100mL	11	<1	<1	<1	<1
17-Aug-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	<1	<1	<1	<1	<1
07-Sep-2021	coliforms, total	1	MPN/100mL	8	<1	<1	<1	<1
07-Sep-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	<1	<1	<1	<1	<1
05-Oct-2021	coliforms, total	1	MPN/100mL	10	<1	<1	<1	<1
05-Oct-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	1	<1	<1	<1	<1
19-Oct-2021	coliforms, total	1	MPN/100mL	1	<1	<1	<1	<1
19-Oct-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	<1	<1	<1	<1	<1
02-Nov-2021	coliforms, total	1	MPN/100mL	3	<1	<1	<1	<1
02-Nov-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	<1	<1	<1	<1	<1
30-Nov-2021	coliforms, total	1	MPN/100mL	17	<1	<1	<1	<1
30-Nov-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	<1	<1	<1	<1	<1
14-Dec-2021	coliforms, total	1	MPN/100mL	14	<1	<1	<1	<1
14-Dec-2021	coliforms, Escherichia coli [E. coli]	1	MPN/100mL	<1	<1	<1	<1	<1



APPENDIX 5

ANNUAL WATER CONSUMPTION 2005 TO 2022

APPENDIX 5: ANNUAL CONSUMPTION

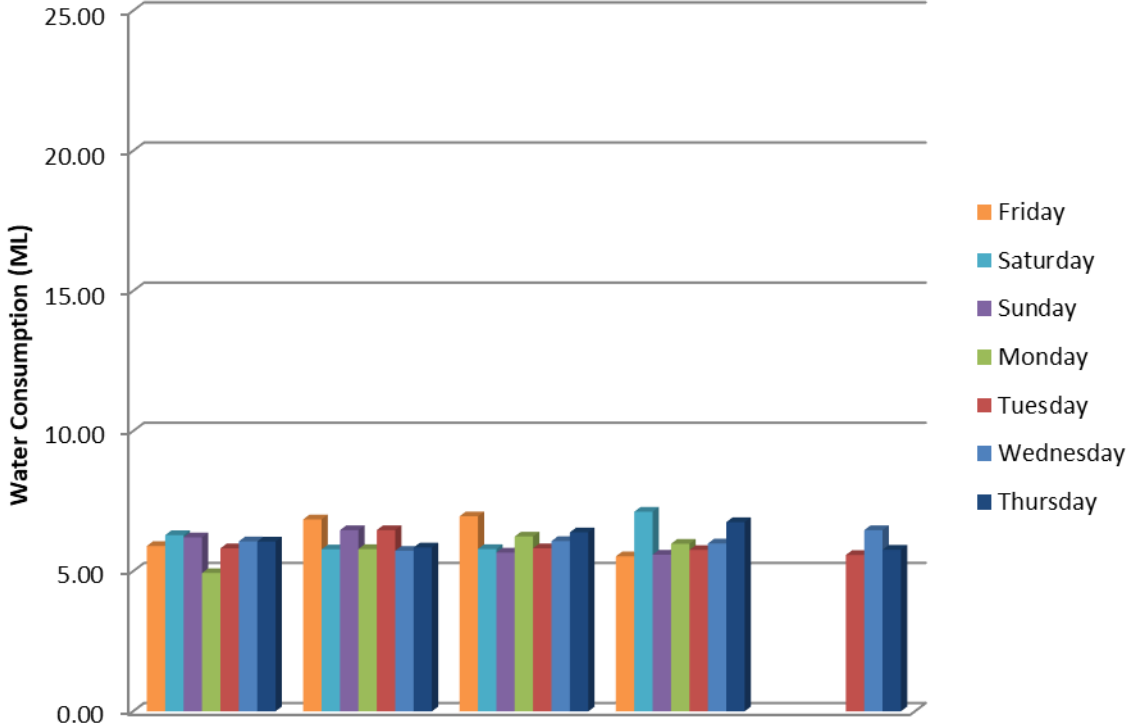




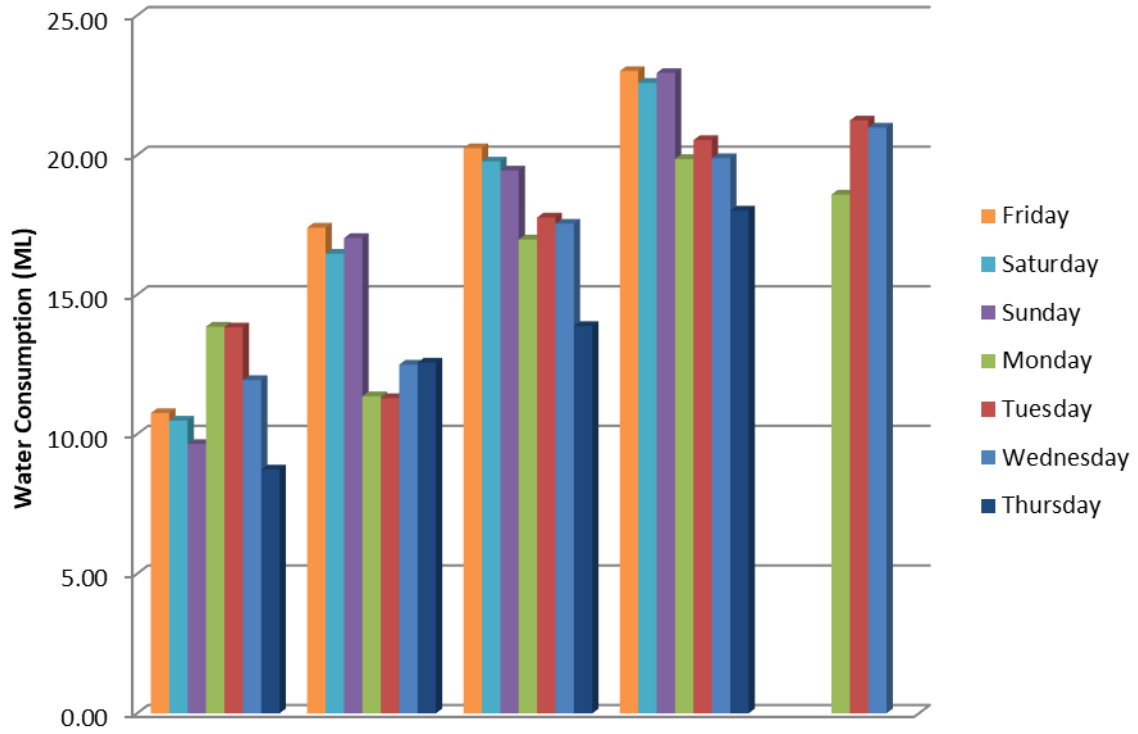
APPENDIX 6

JANUARY AND JULY WATER CONSUMPTION COMPARISON

January 2022 Water Consumption



July 2022 Water Consumption





APPENDIX 7

MAINTENANCE PROGRAM

SYSTEM MAINTENANCE

Regular inspections, maintenance and water quality testing is performed by certified operators to ensure optimal operation of the City's water system.

To assist the operators of our water system, the City purchased a new, state of the art, maintenance management program in 2009.

Maintenance of the Salmon Arm water system involves five key programs:

- 1) Air Valves – servicing and upgrading.
- 2) Water mains – flushing, scouring for taste and odour control.
- 3) Hydrants – servicing, painting and upgrading.
- 4) Reservoirs – inspection and cleaning.
- 5) Clearing of trees and brush along City rights of ways

As replacement of the entire distribution grid is not financially viable, system maintenance becomes a critical component in the management of the water infrastructure.

ANNUAL MAINTENANCE PROGRAM

Air Valves

Turbulence created in the water as it flows through the system causes some of the dissolved air in the water to collect as bubbles in the pipes. These air bubbles collect at the high points in the system and restrict water flow. We have approximately 109 air valves installed in below-ground chambers that automatically bleed air from the pressurized piping system. If an air valve failed, negative pressures could allow groundwater to infiltrate and contaminate the water system. Air valves receive regular maintenance as required and are replaced at the end of their service life, which is approximately 20 years.

Water mains

Water main maintenance involves both the upgrading of aging water mains and ensuring that existing water mains are operating effectively.

Water Main Flushing

As water travels from the watersheds, it collects organic particles and transports them to the water system. As these particles travel to areas of the water system with lower flow velocities they settle out. Accumulated debris and stagnant water inhibit flow through mains, cause dirty water and potentially create a favorable environment for bacterial growth. In response to these concerns, the Utilities Department initiated a water main flushing program for identified problem areas. Each main is flushed annually during daytime hours. When flushing, a hydrant is opened and the water stream is used to expel the contents of the main. There are approximately 47 locations throughout the municipality referred to as “high maintenance areas” where water demand is low or where water mains terminate in a dead end. These areas are flushed as required, sometimes as often as every month during the summer.

Hydrant Maintenance

To ensure proper fire protection, Salmon Arm implemented a fire hydrant maintenance program. The program requires staff to check the pressure on each hydrant before it is serviced and dismantles each hydrant, renewing worn parts as necessary. The hydrant is then lubricated and reassembled. All hydrants get an overhaul biannually.

Reservoir Maintenance

Debris can accumulate in reservoirs and bacteria and algae can grow on the walls. Each year, the Utilities Department staff cleans and services two different reservoirs. The program involves decommissioning the reservoir, draining it, removing any sediment, repairing leaks, and disinfection. The reservoir is then refilled, chlorinated and tested for water quality. This program requires approximately two to four days to complete before the reservoir can be brought back into service.



APPENDIX 8

WATER CONSERVATION POLICY

CITY OF SALMON ARM POLICY NO. 519

TOPIC: Water Conservation

POLICY: The City of Salmon Arm Water Conservation Policy

PURPOSE: To establish the basic direction, philosophies, and values for the conservation of water within the City of Salmon Arm, in order to enable the achievement of the City's vision and goals as stated in the Official Community Plan.

Scope

- i. This policy applies to all City departments and other entities that manage or influence water service delivery.
- ii. This policy applies to all city assets involved in water service delivery, which means all items, things, or entities which have actual or potential value to the organization. This includes but is not limited to infrastructure, staff, knowledge, data and information, and finances.
- iii. This policy applies to all properties and residents receiving domestic water supply from the City's water supply network.

Principles

1. Responsible and Risk-based:

The City recognizes that responsible municipal water management is necessary for effective and efficient development, operations, and delivery of potable water resources. The City will manage the risks and benefits associated with attaining water conservation goals by focusing resources, expenditures, and priorities based upon risk assessments and the corresponding cost/benefit recognizing that public safety is the priority.

2. Long Term Sustainability:

The City believes that services and assets should be socio-culturally, environmentally, and economically sustainable into the long term. This will involve triple bottom line considerations where appropriate, long-term planning, climate change awareness, and implementing resiliency actions. The City will make appropriate long-term decisions and provisions to better enable our assets to meet the challenges of customer expectations, legislative requirements, climate change impacts, and future generations.

3. Ecologically Positive:

The City takes protection of the environment seriously and will hold our water conservation practices to ecologically positive concepts. Drinking water is one of the most needed and important resources in the world, one that is only truly renewable if it is effectively managed and used wisely. The City values and promotes a water conservation lifestyle to help ensure a safe and reliable water supply for the present and future needs of the community.

Policy

1. **Water Conservation Planning**

The City will create and maintain a *Water Conservation Plan* that embodies the Principles listed in this Policy. The plan will be updated at minimum every five (5) years and will outline the City's current Water Conservation Goals along with a draft work plan outline for achieving the goals.

2. **Water Conservation Awareness**

The City will promote awareness of water conservation goals, challenges and successes to the community. Public engagement, education and awareness is key to the success of water conservation initiatives.

3. **Sustainable Service Delivery**

Water conservation is a powerful tool for overall sustainable *Asset* service delivery. Water conservation strategies shall be identified and prioritized in conjunction with the City's *Asset Management* practices to delay infrastructure upgrades, reduce system risks and deliver sustainable water service to the community.

4. **Emergency Preparedness**

The City will use water conservation programs to help ensure water demand is available for unforeseen emergencies such as a major service disruption and firefighting.

5. **Environmental Awareness**

The City shall consider climate change impacts and system resiliency when evaluating water conservation strategies.

RELATED POLICIES AND DOCUMENTS

- The City of Salmon Arm Official Community Plan
- The City of Salmon Arm Water Conservation Plan

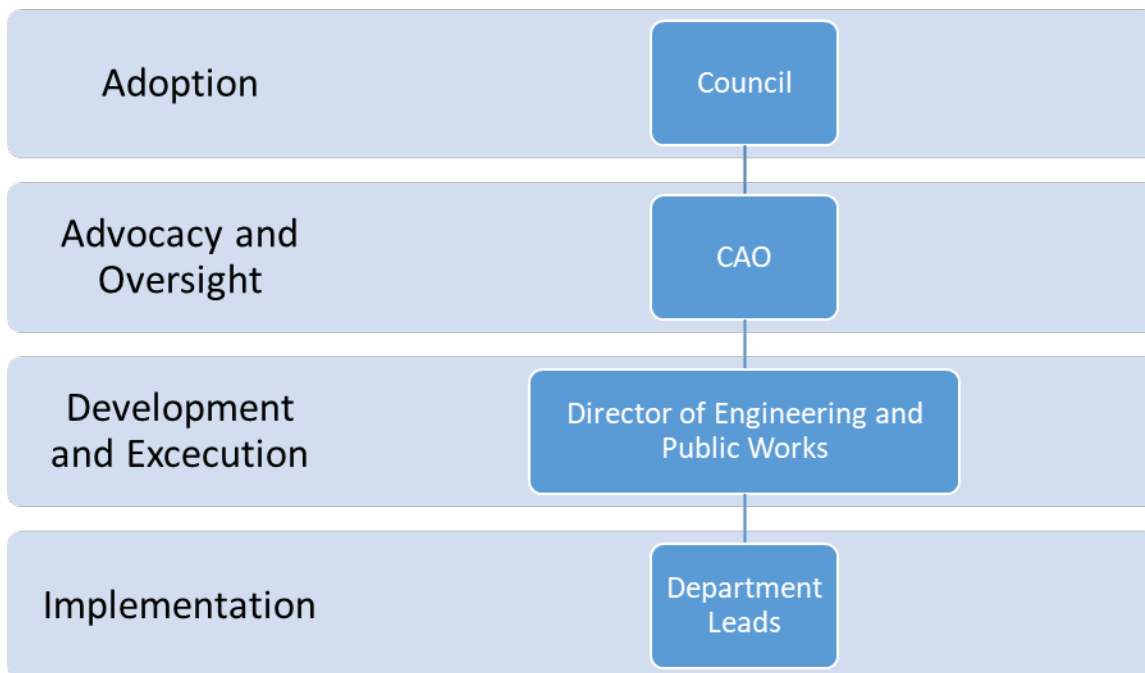
ROLES AND RESPONSIBILITIES

City Council is responsible for adopting the Water Conservation Policy and allocating resources for the implementation of the Water Conservation Program.

CAO is responsible for advocacy and oversight of the implementation of the Water Conservation Program.

Director of Engineering and Public Works is responsible for creating and maintaining the *Water Conservation Plan* and implementing and maintaining water conservation programs within their service area as identified within the *Water Conservation Plan*.

Department Leads are responsible for ensuring implementation of water conservation programs as identified within the *Water Conservation Plan* within their service area.



TERMS AND DEFINITIONS

Asset is an item, thing or entity that has potential or actual value to an organization. The value can be tangible or intangible, and financial or non-financial.

Asset management (AM) is an integrated approach, involving all municipal departments, to choosing and managing existing and new assets. The intent is to maximize benefits, reduce risks, and provide satisfactory levels of service to the community in a sustainable manner. Good AM practices are fundamental to achieving sustainable and resilient communities.

Water Conservation Plan is documentation that identified specific water conservation goals and objectives. The plan also specifies the activities, Resources, and time scales required to achieve the organization’s water conservation objectives. A *Water Conservation Plan* should define the activities to be undertaken with regard to water conservation, and should have specific and measurable objectives (e.g., time frames and the resources to be used).

Prepared By: City Engineer	Date: August 16, 2021
Approved by Council	Date: August 23, 2021
Amended or replaced by Council	Date:



APPENDIX 9

EMERGENCY RESPONSE PLAN



**EMERGENCY RESPONSE PLAN
FOR CONTINUED SUPPLY OF
SAFE POTABLE DRINKING WATER
& WATER FOR FIRE FIGHTING PURPOSES**

During a major emergency a command center will be set up at the Water Plant or City Hall whichever site is the safest. A plan of action and notifications will be determined and put in place to correctly deal with the emergency by the individual who is in charge. Communications must be submitted to all who are involved.

May 2023

CONTENTS

Introduction	7
<i>Protecting Public Health</i>	<i>7</i>
<i>Emergency Response Plan Mission and Goals</i>	<i>8</i>
<i>System Information</i>	<i>9</i>
<i>Water Source</i>	<i>10</i>
<i>Distribution System</i>	<i>10</i>
<i>Pressure Zones</i>	<i>10</i>
Events that Cause Emergencies	11
<i>Natural Disasters</i>	<i>11</i>
Earthquakes	11
Floods.....	11
High winds.....	11
Drought	12
Waterborne diseases / Algea Bloom in Shuswap Lake	12
<i>Human-caused Events:</i>	<i>13</i>
Vandalism.....	13
Terrorism.....	13
System neglect.....	13
Cross Connections.....	14
Construction Incidents.....	14
Chemical spills.....	14
Emergency Severity.....	15
<i>Type I – Routine Emergency</i>	<i>15</i>
<i>Type II – Minor Emergency.....</i>	<i>16</i>

<i>Type III – Significant Emergency</i>	16
<i>Type IV – Catastrophic Disaster/Major Emergency:</i>	17
Emergency Notification	18
<i>Management Personnel</i>	19
<i>Water Works Personnel – Treatment/Distribution System</i>	20
<i>Water Works Personnel - Utility Services</i>	20
<i>Interior Health Authority</i>	22
<i>Interior Health Officers [may 2023]</i>	22
<i>Provincial Government</i>	23
<i>Hospitals</i>	23
<i>Salmon Arm Fire Department</i>	23
<i>CENTRIX CONTROL SOLUTIONS</i>	24
<i>TURN-KEY CONTROLS LTD</i>	24
<i>Emergency Services</i>	25
<i>Local Media</i>	25
<i>Tradesmen</i>	26
<i>Equipment Suppliers</i>	27
<i>Testing Agencies – Environmental Monitoring</i>	27
<i>BC Hydro Contacts – MAJOR Power Outage events</i>	28
<i>Emergency Spill Contact</i>	28
Water Quality Sampling	29
Effective Communication	31
<i>Communication Tips</i>	31
<i>Key messages</i>	31
Responsive Actions	33

General	33
Extended Power Failure – Type IV	33
Distribution/WTP Communication Loss for Extended Period – Type IV	33
Chemical Spills – Type IV	34
Fire at WTP or Distribution Buildings – Type IV	34
Forest Fire encroaching City – Type IV	35
Lake Flood Level – Type IV	35
Intrusion Alarms – Type IV	35
Water Treatment Plant	36
Extended Power Failure – Local – Type IV	36
Fire at WTP – Type IV	37
Intrusion Alarm – Local – Type IV	37
Chemical Spill – Type IV	37
Water Plant Loss of Sodium Hypochlorite Generator- Type II.....	38
Loss of Chlorine Residual in Clearwell – Type II	38
Water Plant UV Reactors Failure – Type II.....	38
Water Plant UV Reactors CRITICAL ALARM – Type I- Reactor shuts down before valve can close (50 sec. delay)	39
Metford Dam Emergency Plan	40
Intrusion Alarm – Local – Type IV	40
Failure of Dam structure – Type IV	40
Sodium Hypochlorite System Failure – Type III	40
Loss of Water Source – MudSlide, wildfire – Type III.....	41
Loss of Water Source – System failure ntu over 1.0 – Type II	42
Extended Power Failure – local – Type III	43
UV Reactor Failure – Type III.....	44

<i>Distribution System</i>	45
Positive Bacteriological sample – E.Coli (over 1 cfu/100ml) – Type II	45
Positive Bacteriological sample – TOTAL COLIFORM presence – Type II.....	45
Loss of Reservoir Storage – Contamination – Type III	45
Loss of Reservoir Storage – Structure – Type III	46
Loss of Reservoir level - Parkhill – MAJOR Pipe break or Fire pump Fault at Canoe Forest Products– Type III.....	46
Loss of Pressure – MAJOR Pipe break – Type III	47
Backflow Contamination – Type II (Potential Type III).....	47
Pump Failure – Type II.....	47
Broken Watermain – Type I	48
Pressure Reducing Valve Failure – Type I	48
Appendix A - Risk Assesment	49
Appendix B – Contamination Of Source	50
Appendix C – Advisory Notices	51

PROTECTING PUBLIC HEALTH

Safe and reliable drinking water is vital to every community. Emergency response planning is an essential part of managing a drinking water system. Most public water systems have had routine operating emergencies such as pipe breaks, pump malfunctions, bacteriological contamination, and power outages. These are manageable if the water system has an emergency response plan that can be put into action. More serious non-routine emergencies may result from intentional acts of vandalism, chemical spills, floods, earthquakes, windstorms, or droughts. These can drastically affect the system and the community that depends on it. Each emergency has unique effects on different parts of a water system. Floods can cause widespread bacterial contamination, earthquakes can damage water sources, distribution systems and treatment systems, and storms can disrupt power supplies. The common element is that each emergency may threaten the system's ability to deliver potable and palatable drinking water. Emergency response planning is a process by which water system managers and staff explore vulnerabilities, make improvements, and establish procedures to follow in an emergency situation. It is also a process that encourages people to form partnerships and get to know one another. Preparing a response plan and practicing it can save lives, prevent illness, enhance system security, minimize property damage, and lessen the overall burden of a catastrophic event and the cost associated to the disaster.

EMERGENCY RESPONSE PLAN MISSION AND GOALS

Mission statement for Emergency Response Plan	In an emergency, the mission of The City of Salmon Arm is to protect the health of customers by being prepared to respond immediately to a variety of events that may result in contamination of the water or disruption of supplying water via floods, storms, earthquakes, and vandalism
Goal 1	Be able to quickly identify an emergency and initiate a timely and effective response to the situation at hand
Goal 2	Be able to quickly notify local and regional authorities to assist in the response if utilities cannot respond effectively
Goal 3	Protect public health by being able to quickly determine if the water is not potable nor palatable to drink or use and being able to immediately notify customers effectively of the situation and advise them of an appropriate protective action plan.
Goal 4	To be able to quickly respond and repair damages to minimize system down time and the potential of illness associated to water quality in the event of a rare emergency.

SYSTEM INFORMATION

Facility Certificate Number	647 Water Distribution System 1709 Water Treatment Plant	
System name and address	City of Salmon Arm Water Treatment/Distribution System 3751 Canoe Beach Drive NE Salmon Arm BC	
Directions to the system	Located 5 Km East of Salmon Arm in the community of Canoe. Go to public beach and through the rail tunnel on the east is the distribution pump station. The Water Treatment Plant is to the west of the parking lot.	
Basic description and location of system facilities	The raw water is pumped to the WTP from Low Lift Pumps that draw from Shuswap Lake. The WTP consists of a multi barrier approach with coagulation/flocculation, filtration, UV disinfection and hypo chlorite added as the secondary disinfectant. Raw water chemicals added are PAC, Wes Floc 2551A, and filter aid Wes Floc 4001A. Treated water then gravity flows into the clear well to the Canoe pump station where it is then pumped into the distribution system. There are 6 booster pump stations and 2 main pumping stations within the system. The system contains 14 reservoirs and one Dam, which is located on East Canoe Creek.	
Location/Town	City of Salmon Arm	
Population served	19,000 residences	
System owner	The City of Salmon Arm	
Name, title & telephone number of person responsible for maintaining and implementing the emergency plan	Rob Niewenhuizen Director of Engineering & Public Works	250-803-4017

WATER SOURCE

The City water system consists of two [2] main raw water sources, Shuswap Lake and East Canoe Creek. Treatment systems for both water sources are in place and include an extensive water pumping, distribution, and storage network within the City. The Water Treatment Plant provides a multi-barrier approach for drinking using the 4-3-2-1-0 guidelines. East Canoe Creek was upgraded in 2012 to incorporate ultraviolet light (UV) and sodium hypochlorite disinfection with an enhanced SCADA system.

Shuswap Lake is at a nominal elevation of 346 m [1135 ft.] while the Metford Dam intake on East Canoe Creek is at elevation 567 m [1860 ft.]. The Water Services Department attempts to maximize the supply of water from East Canoe Creek so that pumping into the system from Shuswap Lake is minimized to save on pumping costs and O&M costs. The flow of water from East Canoe Creek into the water system is by gravity and feeds into Little Mountain reservoir where it is then utilized as part of the distribution system optimization strategy.

DISTRIBUTION SYSTEM

The public water system services an area of approximately 6,322 hectares [see Appendix 2]. The City distributes water in pipes made of a variety of materials including ductile iron, PVC, high density polyethylene and asbestos cement. Individual services are Municipex PVC, copper and older galvanized lines.

The distribution system includes approximately 205 km of water main varying in diameter from 100mm to 600mm. The distribution system also includes eight different pressure zones, fifteen reservoirs, one dam and eight pumping stations. Total capacity of the reservoirs is 17343 M3 with an additional 15,800 M3 storage at Metford Reservoir.

PRESSURE ZONES

The distribution system is segregated into eight [8] pressure zones. The storage reservoir in the highest pressure zone is at elevation 615m [2020 ft.]. Water is pumped over 269m [885 ft] in elevation from the Water Treatment Plant to the highest storage reservoir in stages through three different pump stations.

EVENTS THAT CAUSE EMERGENCIES

The main purpose of this plan is to provide a working document for staff to utilize in the event of an emergency situation where the integrity of the water system has been jeopardized. It is to provide a framework for the City of Salmon Arm to utilize if the main source has been contaminated due to an accident on the railway or highway. CPR tracks and the Trans-Canada Highway run parallel with Shuswap Lake, creating risk management concerns. Other possible emergencies considered include:

- Natural disasters
- Accidents
- Deliberate acts of vandalism or terrorism
- System neglect or deferred maintenance

An emergency event has the potential to affect the entire water system or only isolated sections. Each event can cause different types of damage to system components or contamination resulting in a disruption in service.

NATURAL DISASTERS

EARTHQUAKES

Damage resulting from the earth shifting along geologic faults resulting in shaking and settling of the ground can cause severe structural damage to virtually all water system facilities, including sources, transmission and distribution lines, storage reservoirs, and pump-houses.

FLOODS

Floods can cause widespread contamination as turbid waters carry bacteria that can overflow sources, transmission lines, treatment facilities, and pumping facilities. Floods can also ruin electrical components and telemetry systems. If the Shuswap Lake reaches the 349.0 m level staff will implement the Utilities Division Flood Control Plan.

HIGH WINDS

Every so often high winds occur in the region and they can pose a threat mainly to the power supply. The Zone 1 & 2 pump station in Canoe has the capability of being powered from a large trailer mounted generator to ensure the supply of water.

DROUGHT

Severe droughts have the potential to compromise the water supply network especially the East Canoe Creek Watershed which endures periods of significant reduction in volume late in the summer.

WATERBORNE DISEASES

Organisms such as *Giardia*, *Cryptosporidium*, *E. coli* and viruses can contaminate water supplies and cause waterborne diseases. It is very important to monitor the treatment processes, maintain positive pressure and maintain an adequate disinfection residual throughout the water distribution network to ensure the delivery of safe, potable water.

ALGAE BLOOM IN SHUSWAP LAKE

Blue Green Algae, although not a disease can have a serious impact on our water system. In the event of an outbreak of Blue Green Algae in our water supply please refer to the information in the Blue Green Algae file at \\DSERVER2008\Global\WaterServices\WaterServices2\Emergency Procedure (ERP'S)\Blue Green Algae Info Sheet updated July 2019- ERP.pdf

In the event of a Cyanobacteria bloom in Shuswap Lake WTP staff will monitor the bloom and how it is affecting the Water Plant. They will do this visually, by using the Microcystins test kit to test the raw water for the presence of toxins. A positive test will dictate the notification of Interior Health of our findings. A positive test will dictate the use the Microcystins test kit to test the treated water as well. A positive test on the treated water will dictate that we will notify Interior Health of our findings and send the same sample out to a lab for definitive testing. We will post a Water advisory as needed to the residents of Salmon Arm. The Water Plant staff will monitor closely the plant performance and make all necessary treatment changes in order ensure adequate treatment. The raw water source at Metford as an alternate water source will be utilized to the maximum amount possible.

The test kits used for testing of Microcystins is the Abraxis Algal Toxin (Microcystins) Test Strip Kit for Recreational Water. Our contact person is Joseph Jarin at Eurofins Abraxis. Email is josephjarin@eurofins.com Ph. 1-215-357-3911

HUMAN-CAUSED EVENTS:

HUMAN-CAUSED EVENTS THAT CAN RESULT IN A WATER SYSTEM EMERGENCY INCLUDE: VANDALISM, TERRORISM, CYBER-ATTACK, FIRES, CONSTRUCTION ACCIDENTS, CHEMICAL SPILLS AND BASIC NEGLECT IN MAINTAINING THE SYSTEM.

VANDALISM

Vandalism is generally a spur-of-the-moment act using materials at hand rather than pre-planned or pre-meditated activities. Vandals often break into systems, damage facilities, and paint graffiti. These acts are relatively easy to prevent with enhanced security systems, proper lighting, locks on doors and hatches, and security fencing.

TERRORISM

Acts of terrorism are conducted by someone whose intent is to instill fear or induce harm to people and facilities. Acts of terrorism are a very real threat. Even though it may seem unlikely, it would only take one well-staged event to undermine confidence in drinking water safety. Being prepared and knowing what to look for are crucial elements of preventing an attack on the system.

There are many potential terrorist threats to drinking water systems, including chemical, biological or radiological contamination as well as damage to infrastructure and computer systems. In most cases, contamination using biological or chemical agents would cause the greatest concern for a drinking water system. Although it would be difficult to effectively contaminate a large water supply such as Shuswap Lake, the possibility should not be taken lightly. The threat is real, and drinking water systems need to enhance security around facilities and be prepared to respond.

SYSTEM NEGLECT

System neglect, often referred to as deferred maintenance, is a significant cause of emergencies. System components that are aging and need replacement go without attention for so long that they fail, causing an emergency. Drinking water systems need to continuously evaluate facilities and replace them before a large scale failure occurs.

CROSS CONNECTIONS

A cross connection is an actual or potential physical connection between a public water system and any source of non-potable liquid, solid, or gas that could potentially contaminate water supply through a backflow event. Cross connections usually occur unknowingly when someone makes a connection in the system. Backflow is the reverse flow of water or other substances into the public water system. Under backflow conditions, unprotected cross-connections can provide a path for biological, chemical, or physical contaminants to enter the water system. These contaminants can lead to waterborne disease outbreaks, chemical poisonings, and sometimes death. Backflow usually occurs when there is a loss of pressure somewhere in the system causing water flow to reverse or back pressure from a private industrial source.

CONSTRUCTION INCIDENTS

Construction incidents may fall into the category of an operating emergency e.g. a contractor damages a water line and the system needs to be shut down for repair. If the response is not timely and effective, this kind of incident can turn into a serious emergency. The system may lose pressure, resulting in the potential for backflow incidents to occur that contaminate the water distribution network. The utility must be aware of construction in and around the system and be prepared to respond quickly to an incident if it occurs.

CHEMICAL SPILLS

Many chemicals that are routinely transported can harm humans directly or by contaminating air or water. No drinking water system is safe from a hazardous chemical spill and the resulting contamination. Spills can come from motor vehicles, trains, airplanes, boats, or fixed containers. They can occur at any time without warning.

EMERGENCY SEVERITY

Emergencies usually have a wide range of severity. Defining categories of severity can significantly aid in determining appropriate response actions and notifying correct agencies to assist with the emergency. Knowing the severity of the emergency and being able to communicate it to others will help system personnel keep their response balanced and effective.

Making a decision on severity should be collaborative among system personnel with who could be potentially involved with the emergency. The individual in charge may also choose to coordinate with external parties, especially if partnerships have been formed and are part of the ERP contacts. The information for making the decision will progressively increase over time and may result in the level of severity being changed and other actions required.

After an assessment of the severity, the assessment must be communicated immediately to all those dealing with the emergency. Make sure personnel have cell phones and/or radios when they are in the field assisting. Remember to have an alternative method of communicating if cell phones don't work or in a worst case scenario event. The buddy system should be utilized if personnel power is available.

TYPE I – ROUTINE EMERGENCY

The system experiences a normal emergency, such as a line break or power outage. System personnel are able to handle the problem with minimal assistance. The situation is unlikely to negatively impact public health. Although it is important to begin responding, personnel should have no difficulty in remaining calm and resolving the situation, typically within 24 hours.

Description: The City of Salmon Arm Water System Type 1 Emergencies

- Distribution line breaks, PRV station failure, fractured fire hydrants, service leaks
- Short power outages
- Minor mechanical problems in pump-houses
- Other minor situations where it is not likely that public health be affected

The system has specific response plans written for these types of emergencies, including proper repair, flushing, resampling, and disinfection procedures. System personnel are advised and directed to work on the problem and are usually capable of resolving the situation within 24 hours. If it is determined the event will last longer than 24 hours and that storage requirements are compromised, the situation may be elevated to a Type II Minor Emergency.

TYPE II – MINOR EMERGENCY

The system experiences minor disruption in supply or has indications of possible contamination where it may need to coordinate with Interior Health Authority (IHA) and consider issuing an advisory to customers. In these types of emergencies, health may be jeopardized, so it is important for system personnel to be on alert and initiate a quick response. These emergencies can usually be resolved within 48 - 72 hours.

Description: The City of Salmon Arm Water System Type II Emergencies:

- Disruption in supply such as a transmission main line break, pump failure with a potential for backflow and loss of pressure
- Storage is not adequate to handle disruption in supply
- An initial positive bacteriological sample (E. coli)
- An initial primary chemical contaminant sample
- UV Disinfection failure
- A minor act of vandalism
- Drought conditions

TYPE III – SIGNIFICANT EMERGENCY

The system experiences significant mechanical or contamination problems where disruption in supply is inevitable and assistance from Interior Health Authority (IHA) is needed. Major emergencies should be reported to Interior Health Authority and Ministry of Environment as soon as possible to determine the best available means of protection. System personnel are directed to the situation and outside agencies are notified to aid in the response. Major emergencies may extend beyond 72 hours before resolution.

Description: The City of Salmon Arm Water System Type III Emergencies:

- A confirmed coliform MCL or E. coli/fecal positive sample, requiring immediate consideration of a boil water advisory notice to customers
- A “confirmed” sample of another primary contaminant requiring immediate consideration of a boil water advisory notice to customers (ie. Cryptosporidium, Giardia Lamblia)
- A loss or complete malfunction of the Water Treatment Facilities for surface water treatment, including residual disinfection
- A major line break or other system failure resulting in a water shortage situation or requiring system shutdown to a significant part of the water distribution network
- An act of vandalism or terrorist threat such as damage to Water System Facilities

TYPE IV – CATASTROPHIC DISASTER/MAJOR EMERGENCY:

The water system experiences major damage or contamination from a natural disaster, an accident, an act of terrorism, and/or vandalism. These incidents require immediate notification of local law enforcement and local emergency governing services (IHA, MOE, PEP). Immediate notification of Interior Health Authorities is critical to protect public health. These types of emergencies are usually not resolved quickly, depending on circumstances.

Description: The City of Salmon Arm Water System Type IV Emergencies:

- Chemical spill that comes into the immediate area of the system's source(s)
- High flood that infiltrates into system
- Act of terrorism possibly contaminating the water system with biological or chemical agents
- Storm that significantly damages power grid and system operations
- Intrusion alarms

EMERGENCY NOTIFICATION

Depending on the emergency it may be necessary to notify a variety of government agencies. Type III and Type IV emergencies will typically require notification to be done immediately however professional discretion at the management level is expected. Type I and Type II emergencies are solely at the discretion of management whether other agencies are to be involved or notified.

Procedure for Emergency Notification:

- Operator in charge will assess the situation and take immediate action.
- Operator notifies City of Salmon Arm Management
- Notification to Local Authorities (Interior Health) by Management
- The water notification will be distributed by:
 1. Personnel placing “**water notices**” on doors and along travel routes
 2. Personnel will do whatever it takes to notify the community
 3. The City Administrator will notify local radio station, television and news paper
 4. Administrative support person will provide pre-scripted message to telephone callers or media and log message that was delivered in a timely basis
- Water Systems personnel will continuously update The City of Salmon Arm and surrounding community and regulatory agencies on water advisory
- Once resolved, notify customers of rescinding notices

Notification call-out list:

Use the following lists to notify appropriate personnel and agencies during an emergency

MANAGEMENT PERSONNEL				
Title	Name	Home	Office	Cell
Manager of Utilities	Gerry Rasmuson	250.832.9568	250.803.4085	250.517.7950
Supervisor of Utilities	Mervin Arvay	250.546.4881	250.803.4083	250.517.7731
Manager of Roads & Parks	Darin Gerow	250.833.5370	250.803.4088	250.253.3047
Supervisor of Roads	Kirk Graham	250.253.8355	250.803.4087	250.517.7935
Supervisor of Parks	Kevin Hansen	250.833.6354 cell	250.803.4084	250.253.2027
City Engineer	Gabriel Bau		250.803.4024	
Director of Engineering & Public Works	Rob Niewenhuizen	250.675.5480	250.803.4017	250.517.9440
Director of Corporate Services	Sue Wood		250.803.4006	250-253-6402
Chief Administrative Officer	Erin Jackson	250-832-6543	250-803-4029	250-253-3953

Once contacted, Management personnel will assess the situation and if the incident is of a nature that requires a City of Salmon Arm response team, Management will contact waterworks personnel on the following call out list:

WATER WORKS PERSONNEL – TREATMENT/DISTRIBUTION SYSTEM			
Name	Home	Office	Cell
Rick Webb - Chief Operator WTP/Distribution	250.832.8741	250.832.2780	250.804.9804
Marcus Miller - WTP Operator IV	250.833.7507	250.832.2780	250.804.9500
Joe Reidford - WTP Operator IV	250.832.2605	250.832.2780	250.803.8978
Cody Dube – WTP Operator III	250-681-0285	250-832-2780	250-515-0749
Brent Romyn – WTP Operator III		250-832-2780	250-833-5092
Devon Tulak – WTP Operator I		250-832-2780	250-309-2429

WATER WORKS PERSONNEL - UTILITY SERVICES			
Name	Home	Cell	
Devon Tulak		250.309.2429	
Jason Baker	250.832.2610	250.804.5051	
Troy Haskell	250.832.1511	250.833.7946	
Jason Philps	250.804.1912	250.832.5968	
Josh Yurkowski		250.550.9775	
Corey Hockman		250.550.4218	
Ray Muller	250.832.4976	250.463.3653	
Chad Phillips		250-833-8080	

CSA Callout Updated – May 2023

The responding personnel will assess the situation and notify the appropriate personnel if required. Then they will take the necessary steps to correct the situation.

If contamination of water is suspected the responding staff is to contact the Chief Operator and someone in management immediately who will then determine the level of the emergency and whether Interior Health is to be contacted at 1.866.457.5648.

Interior Health Emergency Contact Numbers

The following is meant to assist water suppliers to reach their Interior Health representative in the event of a water quality problem as part of their Emergency Response Plan protocol. Please include this information in your Water System Emergency Response Plan.

During Office Hours [8:00am – 4:30pm weekdays]:

Direct Contact:

Diana Tesic-Nagalingam, Large Water Specialist

1-250-851-7322 direct office line

1-250-320-0501 cell

If your direct contact is not available our administrative staff will direct your call to the Specialist Environmental Health Officer covering the area.

Please call **1-250-851-7340** [Kamloops Office] and do the following:

- State your name
- Water system
- Contact numbers you can be reached at
- And the fact that this is an emergency call

After Hours [after 4:30pm weekdays, weekends and Statutory holidays]:

- Call the **Medical Health Officer** on call at **1-866-457-5648**

INTERIOR HEALTH AUTHORITY			
Name	Title	Office	Cell
Drinking Water Officer	Large Water Specialist	250.851.7322	250.320.0501
Emergency After Hours	MHO's rotate duties	1.866.457.5648	
Jeff Huang	Health Engineer	250.851.7320	250.319.4470

INTERIOR HEALTH OFFICERS [MARCH 2021]				
Name	Title	City	Telephone	Email Address
Medical Health Officers				
Dr Albert de Villiers	Chief Medical Health Officer	Kelowna	250-215-2872	albert.devilliers@interiorhealth.ca
Dr Sue Pollock	Medical Health Officer	Kelowna	778-214-0302	sue.pollock@interiorhealth.ca
Dr Shobhit Maruti	Medical Health Officer	TBD	778-583-1180	shobhit.maruti@interiorhealth.ca
Dr Karin Goodison	Medical Health Officer	Vernon	250.212.3155	karin.goodison@interiorhealth.ca
Dr Carol Fenton	Medical Health Officer	Kamloops	250-212-3155	carol.fenton@interiorhealth.ca
Dr Robert Parker (Casual)	Medical Health Officer	Kelowna	778-581-2165	robert.parker@interiorhealth.ca
Dr Silvina Mema	Medical Health Officer	Kelowna	250.215.5779	silvina.mema@interiorhealth.ca

PROVINCIAL GOVERNMENT			
Provincial Emergency Program (PEP)			250.832.2424
Ministry of Wildfire and Management Branch			1.800.663.5555
Ministry of Environment			1.800.663.3456
BC Emergency Co-ordination center			1.800.663.3456
Ministry of Agriculture and Lands			250.387.5121
Adams Lake Indian Band	250.679.8841		250.679.8008
Adams Lake Indian Band (operator)		Trevor	250.572.4414
BC Hydro			1.877.520.1182
Shuswap Emergency Response Program			1.800.663.3456

HOSPITALS			
Shuswap Lake General Hospital			250.832.3600
Vernon Jubilee Hospital			250.545.2211

SALMON ARM FIRE DEPARTMENT			
Name	Title	Home	Office
Brad Shirley	Fire Chief	250.832.8152	250.803.4064
Gary Lebeter	Deputy Fire Chief	250.253.5162	250.803.4063
Carmen Guidos	Full time Firefighter	Cell 250.833-1419	250.803.4068
Tyler Stevenson	Full time Firefighter	250-253-4369	250-803-4065

If no fire department member can be contacted call 911 if call already has not been made

<i>CENTRIX CONTROL SOLUTIONS</i>			
Name	Title	Home	Office
Gordon Jenson	Technician		1-250-550-4737
David Loucks	Manager		1-250-462-6334
Alex Guilbeault	Electrician/Technician		1-250-469-0584
Office after hours mailbox			1-250-717-8813

<i>TURN-KEY CONTROLS LTD</i>			
Name	Title	Home	Office
Doug Halvorson	Regional Manager		1-250-306-4701
Dallas Labelle	Electrician/Technician		1-250-550-7454

EMERGENCY SERVICES			
			Telephone
Regional Fire Departments			911
BC Ambulance Service			250.828.5888 or 911
Salmon Arm RCMP		Daytime	250.832.6044
		After hours	911
	Scott West	Staff Sergeant	250.832.6044
Columbia Shuswap Regional District		Daytime	250.832.8194
Shuswap Emergency Program	Co-coordinator Tom Hansen		250.832.8194 Cell: 250.833.6556
Canadian Pacific Railway Emergency			1.800.795.7851
Canadian Pacific Railway Police			1.800.716.9132
Fortis BC (Natural Gas)			1.800.663.9911
Copper Island Diving Ltd	Paul Downey		250.832.5737

LOCAL MEDIA		
Type	Name	Office
Radio	CKXR	250-832-2161
Radio	Patrick Ryley (ADP)	Cell: 250-463-2453 pryley@ezrock.com
	Gary Barnes (News)	250-868-4720
	Matt Lysak (SA Engineer)	Cell: 250-833-7909
	Boyd Leader (Regional program Director, Interior BC)	Tel, 250-868-4701 Cell 250-869-7849
	Ken Kilcullen	250-868-4718 Cell 250-469-4980
Television	CHBC - TV	250-752-4535
Newspaper	Salmon Arm Observer	250-832-2131

TRADESMEN			
Company	Name	Telephone	Cell
<i>Plumbing</i>			
Canoe Plumbing	Jackson Robertson	250.832.6902	250.517.0914
Trademark Plumbing	Kim Kinnee	250.833.4009	
Jon Bootsma Plumbing	Jon Bootsma		250.833.2727
North Broadview Plumbing	Derek Nisse	250.832.0255	250.804.5049
<i>Electrical</i>			
All Phase Electric	Duane Armstrong	250.833.9050	250.833.8203
Inskip Electric	Bruce Inskip	250.832.8132	250.833.2774
<i>Excavators</i>			
Win & Chris Excavating Ltd	Win Johnson	250.832.4678	250.833.2465
Win & Chris Excavating Ltd	Chris Johnson		250.833.6265
General Assembly Excavating Ltd	Nyle/Levon Reid		250.804.3524/250.833.8209
Mounce Construction Ltd	Wayne Mounce	250.832.7786	250.804.3115
Blackburn Excavating Ltd	Mike Blackburn	250.832.3995	250.804-6082
Webb Contracting	Doug Webb	250.838.7059	250.308.9330

EQUIPMENT SUPPLIERS		
Company	Name	Telephone
PG Prime Power - Generator Rental		604-882-5000 / 604-882-5783
United Rentals	Brad Irvine	1-604-205-3962/cell 1-604-880-4230
Centrix Controls	Dom Sacco	604.942.0288
EMPS	Bob Grantham	250.470.8963
Ramtech (Trojan equipment)	Rose De Guzman	1.604.282.6358
Smith Cameron Pump Solutions		1.800.663.5841
Hayward Gordon Ltd		604.986.8464
Mearl's Machine	Cody Herron	236.420.5667
Wolsely Canada		250.765.5186

TESTING AGENCIES – ENVIRONMENTAL MONITORING		
Company	Name	Telephone
ALS Environmental	Amanda Lampreau	Kamloops 250.372.3588
CARO Analytical Services		Kelowna 250.765.9646
Cantest Services		Burnaby 604.734.7276

BC HYDRO CONTACTS – MAJOR POWER OUTAGE EVENTS		
Company	Name	Telephone
BC HYDRO	Meredith Toward (KAM and Emergency Contact)	1-604-623-4127
BC HYDRO	Dan McDonald (Salmon Arm Field Manager)	Office 250-832-1232 Cell 250-617-6702
BC HYDRO	Steve Lang (power Line tech. Foreman)	Cell 604.838.7589
BC HYDRO	Emergency Line - Direct Line to BCH Restoration Centre (used for emergency responders and critical customer sites)	1-866-693-7007

EMERGENCY SPILL CONTACT			
https://www2.gov.bc.ca/gov/content/environment/air-land-water/spills-environmental-emergencies/report-a-spill			1-800-663-3456

WATER QUALITY SAMPLING

Many types of emergencies can jeopardize the quality of water and the users. The primary objective for any water system is to deliver safe, potable water. In an emergency staff must be prepared to respond quickly and make decisions on whether to issue a health advisory. Sampling and obtaining results from a lab takes time.

If there is reason to believe that the water has been contaminated, Management should consult Interior Health Authorities to review the scenario and determine whether to issue a health advisory as soon as possible – often before conducting water quality sampling.

Contamination of drinking water, whether intentional or unintentional, comes in many forms, which are classified in four general categories:

- Inorganics such as metals or cyanide
- Organics such as pesticides or volatile compounds
- Radionuclide's
- Pathogenic microorganisms or microbial organisms

If the water system is experiencing an emergency caused by a natural event or intentional act and contamination is suspected, system personnel may be faced with making a decision about what contaminants to test for and how to get the tests performed quickly.

If contamination is suspected, Interior Health Authorities should be contacted to assist with the direction as to what testing should be completed. If it is suspected that someone intentionally sabotaged the system or contaminated the water, this may be a crime scene and Interior Health shall be notified immediately as well as the local RCMP Detachment.

Coliform Bacteria: In the event of an emergency, testing for Coliform is a standard first test, and if detected it is a signal that the system may be contaminated. Coliform bacteria are organisms that are present in the environment and in the feces of all warm-blooded animals, including humans. Coliform bacteria generally do not cause illness, but their presence indicates that other disease-causing organisms (pathogens) may be present in the water system. Most pathogens that contaminate water supplies come from the feces of humans or animals. Testing drinking water for all possible pathogens is complex, time-consuming, and expensive. Coliform testing is, however, relatively quick, easy, and inexpensive. Public water systems must test for Coliform bacteria regularly as per the GCDWQ.

Heterotrophic Plate Count (HPC): This test provides information regarding the numbers of bacteria that may have been introduced into the water. HPC counts with significant growth require immediate action. Very high levels (1000 – 10,000 and greater) would suggest a problem that needs immediate evaluation.

Chlorine Residual: In chlorinated systems, this test indicates if materials introduced into the water have created a demand for the chlorine, leaving lower-than-normal or no residual and signaling the need for further evaluations. Samples need to be taken at the distal end of the distribution system (the point farthest from the start of the distribution system).

Chlorine Demand: This test reveals unusual demands on the oxidizing capability of the added chlorine, indicating the presence of a contaminant that warrants further investigation.

Total Organic Carbon (TOC): Relatively simple to perform, normal expected levels range from 0.2 to 4.0 mg/L for surface water and 0.01 to 2.0 mg/L for groundwater. Higher levels may indicate the presence of organic materials that could pose a health concern.

Trihalomethanes & Haloacetic Acid (THM & HAA): Disinfection by-products such as Trihalomethanes and Haloacetic acids. High levels suggest that contamination has occurred or that organic materials have been added to enable formation of disinfection by-products.

Cyanide: This test is not easily performed, but should be done immediately if cyanide contamination is suspected. Presence may indicate a source of water pollution that must be traced and eliminated. It may be noted that toxicity is related to pH with a deleterious effect at pH = 6 and can become innocuous at pH > 8 (may be decomposed to carbon dioxide and nitrogen gas). Deterioration of cyanide happens in open streams and further reduction because of bacterial action. Time is the key for the reduction of cyanide. Cyanide is very poisonous. The lungs, gastrointestinal tract and skin absorb cyanide.

Sampling SOP is attached in appendix. Testing agency is listed in contact list.

EFFECTIVE COMMUNICATION

Effective communications is a key element of emergency response.

Developing partnerships with others in your local emergency response network, establishing relationships with our customers and the media, and creating communication tools such as fact sheets and media releases ahead of time will help us communicate efficiently and successfully during a crisis.

All questions and concerns should be directed to the designated spokesperson.

COMMUNICATION TIPS

Do:

- Be prepared
- Designate a spokesperson
- Provide complete, accurate, and timely information
- Tell the truth
- Express empathy
- Acknowledge uncertainty and offer to get back with more information later
- Document your communications

Do not:

- Speculate on the cause or outcome of an incident
- Blame or debate
- Minimize or brush off concerns of customers

Media Spokesperson	Alternate 1	Alternate 2	Alternate 3
City Administrator	Director of Corporate Services	Director of Engineering & Public Works	Manager of Utilities

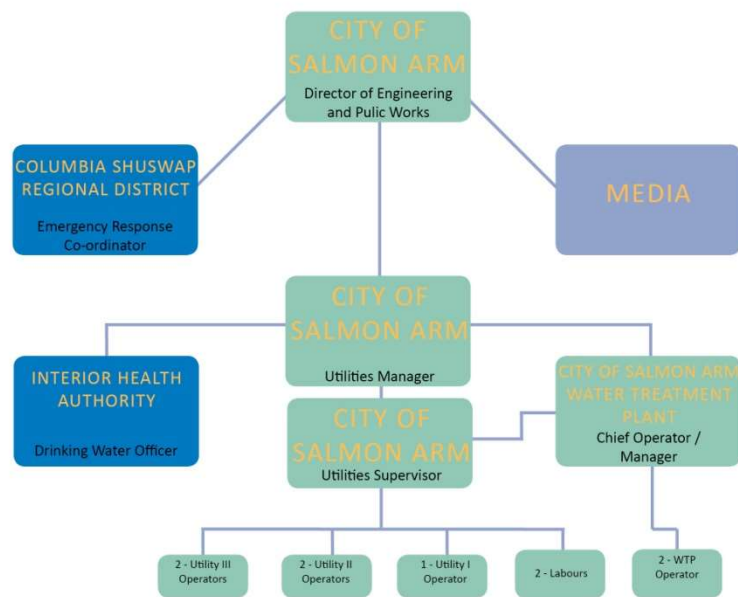
KEY MESSAGES

Develop possible messages in advance, and update them as the emergency develops:

- We are taking this incident seriously and doing everything we can to resolve it
- Our primary concern is protecting our customers' health
- Another important concern is keeping the system operational and preventing damage
- What we know right now is_??????????????
- As we gather facts information will be distributed

- We have contacted regional and local authorities to help us respond effectively and to correct the current situation as soon as possible
- If you think you may be ill or need medical advice, contact your local physician or go to the emergency room of the hospital
- We are sampling the water and doing tests to determine whether there is a potential cause of contamination

CHAIN OF CUSTODY



RESPONSIVE ACTIONS

GENERAL

EXTENDED POWER FAILURE – TYPE IV

- 1) Call Power Company at 1-866-693-7007 to check status and duration of power outage.
- 2) Our Emergency contact person is Meredith Toward 1-604-623-4127
- 3) For Non-Urgent but important calls 1-800-224-9376 or *49376 on your cell
- 4) Should the outage be for an extended period of time, call for more assistance:
 - i) Dan McDonald (Field Service Manager) Cell 250-617-6702
 - ii) Steve Lang (power Line tech. Foreman) Cell 604-838-7589
 - iii) As a last measure during major events for Emergency Responders call 1-877-520-1182
- 5) Increase Metford flow and balance distribution to utilize Metford water.
- 6) Run portable generator at Zone 1 and/ or move it to Zone 4 as required
- 7) Pumping to Zones 3, 5 and 2A should be stopped and monitored, manually running pumps as required to maintain levels. Pumping from Zone 4 should also be shut down and monitored as long as Metford is online. Use Generator as required
- 8) Decrease system Reservoir level Set points and notify contacts list of the possibility of water shortages if power outage is prolonged.
- 9) Refer to Equipment suppliers on page 21 for Rental Generators

DISTRIBUTION/WTP COMMUNICATION LOSS FOR EXTENDED PERIOD – TYPE IV

1. Determine if problem is radio or SCADA issue.
2. Call City of Salmon Arm IT Department and IITS for assistance if problem cannot be rectified by operations.
3. If communication problem persists call out operations personnel to operate and monitor distribution or Water Treatment Plant manually.
4. Refer to Equipment suppliers for rental Generators

CHEMICAL SPILLS – TYPE IV

AT CITY FACILITY OR WATER PLANT

1. Obtain MSDS if possible and report spill (required by law);
2. Contain and prevent spill from entering storm or sanitary sewer by using rubber or clay mats and sandbags; contact personnel to bring out Vacuum Truck;
3. Use proper PPE including appropriate respiratory protection for specific chemical;
4. If possible neutralize chemicals which are alkaline or acid using spill kit neutralizers.

TRANSPORT CHEMICAL TRUCK SPILL

1. Contain and prevent spill from entering storm or sanitary sewer by using rubber mats or sandbags. Contact Fire Department and City personnel to bring out Vacuum truck;
2. By law all chemical spills are to be reported.
3. Use proper PPE and necessary breathing protection for specific chemical.
4. If possible neutralize chemical which are alkaline or acid using spill kit neutralizers.

TRAIN DERAILMENT AND CONTAMINATION

1. Assess damage. If there is a liquid chemical spill, shut down the raw water intake to the plant. Use contact notification list and get emergency help;
2. The ditch that is between the water plant and railroad tracks drains into the storm sewers by the walkway tunnel. These storm sewers drain into the lake near the water plant intake. Sandbag ditch to contain spill and seal storm sewer manhole covers with clay or rubber mats;
3. If there is a gas leak, evacuate plant and use laptop at a safe location to operate facilities.

FIRE AT WTP OR DISTRIBUTION BUILDINGS – TYPE IV

1. If fire cannot be contained using a fire extinguisher, evacuate building leaving doors closed and call 911 or 1-866-215-4086;
2. Once outside take roll call of all contractors, chemical delivery personnel and employees;
3. Open all gate accesses to the plant or facility for fire department;
4. **Fire Safety Plan** for the water plant should be reviewed yearly by employees open link below <X:\WaterServices\Safety - General\FIRE SAFETY PLAN master copy.doc>

FOREST FIRE ENCROACHING CITY – TYPE IV

1. Increase all reservoir fill set points and maintain maximum water storage capacity for firefighting.
2. Have Metford Dam ready for increased flow capacity including disinfection quantities on hand and sufficient to last for the duration.
3. Increase manpower to monitor and assist with operation and to work with the fire department's need for volume and increased pressure.

LAKE FLOOD LEVEL – TYPE IV

1. In the event the lake level rises above normal conditions at the High Lift Canoe Pump Station risk of lake water entering the treated pump wells.
2. Organize a task force to sand bag and, using polyethylene plastic, seal off High Lift pump station.
3. Use a backhoe/loader to move beach sand around pump house to build a safety dike.
4. The overflow line back to the lake will be affected by elevation of lake water. Monitor overflow chamber when processing filter backwash water.

INTRUSION ALARMS – TYPE IV

1. Dispatch will call standby personnel with location of site intrusion alarm;
2. Do a drive-by of location and have dispatch call the RCMP if location is not secure or suspicious activity is observed;
3. Record license plate numbers and description of vehicle and/or individuals if safe to do so. Do not confront individuals. Wait for the RCMP;
4. Thoroughly check area for any possible type of sabotage or vandalism.

WATER TREATMENT PLANT

EXTENDED POWER FAILURE – LOCAL – TYPE IV

1. Call Power Company at 1-866-693-7007 to check status and duration of power outage.
2. Our Emergency contact person is Meredith Toward 1-604-623-4127
3. For Non-Urgent but important calls 1-800-224-9376 or *49376 on your cell
4. Should the outage be for an extended period of time, call for more assistance:
 - i) Dan Mc Donald (Field Service Manager) Cell 250-617-6702
 - ii) Steve Lang (power Line tech. Foreman) Cell 604-838-7589
 - iii) As a last measure during major events for Emergency Responders call 1-877-520-1182
5. Start our generator for the Zone 1 pumps and low lift pumps. Set up Zone 1 side of the Pump House so that the pumps won't come on automatically. When the Gen Set has been hooked up and is operational proceed to run the Station. The control of which pump runs, at what speed and for how long will need to be done manually, depending upon the demand in the system. Monitor the Water Plant performance along with the Pump Station and the Gen Set for the duration of the Power Failure.
6. Refer to Equipment suppliers on page 21 for Rental Generators if more generators are required
7. Increase Metford flow and balance distribution to utilize Metford water.
8. Pumping to Zones 3, 5 and 2A should be stopped and monitored, manually running pumps as required to maintain levels. Pumping from Zone 4 should also be shut down and monitored as long as Metford is online
9. Decrease system Reservoir level set points and notify contacts list of the possibility of water shortages if power outage is prolonged.
10. If power outage is estimated to have a Significant Impact on our Water Supply then contact IHA to put in place our backup plan of running the Plant with Chlorination only and no UV Reactor.
11. Put into effect our procedure for running the Plant without the UV Reactors running. Make sure all dosing set points are checked and correct. Chlorine Set point should be at least set at 1.25mg/l initially and monitored closely along with all aspects of the plant operation.
12. Document in a log how both the Pump Stn. and the Water Plant perform, any problems that arise and the solution to those problems as well as any procedures or operation that could be improved upon for future incidents.
13. When incident has been resolved and the power is back on, have our Electrician disconnect the Gen Set, restore power in the Station and then put all pumps back online with their appropriate settings and then reset Metford Dam set points to their original settings.

FIRE AT WTP – TYPE IV

1. Call 911 or 1-866-215-4086. If fire cannot be contained using a fire extinguisher, evacuate building leaving doors closed and;
2. Once outside take roll call of all contractors, chemical delivery personnel and employees;
3. Open all gate accesses to the plant for fire department;
4. **Fire Safety Plan** for the water plant should be reviewed annually by employees:
<\\dserver\global\WaterServices\Safety\FIRE SAFETY PLAN master copy.docx>

INTRUSION ALARM – LOCAL – TYPE IV

1. Dispatch will call standby personnel with location of intrusion alarm;
2. Do a drive-by of water plant and have dispatch call the RCMP if it is not secure or suspicious activity is observed;
3. Record license plate numbers and description of vehicle and/or individuals if safe to do so. Do not confront individuals. Wait for the RCMP;
4. Thoroughly check plant for any possible type of sabotage or vandalism.

CHEMICAL SPILL – TYPE IV

AT WATER PLANT

1. Obtain SDS if possible and report spill (required by law);
2. Contain and prevent spill from entering storm or sanitary sewer by using rubber or clay mats and sandbags; contact personnel to bring out Vacuum Truck;
3. Use proper PPE including appropriate respiratory protection for specific chemical;
4. If possible neutralize chemicals which are alkaline or acid using spill kit neutralizers.

TANKER TRUCK AND/OR TRAIN DERAILMENT

1. Assess damage. If there is a liquid chemical spill, shut down the raw water intake to the water plant. Use contact notification list and get emergency help;
2. The ditch that is between the water plant and railroad tracks drains into the storm sewers by the walkway tunnel. These storm sewers drain into the lake near the water plant intake. Sandbag ditch to contain spill and seal storm sewer manhole covers with clay or rubber mats;

3. If there is a gas leak, evacuate water plant and use laptop at a safe location to operate facilities.

WATER PLANT LOSS OF SODIUM HYPOCHLORITE GENERATOR- TYPE II

1. There should be sufficient storage in the sodium hypochlorite tanks to run for several hours. Emergency smaller diameter peristaltic hose stored above the pumps can be connected to a pump and a pail of 12% sodium hypochlorite which is kept on site for this purpose.
2. Set feed rate by dividing the mg/l by 12. Example: plant was dosing at .90 mg/l divided by 12 = .075 mg/l.
3. The above procedure will allow time to pick up sodium hypochlorite from the Waste Water Treatment Plant using the emergency tote which is kept on site and is diluted to 5-6% and using the appropriate fittings to hook up to the Hypo pumps. The SCADA system is then changed to reflect the use of the stronger Hypo.
4. If problem is deemed to be for an extended period, order a load of 12% sodium hypochlorite to fill storage tanks.

LOSS OF CHLORINE RESIDUAL IN CLEARWELL – TYPE II

1. If chlorine residual is 0.5mg/l or less in the Clearwell, test manually. If residual is still low, shut down high lift pumps and disable start-up. Start pumps when emergency feed is running. Currently we have a Cl₂ analyzer located in Zone 1 pump station as a secondary source for control. If analyzer is not functional refer to emergency procedure.

WATER PLANT UV REACTORS FAILURE – TYPE II

1. Assess nature and cause of problem;
2. Try to rectify problem, call appropriated personnel if needed;
3. Call Manager of Utilities and/or Director of Engineering & Public Works;
4. Call IHA Contact Person if directed by Management and review options;
5. Arrange for alternate drinking water source if necessary;

6. Alert local media requesting public water conservation or Water Quality Advisory notices handed out by assisting water personnel;
7. Do not start up WTP (if at all) until initial communication has been completed with IHA, Manager of Utilities or Director of Engineering & Public Works, and/or Chief Operator;
8. If acceptable with all agencies and WTP is allowed to operate:
 - a. Operate UV valve manually to allow flow of water into clear well;
 - b. Low lift pumps run in manual and controlled from VFD, must be monitored on a continuous basis, adjusting accordingly;
 - c. Ensure hypochlorite is set at 1.2 mg/l or greater for post hypo chlorination to compensate for loss of UV disinfection (DNA destruction of the bacteria);
 - d. Ensure all chemicals are feeding at correct dosages and adjust, watch for filter blinding if chemicals are increased to minimize filter break through;
 - e. Optimize distribution system using Metford Dam if time of year permits to decrease WTP flow until issue is resolved;
 - f. Monitor status of plant on a continual basis and work with personnel to rectify problem. Update appropriate agencies every 2 hours on conditions.

WATER PLANT UV REACTORS CRITICAL ALARM – TYPE I- REACTOR SHUTS DOWN BEFORE VALVE CAN CLOSE (50 SEC. DELAY)

1. Assess nature and cause of problem;
2. Try to rectify problem, call appropriate personnel if needed;
3. Monitor Clearwell residuals
4. Note occurrence, time and any particulars in log

METFORD DAM EMERGENCY PLAN

INTRUSION ALARM – LOCAL – TYPE IV

1. Dispatch will call standby personnel with location of intrusion alarm;
2. Do a drive-by and have dispatch call the RCMP if Metford Dam is not secure or suspicious activity is observed;
3. Record license plate numbers and description of vehicle and/or individuals if safe to do so. Do not confront individuals. Wait for the RCMP;
4. Thoroughly check Intake, Dam, and UV Building for any possible type of sabotage or vandalism.

FAILURE OF DAM STRUCTURE – TYPE IV

1. Water Treatment Plant Operators inspect the dam and water level each week. If a soil crack appears on the dam or if soil or roadway movement is noticed on the upper portion of the dam, the dam will be immediately drained. Contact Management.
2. Dam leakage is monitored and measured from 3 different locations and if the leakage noticeably increases the dam will be immediately drained.
3. To drain, the operator will open the two 12 inch blow down drains located on the opposite side of dam wall. If deemed necessary all residents will be notified of an immediate evacuation along 60th Street and Okanagan Avenue and 10th Street NE. It is estimated that it will take 8 hours to empty the dam completely.
4. The dam will not be refilled unless a qualified dam engineer / inspector has inspected the dam and remedial action has taken place to rectify all issues.
5. If extensive long term repairs are necessary, the upper stream will be diverted using the 12 inch PVC pipe running from the top pond to the Metford spillway. It may be necessary to run an additional line during spring runoff or during summer rainy season.

SODIUM HYPOCHLORITE SYSTEM FAILURE – TYPE III

1. Assess nature and cause of problem; if a leak in the Sodium Hypochlorite storage, supply or delivery system has occurred and the system is still dosing correctly refer to step #8, if a leak has compromised the dosing system then continue with steps 2 thru 7 then continue on with step 8.
2. Isolate Dam from distribution system using valve 70 Avenue SE & 10 Street SE.
3. Notify Chief Operator and Manager of Utilities.
4. If un-chlorinated water has entered the distribution system, notify IHA and users of water disinfection failure and issue a Boil Water Advisory as directed by the IHA;

- a. Ensure that at-risk users i.e. hospitals, nursing homes are contacted directly
 - b. Post notice on all public water taps and fountains [shut off if possible]
 - c. Flush affected areas until chlorine residual is within guidelines;
 - d. Submit samples to Caro, report results to IHA, rescind advisory, and issue a *“Notice – Drinking Water Problem Corrected”*
5. Repair sodium hypochlorite system failure.
 6. Flush Metford water through hydrant into gravel pit until all water quality parameters meet the guidelines.
 7. When water test results confirm water is safe and upon approval of IHA, open the valve at 70 Avenue SE & 10 Street SE and restore water source.
 8. From Step one. Notify Chief Operator and Shut the Dam water supply down by disabling the control valve.
 9. Isolate the leak by turning off the valve that supplies hypo-chlorite to that part of the system eg: [Tank valves or valves in supply piping]
 10. Clean up any spilled product by washing down floors using water and de-chlorinating product [Captor in blue drums].
 11. Make repairs as needed to bring the system back online.
 12. If the leak is inside the containment area and can be controlled by the shutting off of the tank valves then close tank valves.
 13. De-chlorinate and wash down the containment area. When the chlorine has been neutralized open the drain valve to the containment area and flush the area with water.
 14. Make repairs as needed to bring the system back online.
 15. If the leak in the containment area is not able to be controlled by shutting off the tank valve and is small in nature switch the system to that tank and use the product until the level in the tank is below the leak [only if the supply to the system will not be compromised]. If the spill is small, de-chlorinate and flush to the drain until repairs can be made. If the spill is large then the containment area may have to be pumped out and the hypochlorite disposed of in a safe manner.
 16. When area is cleaned and secure make all necessary repairs and put affected system back online.

LOSS OF WATER SOURCE – MUDSLIDE, WILDFIRE – TYPE III

1. Determine the source and nature of contamination;
2. Review trending of turbidity and disinfection to see if/when contamination started;
3. Metford Dam will shutoff automatically when turbidity exceeds the high limit for 5 minutes (1.0 NTU) and/or chlorine residual is less than 0.7 mg/L or greater than 1.8 mg/L.
4. If automatic shutdown did not occur, shutdown Metford Dam using the SCADA system to disable the control valve or manually close butterfly valve located in the UV Building to isolate source;

5. In the event of fire or for some reason it is unsafe to enter the UV building, locate valve at 70 Avenue SE & 10 Street SE and shut valve off there for source elimination;
6. Notify Chief Operator and Utilities Manager of event;
7. Notify IHA and local residences with proper Water Quality notices if system has been compromised. Backflush lines to remove any contamination send samples to CARO for testing.
8. Determine action plan if mudslide caused the loss of source:
 - a. Investigate and evaluate amount of debris that sloughed into water source,
 - b. Determine if intake is damaged. If structure is sound, let Dam stabilize for a few days and flush the line. Open blow-downs, monitor Dam level and add sodium hypochlorite to help with disinfecting line,
 - c. If not satisfied with results of flushing, lower the dam water level and evaluate situation again,
 - d. Excavation may be required to remove debris if there is an accumulation affecting the intake structure,
 - e. If a wildfire is in the area, contact local wildfire agency and communicate status and chemical being used to fight fire if other than water.
9. Adjust Water Treatment Plant settings to compensate for higher flows,
10. Metford Dam must remain isolated from the distribution system until the event is resolved, water quality results have been received and the IHA is notified.

LOSS OF WATER SOURCE – SYSTEM FAILURE NTU OVER 1.0 – TYPE II

1. The logic for Metford Dam is in place to automatically shut the supply down when the turbidity exceeds 1.0 NTU for 5 minutes and/or the chlorine residual is less than 0.7 mg/L or greater than 1.8 mg/L.
2. If an automatic shutdown does not occur staff is to utilize the SCADA system to disable the control valve or manually close the butterfly valve located inside the UV Building to isolate the source.
3. If the automatic shutdown from high NTU fails staff is to immediately notify the Chief Operator and/or Manager of Utilities of the event and complete a thorough review of the trending for turbidity and disinfection.
4. If it is suspected that even one customer may have received suspect water from high NTU then staff in conjunction with the Chief Operator should hand deliver Water Quality notices to the affected residences. If the NTU is greater than 5.0 NTU then a Boil Water Advisory is issued.

5. In order to isolate the network staff should consider turning off the main line valves that feed north of the trunk main on 10th Ave SE at 60th Street SE and at the intersection at Hwy. 97B SE
6. With the network isolated random samples from several houses should be tested for chlorine and turbidity levels.
7. If NTU is above 1 but below 5 take a random Colilert sample from one of the houses for our own records. However, if the NTU is greater than 5.0 staff should begin a comprehensive flushing program utilizing Zone IV Reservoir as the supply. NTU and Chlorine residuals should be recorded periodically and a sample sent in to CARO for testing once target levels have been reached.
8. Staff should adjust Water Treatment Plant settings to compensate for higher flows while Metford is offline.
9. If possible, the source of the event should be identified and contained immediately.
10. Metford Dam must remain isolated from the distribution system until the event is resolved, water quality results have been received and IHA has been consulted. Once this has occurred the affected properties can then be informed that the water quality advisory has been lifted.

EXTENDED POWER FAILURE – LOCAL – TYPE III

1. Call Power Company at 1-866-693-7007 to check status and duration of power outage;
2. Should the outage be for an extended period of time, call for more assistance;
3. Our Emergency contact person is Meredith Toward 1-604-623-4127
 - (i) Dan McDonald (Field Service Manager) Cell 250-617-6702
 - (ii) Steve Lang (power Line tech. Foreman) Cell 604-838-7589
 - (iii) As a last measure during major events for Emergency Responders call 1-877-520-1182
4. Refer to Equipment suppliers on page 21 for Rental Generators
5. Contact electrician to connect back-up generator and restore power to hypochlorite injection pumps and PLC (plug in UPS);
6. Increase Metford flow and balance distribution system to utilize Metford water (if water quality allows);
7. Notify contact list of the possibility of water shortages if power outage is prolonged;
8. Notify customers of water use restrictions and rationing.

UV REACTOR FAILURE – TYPE III

1. Assess nature and cause of problem;
2. Shut down Metford Dam (if automatic shutdown failed) and isolate from Distribution System;
3. Contact Chief Operator and/or Manager of Utilities;
4. Optimize distribution system using the Water Treatment Plant;
5. Try to rectify problem, call appropriated personnel if needed;
6. Do not start up Metford Dam (if at all) until initial communication has been completed with IHA, Manager of Utilities, and/or Chief Operator;
7. If acceptable with all agencies and Metford is required to operate without UV:
 - a. Ensure hypochlorite is set at 1.6 mg/l for to compensate for loss of UV disinfection (DNA destruction of the bacteria); and
 - b. Monitor status of plant on a continual basis and work with personnel to rectify problem. Update appropriate agencies daily on conditions.

DISTRIBUTION SYSTEM

POSITIVE BACTERIOLOGICAL SAMPLE – E.COLI (OVER 1 CFU/100ML) – TYPE II

1. Notification protocol from City of Salmon Arm's Testing Laboratory (CARO) for a positive E. Coli sample is to contact the Manager of Utilities or Chief Operator;
2. Manager of Utilities or Chief Operator to contact IHA Contact Person to discuss and assess the situation.
3. Manager of Utilities or Chief Operator to contact water plant staff to test and record chlorine residual from sample site that had the positive.
4. If the residual is acceptable (above 0.25 ppm) resample and send to City of Salmon Arm's Testing Laboratory (ALS)
5. If the residual is below 0.25 ppm flush the mainline until 0.50 ppm is reached and resample;
6. Upon completion of testing for chlorine residual review results with IHA and determine whether emergency notification procedures for E.Coli are to be followed;
7. Document test results and details under Water Incident file and determine why positive count occurred, if possible.

POSITIVE BACTERIOLOGICAL SAMPLE – TOTAL COLIFORM PRESENCE – TYPE II

1. Notification protocol from City of Salmon Arm's Testing Laboratory (CARO) for a positive total coliform sample is to contact the Manager of Utilities and IHA;
2. Manager of Utilities or Chief Operator is to contact IHA Contact Person to discuss and assess the situation.
3. Manager of Utilities or Chief Operator is to contact water plant staff to test and record chlorine residual from sample site that had the positive.
4. If the residual is acceptable (above 0.25 ppm) review with IHA – Contact Person
5. If the residual is below 0.25 ppm flush the mainline until 0.50 ppm is reached and resample;
6. Upon completion of testing for chlorine residual review results with IHA Contact Person, and determine whether emergency notification procedures for Total Coliform are to be followed;
7. Document test results and details under Water Incident file and determine why positive count occurred, if possible.

LOSS OF RESERVOIR STORAGE – CONTAMINATION – TYPE III

1. If suspected contamination is imminent, isolate reservoir from the distribution system;
2. Ensure isolation from distribution system is complete and take all necessary steps to ensure that the integrity of the distribution system is not further compromised;
3. Contact proper authorities (i.e. Manager of Utilities, Chief Operator, Director of Engineering & Public Works) and assess the situation;

4. Management to contact IHA and under their guidance notify customers that water is unsafe to use via door to door distribution, media, etc. If home owners are not home at the time of notification, leave notice at the residences;
5. Notify local fire department that volume of water is decreased (indicate volume that is contained in affected reservoir);
6. After isolation and assessment of reservoir, drain reservoir notifying appropriate agencies depending on the contaminant that is suspected;
7. De-contaminate the reservoir, fill and sample;
8. Put reservoir back online once approved by the IHA (typically upon receipt of satisfactory water quality sample results);
9. Lift all notices distributed to water users.

LOSS OF RESERVOIR STORAGE – STRUCTURE – TYPE III

1. Isolate reservoir from distribution system and assess the area;
2. If required during the assessment, run a pump to maintain positive pressure. Ensure that the distribution system does not increase in pressure but does remain positive within the system;
3. Contact proper authorities (i.e. Manager of Utilities, Chief Operator, IHA, Director of Engineering & Public Works) and assess the situation;
4. Notify local Fire Department that volume of water is decreased (indicate volume that is contained in affected reservoir);
5. If affected areas lack system capacity, implement Water Conservation Program and notify the affected users by going door to door or through other informational avenues;
6. Upon completion of repairs, fill and sample the reservoir;
7. Place reservoir back online once approved by the IHA (typically upon receipt of satisfactory water quality sample results or review by Public Health Engineer);
8. Lift all notices distributed to water users.

LOSS OF RESERVOIR LEVEL - PARKHILL – MAJOR PIPE BREAK OR FIRE PUMP FAULT AT CANOE FOREST PRODUCTS– TYPE III

1. Indication will come from a low level alarm at Parkhill Reservoir – Low Level Alarm is to be set at 65 %;
2. Upon arrival at WTP, check SCADA historical and access the rate of drop in the reservoir. If the drop is significant set Parkhill Valve to fill at a higher than a normal rate to recover Reservoir level, 60 to 70 LPS;
3. Identify the cause and location of the loss of water in the Parkhill distribution system The Initial check for a problem should be at Canoe Forest Products;
4. Contact Canoe Forest Products when it is determined that the cause is from their system: Contact – Andy Anderson – Ph. 250-833-1260, Cell 250-463-4701

5. Proceed ASAP to the valve on the east side across from their fire pump station and throttle down the valve. Care should be taken not to close too fast as there could be a high rate of flow. If required the valve at the west side could be throttled down as well;
6. Should any part of the Parkhill Distribution System be without water for a period of time serious consideration should be given to imposing a **BOIL WATER NOTICE along with the Flushing of the Water Mains**. Advise senior staff of the issue.

LOSS OF PRESSURE – MAJOR PIPE BREAK – TYPE III

1. Identify the cause and location of the loss of pressure in the distribution system;
2. Contact proper authorities (i.e. Manager of Utilities, IHA, Director of Engineering & Public Works) and assess the situation;
3. Ensure pumps are operating and positive pressure is maintained throughout the system. Ensure the minimum water levels are maintained in the reservoirs to maintain system integrity;
4. Issue a Voluntary Conservation Notice or Mandatory Conservation Notice as deemed necessary following the notification protocol;
5. When problem area is located and repaired, follow AWWA guidelines for disinfection of the water mains and/or reservoirs;
6. Notify water users when system integrity is back to normal, the proper authority has been informed and the test results are in hand.

BACKFLOW CONTAMINATION – TYPE II (POTENTIAL TYPE III)

1. Assess nature and cause of backflow contamination issue;
2. Contact proper authorities (i.e. Manager of Utilities, IHA, Director of Engineering & Public Works) and assess the situation;
3. Isolate area if possible;
4. Arrange for alternate drinking water source if unable to isolate the affected area;
5. Notify users of potential water contamination. In case of bacteriological contamination, issue a Boil Water Order. In case of chemical or toxic substance, advise accordingly;
6. Make corrections to fix or eliminate the source of contaminant;
7. Once issue is rectified, initiate water flushing and disinfection procedures in distribution system to remove contaminant as required;
8. When safe to do so and permission has been received from the Interior Health Authority, turn water source back on issuing to the consumers “Notice – Drinking Water Problem Corrected”.

PUMP FAILURE – TYPE II

1. Determine if sufficient capacity is still available to supply the water distribution network;
2. Maximize East Canoe Creek source if water quality allows;
3. Assess nature and cause of pump problem (if pump is located at a reservoir, re-route water if possible). If unable to correct contact appropriate supplier/consultant for assistance;

4. Contact BC Hydro if power failure is cause of pump failure;
5. Notify users of potential water shortage and the need for conservation (if demand is higher than Metford can supply) where total water supply may be insufficient and issue a *Notice for Voluntary Conservation or Mandatory Conservation Notice*. In addition, notify the Fire Department that fire flows/storage may be reduced;
6. Once pump failure is corrected put back into service;
7. Contact all affected users and inform them the pump is back on-line, issue *Water System Recovering Notice*.

BROKEN WATERMAIN – TYPE I

1. Isolate break at nearest valves;
2. Determine zone of influence
 - a. If break is limited to a specific area, inform affected users of temporary loss of service or pressure reductions while repairs are being completed
 - b. If break affects overall system, proceed to “Loss of Pressure Response”
3. Repair water main as quickly as possible following the AWWA guidelines for disinfection of water mains;
4. Once repair is completed, initiate water flushing and disinfection procedures in affected water mains;
5. Re-instate main operation after test results received (if any) and contact affected users and issue “Notice – Water System Recovering” if deemed necessary.

PRESSURE REDUCING VALVE FAILURE – TYPE I

1. Assess nature and cause of problem. Manually control system pressure with valves;
2. Determine zone of influence. With a large PRV failure, the small PRV may become the primary source of water supply to users and pressure reductions may occur during peak demand conditions. Notify affected users and, if deemed necessary, issue *Voluntary Conservation Notice or Mandatory Conservation Notice* to reduce water consumption;
3. Notify the Fire Department of locations where firefighting flows have been reduced;
4. Once corrected, notify affected users and the Fire Department that the PRV is back in service and issue “Notice – Water System Recovering” if deemed necessary.

APPENDIX A - RISK ASSESSMENT

Type of event	Probability or risk (High – Med – Low)	Comments
Earthquake	Low	Never experienced a major earthquake.
Flood	Low	Distribution system as whole is not a vulnerable zone for flooding. Zone 1& 2 pumping station may be vulnerable if lake becomes high during freshet period and infiltrate into clear wells.
High winds	Med	System may be vulnerable to high wind events. Power can be disrupted for extended periods in certain areas
Drought	Low	Climate change poses an increasing threat to source waters.
Terrorism	Low	Need to be trained on suspicious activity, being prepared is a must.
Construction accident	Low	Construction crews can hit pipes if the locates are not done properly. May lead to system failure because of backflow and contamination.
Chemical spill	High	The probability is low but the risk is very high due to the severity of the consequences and the paths by which these chemicals are transported.

APPENDIX B – CONTAMINATION OF SOURCE

Assessment	<p>Shuswap Lake is vulnerable to contamination especially because there is the possibility of a derailment and adjacent rivers and streams that flow into Shuswap Lake. CPR should notify The City of Salmon Arm in the event of an occurrence and where.</p>
Immediate actions	<ol style="list-style-type: none"> 1. Isolate the intake valves, preventing contaminated water entering the WTP. 2. Implement water response actions to inform customers to reduce water usage until situation is resolved. Arrange for alternative drinking water if necessary and initiate water flushing throughout the City of Salmon Arm. Response actions may require personnel to go door to door to deliver the appropriate notices.
Notifications	<ol style="list-style-type: none"> 1. Notify Interior Health (Public Health Officer) 2. Local RCMP Detachment 3. Columbia Shuswap Regional District 4. Notify CARO Analytical Services of increased testing
Follow-up actions	<ol style="list-style-type: none"> 1. Collect water samples 2. Follow Interior Health recommendations 3. Return all systems to normal after test confirmed and all is good 4. Reporting to Interior Health

APPENDIX C – ADVISORY NOTICES

City of Salmon Arm

WATER QUALITY ADVISORY

[High Turbidity Levels]

High turbidity levels have been detected in the drinking water supply. High turbidity [cloudiness] levels may occur in surface water sources due to seasonal weather changes causing excessive surface runoff, flooding or lake turnover. A high turbidity level may impair the effectiveness of the disinfection treatment system. If disinfection is impaired, disease-causing microorganisms may escape into the water distribution system resulting in an increased risk of intestinal illness. People with undeveloped immune or severely weakened immune systems, infants and elderly may be at increased risk.

Due to the above concerns and as a precautionary measure, water users are advised to bring all water to a rolling boil for at least one minute and let it cool before using it or, use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth and food preparation until further notice. We will inform you when the Water Quality Advisory is removed.

THIS WATER QUALITY NOTICE IS EFFECTIVE _____ UNTIL FURTHER NOTICE.

ENQUIRIES?

**Please call Rob Niewenhuizen, Director of Engineering & Public Works, City of Salmon Arm
at 250-803-4017**

PLEASE SPREAD THE WORD TO YOUR NEIGHBOURS

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly [for example: people in apartments, rental units, nursing homes, schools, preschools, churches and businesses]. You can do this by posting this notice in a public place or distributing copies by hand or mail.

Signature:

Rob Niewenhuizen, Director of Engineering & Public Works

City of Salmon Arm

BOIL WATER ADVISORY

[High Turbidity Levels]

High turbidity levels have been detected in the drinking water supply. High turbidity [cloudiness] levels may occur in surface water sources due to seasonal weather changes causing excessive surface runoff, flooding or lake turnover. A high turbidity level may impair the effectiveness of the disinfection treatment system. If disinfection is impaired, disease-causing microorganisms may escape into the water distribution system resulting in an increased risk of intestinal illness. People with undeveloped immune or severely weakened immune systems, infants and elderly may be at increased risk.

Due to the above concerns and as a precautionary measure, water users are advised to bring all water to a rolling boil for at least one minute and let it cool before using it or, use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth and food preparation until further notice. We will inform you when the Water Quality Advisory is removed.

THIS BOIL WATER NOTICE IS EFFECTIVE _____ UNTIL FURTHER NOTICE.

ENQUIRIES?

**Please call Rob Niewenhuizen, Director of Engineering & Public Works, City of Salmon Arm
at 250-803-4017**

PLEASE SPREAD THE WORD TO YOUR NEIGHBOURS

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly [for example: people in apartments, rental units, nursing homes, schools, preschools, churches and businesses]. You can do this by posting this notice in a public place or distributing copies by hand or mail.

Signature:

Rob Niewenhuizen, Director of Engineering & Public Works

City of Salmon Arm

WATER QUALITY ADVISORY

[Total Coliform Presence]

Laboratory tests indicate the presence of total coliform bacteria in the drinking water. The “total coliforms” may be due to inadequate disinfection treatment or distribution pipes that are in need of maintenance. Total coliform bacteria are naturally present in the environment and they are generally not harmful themselves but they indicate an increased chance that organisms causing intestinal illness may be present in the drinking water. People with undeveloped immune or severely weakened immune systems, infants and elderly may be at increased risk.

Due to the above concerns and as a precautionary measure, water users are advised to bring all water to a rolling boil for at least one minute and let it cool before using it or, use bottled water. Boiled or bottled water should be used for drinking, making ice, brushing teeth and food preparation until further notice. We will inform you when the Water Quality Advisory is removed.

THIS WATER QUALITY NOTICE IS EFFECTIVE _____ UNTIL FURTHER NOTICE.

ENQUIRIES?

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Signature:

Rob Niewenhuizen, Director of Engineering & Public Works

City of Salmon Arm

BOIL WATER NOTICE

[Contaminated Water]

Contaminated water has entered the distribution system and we've receive reports of people with symptoms typical of waterborne illness. Disease-causing organisms [bacteria, viruses or parasites] may have entered the distribution system. These organisms can cause symptoms such as diarrhea, abdominal cramps, headaches, nausea, vomiting or other symptoms. Boiling the water kill these organisms. People with weakened or undeveloped immune systems are most at risk [this includes: elderly people, pregnant women and their unborn, very young children [under 2], people with AIDS, cancer, diabetes or kidney disease and people being treated with immuno-suppressing medications].

Water users are advised to bring all water to a rolling boil for at least one minute and let it cool before using it or, use bottled water. Boiled or bottled water should be used for drinking, making ice, washing dishes, brushing teeth and food preparation until further notice. We will inform you when you no longer need to boil your water.

THIS BOIL WATER NOTICE IS EFFECTIVE _____ UNTIL FURTHER NOTICE.

ENQUIRIES?

**Please call Rob Niewenhuizen, Director of Engineering & Public Works, City of Salmon Arm at
250-803-4017**

PLEASE SPREAD THE WORD TO YOUR NEIGHBOURS

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly [for example: people in apartments, rental units, nursing homes, schools, preschools, churches and businesses]. You can do this by posting this notice in a public place or distributing copies by hand or mail.

Signature:

Rob Niewenhuizen, Director of Engineering & Public Works

City of Salmon Arm

DRINKING WATER NOTICE

We have recently discovered that an unknown quantity of a chemical contaminant may have entered the water supply system. Water samples are being collected to determine if the water quality meets the standards of the *Guidelines for Canadian Drinking Water Quality*. The chemical contaminant may be at a level that makes our water supply toxic and unfit for drinking or bathing.

As a precautionary measure to avoid health risks, we are advising water users to use bottle water or an alternate source of water for drinking, making ice, washing dishes, brushing teeth, bathing and food preparation until further notice. **BOILING THE WATER WILL NOT MAKE IT SAFE**. If alternate water sources are used, the water must be from Interior Health approved sources only. The water in your hot water tank may also be unsafe. Please consult a qualified plumber before draining your hot water tank.

DO NOT USE WATER NOTICE

IS EFFECTIVE _____ UNTIL FURTHER NOTICE

ENQUIRIES?

Please call Rob Niewenhuizen, Director of Engineering & Public Works, City of Salmon Arm
at 250-803-4017

PLEASE SPREAD THE WORD TO YOUR NEIGHBOURS

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly [for example: people in apartments, rental units, nursing homes, schools, preschools, churches and businesses]. You can do this by posting this notice in a public place or distributing copies by hand or mail.

Signature:

Rob Niewenhuizen, Director of Engineering & Public Works

City of Salmon Arm

NOTICE

VOLUNTARY CONSERVATION

As a result of the recent incident involving _____, there is a strong possibility that pumping systems will have to be shut down. All water users are requested to reduce water consumption immediately and to be prepared for a temporary water shortage. It is recommended that you store a small quantity of water for consumption and general household use. As an extra precaution, you may want to disinfect this emergency water supply by adding household chlorine bleach [two drops of bleach to 1 litre of water or 0.5mL bleach to 1 Imperial Gallon/4.55 litre of water] Please ensure that only clean potable water containers are used for storing these emergency supplies.

EFFECTIVE _____ UNTIL FURTHER NOTICE

THANK YOU FOR YOUR PATIENCE AND CO-OPERATION

ENQUIRIES?

**Please call Rob Niewenhuizen, Director of Engineering & Public Works, City of Salmon Arm
at 250-803-4017**

PLEASE SPREAD THE WORD TO YOUR NEIGHBOURS

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly [for example: people in apartments, rental units, nursing homes, schools, preschools, churches and businesses]. You can do this by posting this notice in a public place or distributing copies by hand or mail.

Signature:

Rob Niewenhuizen, Director of Engineering & Public Works

City of Salmon Arm

NOTICE

MANDATORY CONSERVATION

As a result of the recent incident involving _____, the main pumping system is not in operation – there is no water entering the distribution system. Please refrain from using faucets and other plumbing fixtures and please use stored water, bottled water or an alternate source of water for domestic purposes. Draining your hot water tank is not recommended unless you have consulted a qualified plumber. If alternate water source are used, the water must be from Interior Health approved sources only.

EFFECTIVE _____ UNTIL FURTHER NOTICE

THANK YOU FOR YOUR PATIENCE AND CO-OPERATION

ENQUIRIES?

**Please call Rob Niewenhuizen, Director of Engineering & Public Works, City of Salmon Arm
at 250-803-4017**

PLEASE SPREAD THE WORD TO YOUR NEIGHBOURS

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly [for example: people in apartments, rental units, nursing homes, schools, preschools, churches and businesses]. You can do this by posting this notice in a public place or distributing copies by hand or mail.

Signature:

Rob Niewenhuizen, Director of Engineering & Public Works

City of Salmon Arm

NOTICE

WATER SYSTEM RECOVERING

The water supply system has been inspected and, where necessary, repairs have been made. All pumping systems are now fully operational. While the system is recovering to normal operating levels, your assistance with conservative water use over the next two or three days would be appreciated. If you have received a *Boil Water Notice* or a *Water Quality Advisory*, please continue to take the necessary precautions until you've seen the *Drinking Water Problem Corrected* notice.

EFFECTIVE _____

THANK YOU FOR YOUR PATIENCE AND CO-OPERATION

ENQUIRIES?

Please call Rob Niewenhuizen, Director of Engineering & Public Works, City of Salmon Arm
at 250-803-4017

PLEASE SPREAD THE WORD TO YOUR NEIGHBOURS

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly [for example: people in apartments, rental units, nursing homes, schools, preschools, churches and businesses]. You can do this by posting this notice in a public place or distributing copies by hand or mail.

Signature:

Rob Niewenhuizen, Director of Engineering & Public Works

City of Salmon Arm

NOTICE

DRINKING WATER ISSUE CORRECTED

Water samples collected from our water system indicate that it is no longer necessary to boil water prior to consumption. Chlorine levels will be increased for a short period of time and you may detect a stronger chlorine taste and odor. Chlorine levels will be reduced to normal operating range as soon as possible.

EFFECTIVE _____

THANK YOU FOR YOUR PATIENCE AND CO-OPERATION

ENQUIRIES?

Please call Rob Niewenhuizen, Director of Engineering & Public Works, City of Salmon Arm
at 250-803-4017

PLEASE SPREAD THE WORD TO YOUR NEIGHBOURS

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly [for example: people in apartments, rental units, nursing homes, schools, preschools, churches and businesses]. You can do this by posting this notice in a public place or distributing copies by hand or mail.

Signature:

Rob Niewenhuizen, Director of Engineering & Public Works

City of Salmon Arm

NOTICE

DRINKING WATER ISSUE CORRECTED

The Do Not Use Water Notice is Removed

Water samples collected from our water system indicate that **it is no longer necessary to use bottled water or other alternate sources of drinking water.** We may find it necessary to increase chlorine levels for a short period of time and you may detect a stronger chlorine taste and odor. Chlorine levels will be reduced to normal operating range as soon as possible.

EFFECTIVE _____

THANK YOU FOR YOUR PATIENCE AND CO-OPERATION

ENQUIRIES?

**Please call Rob Niewenhuizen, Director of Engineering & Public Works, City of Salmon Arm
at 250-803-4017**

PLEASE SPREAD THE WORD TO YOUR NEIGHBOURS

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly [for example: people in apartments, rental units, nursing homes, schools, preschools, churches and businesses]. You can do this by posting this notice in a public place or distributing copies by hand or mail.

Signature:

Rob Niewenhuizen, Director of Engineering & Public Works