



WELL MAINTENANCE NOTICE & WATER QUALITY ADVISORY UPDATE

WILLOWBROOK WATER SYSTEM USERS

February 2, 2017

The Regional District of Okanagan-Similkameen wishes to inform residents that the Water Quality Advisory, issued December 16th, 2016 remains in effect until further notice and that the RDOS will be conducting planned maintenance work on the Willowbrook well February 8th, 2017.

Well Maintenance

Over the past couple of months, the RDOS Operators have been monitoring a suspected leaking check valve (a check valve only allows water to flow in one direction) on the pumping column in the Willowbrook well. This leaking check valve is allowing water to flow in reverse, back down into the well, when the pump stops pumping water out of the well. This loss of water back into the well causes the storage reservoir to empty faster when the well pump is off. This has resulted in the well pump turning on more often each day in order to keep refilling the storage reservoir. To replace the leaking valve, the well pump must be removed from the well.

On February 8th, the RDOS is asking all residents to conserve water. The storage reservoir will be filled to the maximum before the removal of the well pump. The Contractor is confident this work will be completed within 4-6 hrs, during which the storage reservoir will be able to supply the system with water. If for unseen reasons this work takes longer, the RDOS wants residents to be aware that the length of time that water will be available from the storage reservoir will be dependant on the amount used by residents.

Upon reinstallation of the well pump and pumping column, all pieces will be disinfected with a solution of sodium hypochlorite (chlorine bleach). Once installed, the well will be flushed until the chlorine level in the well water is at an acceptable level before pumping into the distribution system. Residents may notice the taste and/or odour of chlorine for a few days after the work is completed.

Water Quality Advisory Update

The RDOS continues to observe bacteriological samples that have tested positive for low counts of Total Coliforms. All tested samples have continued to be negative for *E. coli*.

There are several possible sources of these low counts of Total Coliforms in the water system. One possibility may be that bacteria are growing in the distribution system. The RDOS is looking at carrying out a major flush of the water distribution system with chlorinated water in the spring. Flushing removes the built up of biofilms that commonly occur in water distribution systems, which under ideal conditions can result in bacteriological growth. Another possible source may be a Cross Connection. A Cross Connection is a physical connection between a potable water system (drinking water) and any non-potable substance (liquid, gas or solid), that under a backflow condition could allow the substance to enter the potable water system. A private well, although used for drinking, is considered a "non-potable" source as it is not approved for public use and they are typically not monitored regularly. Residents that have private wells and a connection to the Willowbrook water system are encouraged to check plumbing on their property and in their residences to ensure that they are not cross connected i.e. allowing water from their private well to be pumped back into the Willowbrook Public water distribution system. For more information on Cross Connection Control options contact the RDOS office.

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

Thank you for your cooperation.

If you wish to receive future notification by email as well, please send an email to info@rdos.bc.ca and remember to include your name, address, and phone number.