NORTH WATER SHORE UTILITY
Nelson Ltd.

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North Shore Water Utility Nelson Ltd. Monthly Report

To: Pouria Mojtahedi, Large Water Systems Environmental Health Officer, Interior Health Authority
From: AquaDiversities Inc., Nathan Ward, WQT, Level 2 EOCP Water Operator
Date: April 20, 2016
Re: Monthly Report Status for North Shore Water Utility for **March 2016**

This document includes the following items as part of monthly report for the North Shore Water Utility Nelson Ltd. (NSWU):

1.0 Daily Water Consumption
2.0 Microbiological Test Results
3.0 Operator Log Sheets and Water Quality Events
4.0 Major Operational Events
5.0 Records of Customer Feedback and Response

Submission of this report is to enhance communication with the local Environment Health Officer (EHO) and meet requirements for status compliance on the conditions summarized in the Operating Permit.

1.0 Daily Water Consumption

No flow data was collected during the month of March, as the flow meter was not available. An ultrasonic flow meter will be permanently installed on the distribution main immediately post-reservoir during the pilot plant and capital upgrades planned for 2016.

2.0 Microbiological Test Results

A sample from both ends of the distribution system is collected and submitted to Passmore Laboratory Ltd. for bimonthly microbiological testing.

March results show no coliform bacteria detected (please refer to **Appendix A** for laboratory results). This satisfies the Maximum Allowable Concentration (MAC) standard as set out by the Guidelines for Canadian Drinking Water Quality (GCDWQ).

3.0 Operator Log Sheets and Water Quality Events

NSWU continues to be tested on an every-other-day schedule as specified by the EHO. The log sheets include comments on source, treatment, and distribution system events. Log sheets also include information on weather for the corresponding test date, which helps correlate weather events to turbidity levels.

A *Water Quality Advisory* was posted February 16, 2016 after 3 consecutive days of turbidity over 1.0 NTU. This advisory remains in effect with consistent turbidity over 1.0 NTU due to mild temperatures, snowmelt and precipitation. This information was posted to the website, and anyone subscribed would have received a message affirming the posted Water Quality Advisory, additionally four sandwich board signs were also displayed throughout the service area. These signs and the website notice will be removed upon a stabilized turbidity below 1.0 NTU.

See **Appendix B** for Operator Log Sheets.

4.0 Major Operational Events

Water Quality Advisory remained in place in March due to turbidity over 1 NTU.

Both Isaac Creek intake and Sutherland Intake were cleaned as per routine maintenance practices on March 29, 2016.

On March 30, 2016 NSWU received a phone call regarding a possible leak. Response was provided immediately to 683 Whitmore Rd and the curb stop to the residence was turned off. The resident contracted a plumber to complete necessary repairs and the water was then restored to the property. The Emergency Response Report can be found in **Appendix D**.

The NSWU is continuing to locate and document distribution system valves within the service area. These are being added to the base site map, with descriptions on how to find the valves should the markers be accidently removed or become overgrown.

5.0 Records of Customer Feedback and Response

There was no record of customer feedback for the month of March. Records of customer feedback forms can be found in **Appendix C**.

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Appendix A
Laboratory Results

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Appendix B
Operator Log Sheets

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Appendix C
Customer Feedback Forms

Appendix D

Emergency Response Reports