
North Shore Water Utility Nelson Ltd. Monthly Report

To: Pouria Mojtahedi, Large Water Systems Environmental Health Officer, Interior Health Authority
From: Aqua Diversities Inc., Nathan Ward, WQT, Level 2 EOCP Water Operator
Date: March 2nd, 2018
Re: Monthly Report for North Shore Water Utility – **February 2018**

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

Total water consumption in December was 4,484.3 m³; average daily consumption was 160.2 m³/day. Average flow was 6.7 m³/hr.

2.0 Microbiological Test Results

A sample from both ends of the distribution system is collected and submitted to an accredited laboratory for bimonthly microbiological testing.

All monthly testing results satisfy the Maximum Allowable Concentration (MAC) standard as set out by the Guidelines for Canadian Drinking Water Quality (GCDWQ).

See **Appendix A** for Laboratory Results

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.

Throughout the month of February, chlorine residuals were maintained above 0.3 mg/L across the distribution system.

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

4.0 Major Operational Events

The Isaac Creek Reservoir is currently in operation providing water to the community while the Sutherland reservoir is being held in reserve.

Note that the pilot plant located in the Isaac Creek reservoir building continues to operate with the treated water going to waste (as per direction from EHE Marianne Crowe).

In February there was a power outage lasting approximately 3 hours. There was no disruption in water service and water quality was maintained to the NSWU community. The emergency response plan (ERP) utilized during the power outage allowed for the normal operations of the water system to continue uninterrupted.

5.0 Records of Customer Feedback and Response

On February 28th, 2018 Aqua Diversities responded to a residential call regarding a loss of water service at 671 Gagne Road. This loss of service was determined to be the result of a frozen line. The curb stop was located; the curb stop valve was examined and assessed to be undamaged (it was the riser from the curb stop below the surface-to the surface). During the response NSWU assisted the property owner locate where the line came into the house. Note that the residence is serviced by an old “unsupported” shallow connection that has had issues in the past; a replacement connection was installed in 2015 at the property line. The approved curb stop has been identified and mapped with the recommendation to the property owner to transition to the appropriate connection point on the NSWU system. Once the property owner advises the NSWU and connects to the appropriate connection the old unsupported connection will be disconnected. A copy of the Emergency Response Report for this callout can be found in **Appendix C**.