

Water Quality Advisory Continues

Turbidity Education & Notification Program

A Water Quality Advisory is still in effect for water users in the Glenmore, Ellison, Quail Ridge, UBCO and Dry Valley Road Areas. Currently, GEID turbidity levels exceed the 1 NTU standard recommended. This DOES NOT include residents in the McKinley Landing area who receive Okanagan Lake water. GEID measures turbidity levels daily and provides current

turbidity levels on our website: www.glenmoreellison.com.

Turbidity is defined as the relative clarity of water. It is a measure of the degree to which a beam of light is scattered or absorbed as it passes through water. The less scattering and absorption of light, the clearer the water is, and the lower the turbidity level. Turbidity is caused by fine suspended particles of clay, silt, organic and inorganic matter, and other microscopic organisms that are picked up by

water as it passes through a watershed. While turbidity usually results from natural events such as spring runoff or weather activity such as storms, it can also be caused by manmade erosion. Turbidity levels are typically much higher in water from surface sources than in groundwater (wells). While turbid water adequately treated with chlorine is seldom a serious threat to healthy individuals, it can be a concern to those with compromised immune systems.

Interior Health has made the following recommendations regarding a Water Quality Advisory: "Children, the elderly, people with weakened immune systems, and anyone seeking additional protection, drink boiled water or seek a safe alternative. For these at-risk populations, water intended for drinking, washing fruits and vegetables, making beverages or ice, or brushing teeth should be boiled for one minute. Boiled water should then be refrigerated in a clean, covered container. Customers could also choose to use bottled water or distilled water, or water that has been filtered through a well-maintained treatment device."

You can now receive electronic notification about changes to water quality. Within the City of Kelowna boundaries, there are five large water utilities that supply water to residences. The Kelowna Joint Water Committee (KJWC) was formed with representatives from each water purveyor to assist with coordinating the efforts of the purveyors. There are water quality advisory tools to assist ratepayers on the KJWC website: www.kjwc.org. Select the tab "Who is my Water Supplier" to locate your local water purveyor. Click on "Be Informed" and register to be notified via email about any new water quality advisories or boil water notices. ■

Capital Project – Update

Since May, 2008, contractors have installed approximately half of GEID's large diameter water supply pipeline which is a part of our future Okanagan Lake

pump station. This section of pipeline was installed during construction of a new roadway built by a developer on lands north of Shayler Court in McKinley Landing, in order to

minimize construction costs.

Construction on the next section of pipeline is expected to start later this fall, between Shayler Court and McKinley Reservoir. The final components of the project, the lake intake, pump station, and 550m of 1m diameter welded steel pipeline from Okanagan Lake are expected to start construction in 2009.

The ongoing GEID capital works projects to supply higher quality source water to McKinley Reservoir are expected to further reduce the colour and turbidity. Once the colour and turbidity are reduced in McKinley reservoir, it will be possible to add UV disinfection to provide higher levels of bacteriological safety. UV disinfection inactivates protozoa such as *cryptosporidium*, and adds an additional barrier of protection. ■

ATTENTION OWNERS:

If you have a tenant within the District boundaries, it is your responsibility to keep them updated about any changes to their water quality.



Water Main Flushing

The District will carry out its system wide Fall water main flushing from the end of October to mid-November. To see when our crews will be in your area, watch the local newspaper or visit our website: www.glenmoreellison.com.

Flushing occurs between the hours of 8:00 a.m. and 3:30 p.m. During this period you may notice variations in the water pressure and some discoloration in the water. If you experience discoloration,

run the cold-water tap until the water runs clear. Please check your water for clarity prior to using.

Hydrants and blow-off valves are used as flush out points throughout the system. You will see District crews flushing large amounts of water at these points. This is an essential part of ensuring the best possible water quality and a well-maintained drinking water system.

Please Note: The District now provides an advisory service to its customers to let them know when scheduled flushing will commence in specific areas. If you would like to be notified directly when flushing will occur in your area, email your request (remember to include your street address) to:

hbauer.geid@shaw.ca

If you have already requested this service please reconfirm with the office so that we may keep our records current.

ATTENTION OWNERS

If you have a tenant within the District boundaries, it is your responsibility to notify them about water main flushing.

A Reminder to Strata Developments:

The flushing of internal Strata water lines is the responsibility of each Strata. Flushing your internal lines must happen **AFTER** the District has finished flushing. Please watch the local newspapers for flushing notices or visit our website: www.glenmoreellison.com to see when the our crews will be in your particular Strata area. If you have any special circumstances please notify the GEID office.

We recommend that Strata developments contact their management company or maintenance contractor to commence flushing their internal lines anytime after the District has finished flushing.

Please Note: Prior to flushing internal lines, the Strata must visit the GEID office to obtain a NO-CHARGE private Hydrant Use Permit. As a courtesy to your homeowners within the Strata, please advise them prior to flushing your internal lines.

While the District makes every effort to notify customers of regularly scheduled flushing, emergencies and other events may occur that prevent such notification.

Agriculture Customers

Shut Offs

Agricultural shut offs will commence October 1st, 2008. If you require an extension of this date, due to an exceptional situation, you must complete a Special Irrigation Application Form which is available at the GEID Office. Please contact the office starting September 24th and no later than October 1st, 2008 to make these arrangements.

The District, in partnership with the Ministry of Agriculture, is continuing with the metering program on all agricultural properties within the GEID service area. The District has installed the majority of the agricultural meters and has begun reading meters. This program is focusing on water sustainability and equity for agricultural needs for the future, and will assist the agricultural customers with efficient water use.



GEID Water Quality Improvements

There are several areas of water quality that GEID measures and manages on a regular basis, including bacteriological safety, chemical concentrations, and aesthetic concerns.

- Bacteriological safety is measured through testing for total coliform bacteria and *E. Coli*, as well as turbidity monitoring, as elevated turbidity levels may be associated with increased levels of bacteria. GEID completes weekly testing for bacteria, and daily testing on our water to monitor the colour, turbidity and chlorine residual. Chlorine is added to inactivate viruses and *giardia*, and also to kill bacteria. Residual chlorine concentrations are monitored daily to ensure that sufficient chlorine is present to limit regrowth and protect against harmful bacteria and viruses all of the way to the endpoints of the water distribution system.
- Activity in GEID's watershed is limited to recreation, forestry and cattle grazing, resulting in minimal potential for chemical contaminants to be present. GEID completes annual testing of our drinking water for a group of 36 different parameters, including metals and general water quality indicators.
- Aesthetic concerns are primarily related to colour and turbidity of the water supply. The main source of colour is dissolved organics in the water, which are picked by the water from vegetation on

the ground during spring runoff, as well as from algae. Sources of turbidity include particulate such as clays, as well as organic materials such as algae. All testing is compared to the *Guidelines for Canadian Drinking Water Quality*.

Over the past several years, GEID has completed several operational improvements and equipment upgrades to better manage water quality. Some of these improvements and upgrades include:

AERATION OF MCKINLEY RESERVOIR

An aeration system was completed in 2008 to eliminate the anaerobic (oxygen depleted) zone at the bottom of the reservoir. The anaerobic zone increased the colour of the water in McKinley Reservoir, and also made more nutrients available, which led to increased algae concentrations. By aerating the reservoir, oxygen depletion does not take place in the deeper water, and this source of increased colour is eliminated.

INCREASED RELIANCE ON GROUNDWATER

GEID has operated three wells for over a decade, and now operates a total of five wells throughout the summer months. The well water has very low levels of turbidity and colour. These wells supplied approximately 40% of GEID's annual water demand in 2007 and 2008, an increase from only 20% to 30% of annual water demand in previous years. Increased availability of high quality

groundwater has reduced the amount of surface water required during spring freshet, when Mill Creek turbidity and colour may not meet Interior Health Authority guidelines.

DISINFECTION MONITORING

Over the past few years, GEID has added rechlorination

systems at key reservoirs, as well as several chlorine monitoring instruments to continuously measure residual chlorine concentrations. Future enhancements to the disinfection system will focus on further enhancing reliability and building redundancy for added safety.

WATER MAIN FLUSHING

Flushing is a key component in maintaining water quality within the distribution system. The system is flushed from two to three times annually, with more frequent flushing in some areas which have low water flows and dead end water mains. ■

Assessment Notices and Court of Revision

GEID is a taxation authority and is required by the Local Government Act to send **Assessment Notices** to customers within their boundaries to verify the land owners' name, property size, and grade. Assessments will be mailed out the first week of September 2008. If your records do not agree with the Assessment Notice, please contact the office.

A Court of Revision will be held at 7:00 p.m., September 24th, 2008 at GEID, 445 Glenmore Rd. **Note:** The Court will only consider complaints regarding the assessment, i.e., that the owner on the assessment notice is not the registered owner of the land assessed or that his/her land has been classified incorrectly. Please contact the office for any discrepancies to determine if they can be resolved at the office level without having to schedule a meeting at the Court of Revision. If you intend to file an appeal, you must do so one day prior to the Court of Revision. Therefore, all appeals must be delivered to GEID by 4:00 p.m., September 23rd, 2008.

Irrigation Tax Bills will be sent out in late October and are due December 1st, 2008. To avoid a 10% penalty, please ensure your payment reaches the office by the due date.

Rate Increase

Effective January 1st, 2009, there is expected to be an annual inflationary increase to taxes and tolls. The amount of rate increase will be available within the next month.

ATTENTION OWNERS:

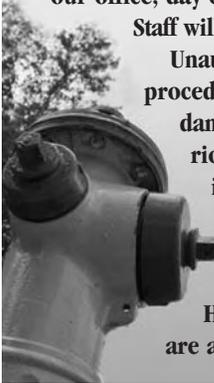
If you have a tenant within the District boundaries, it is your responsibility to notify them about rate increases, and any other changes to billings.

Fire Hydrants

All fire hydrants, whether public or private, require authorized permits for use. If you see a tanker truck, street sweeper or some other vehicle drawing water from a hydrant, please record the vehicle description and license plate number and call our office, day or night, to report the occurrence.

Staff will be pleased to follow up on your call.

Unauthorized access or incorrect procedures in hydrant use can result in damage to the hydrants or sudden deterioration in water quality. Fluctuations in water pressure can set off fire sprinkler alarms, or can result in damages to District works and also to residential plumbing and fixtures. Hydrant use permits and instructions are available at the District office.



Power Outages

The District requests that during power outages, customers reduce their water consumption and turn off residential and agricultural sprinklers. While electricity is off, storage reservoirs are draining until power is restored for the pumps to refill them. Extended power outages may reduce the fire flow capabilities in your area so conservation during these times will benefit you and your neighbour. Water quality is often affected by draining and refilling of reservoirs during and after an outage. Increased color and turbidity are to be expected. Fortis BC is aware of the importance of restoring service to GEID's pumpstations and reservoirs for our customers and prioritizes restoring power to these structures. The District operators are in contact with Fortis during these times to ensure pump stations and reservoirs are restored to normal operations as soon as possible. ■

Okanagan Basin Water Board Grants

GEID was recently awarded two grants from the Okanagan Basin Water Board. GEID received a grant in the amount of \$22,000 under the OBWB's Water Conservation and Quality Improvement grant program to support the District's Source Protection Plan in the upper watershed and Mill Creek. GEID also received a grant in the amount of \$15,000 under the same program in support of a Cattle Use Inventory and Off Channel Watering Study for the watershed and Mill Creek area.

These two projects will become part of the District's multi-barrier approach to ensuring safe drinking water for our customers. ■

Notes of Interest

Payment Options:

- Payments can be made at most financial institutions, on-line, or by phone.
- Payments by cheque, cash, debit card, Visa and MasterCard can be made during office hours at the District office, located at 445 Glenmore Road. Credit card payments can also be processed over the phone. Please note that Visa and MasterCard payments are accepted for any taxes and tolls under \$1000.
- Payments can also be dropped off in the office mail slot after hours.
- Pre-authorized payment forms (for automatic withdrawal from bank accounts) are available on-line or at the District office.
- When making payments, please allow sufficient time for the payment to reach the GEID office by the due date.

Trustee Election Results

The District held a Trustee election in May 2008 for 2 seats.

Incumbents Bob Fugger and Emma Rantucci were re-elected for a three (3) year term of

office. Voting Results were as follows:

| | |
|----------------|-----|
| FUGGER, Bob | 106 |
| RANTUCCI, Emma | 114 |
| SCHUH, David | 12 |



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| | |
|--|------|
| Nancy Howlett , General Manager | #109 |
| Darren Schlamp , Manager, Engineering and Development | #102 |
| Mike Rojem , Water Operations Supervisor | #103 |
| Linda O'Neil , Administrative Treasurer | #104 |
| Andrew Cammell , Water Quality Technician | #106 |
| Renee O'Fee , Utility Billings Clerk | #110 |
| Pat Schmidt , Development Clerk | #101 |
| Heather Bauer , Receptionist | #100 |