



# INFORMATION NOTICE

## NARAMATA WATER SYSTEM USERS

ROUTINE INSPECTION & CLEANING OF TREATED WATER STORAGE RESERVOIR  
EFFECTIVE MARCH 3 to MARCH 7, 2025

February 27, 2025

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The Regional District of Okanagan-Similkameen (RDOS) will be conducting a routine inspection and cleaning of the treated water storage reservoir at the Naramata Water Treatment Plant during the week of March 3, 2025. The RDOS is providing this **Information Notice** to all Naramata water system users because, due to this work, there is potential for a change in water quality.

People who are seeking additional protection, such as those with health concerns, are advised to consider using a safe alternate source of water or to boil their water during this period.

Customers may notice elevated levels of chlorine in the water during this period.

No interruptions of service are expected, however, the RDOS does encourage all residents to conserve water during this time.

The RDOS would also like to remind all business owners/operators (hotels, motels, bed and breakfasts, restaurants, wineries, stores) and public facilities operators that it is the responsibility of said establishments to notify their customers of this Information Notice.

For further information, please contact RDOS Public Works at 250-490-4135 or toll-free at 1-877-610-3737.

Thank you for your cooperation.

Regional District of Okanagan-Similkameen  
**Public Works**

## **Frequently Asked Questions Regarding Water Storage Reservoirs**

### **What is a storage reservoir?**

A water storage reservoir is a large concrete or metal structure that is located at an elevated location within a community. This should not be confused with an uplands reservoir which is a lake or dam that collects water from a watershed. Treated water is pumped from the Water Treatment Plant to fill the storage reservoirs and when full, the reservoirs feed the distribution system via gravity. These reservoirs lower the demand on the pumping systems and provide storage for times of peak demand and fire protection.

### **Why is cleaning of the storage reservoirs required?**

The source water from Okanagan Lake undergoes treatment with UV light and the addition of chlorine, however, the water is not filtered. Any silt, sediments, algae or organic material present in the water can settle out in the storage reservoirs and water distribution mains. Biofilms can also potentially develop over time, however, this is more prevalent in non-chlorinated systems. These sediments and biofilms do not pose a health risk but can affect the aesthetic quality of the water. To ensure that the highest quality of water is being delivered, periodic cleaning is required to remove materials that accumulate on the walls and floor of the storage reservoir. In addition, draining the storage reservoir provides the opportunity to perform a structural assessment to determine if there are any cracks, leaks or signs of deterioration.

### **What is involved in the cleaning of a storage reservoir?**

First, the reservoir has to be isolated from the distribution system and drained of all water. It is then pressure washed and flushed of any material. The final step is the disinfection of all surfaces through the application of a sprayed solution of sodium hypochlorite (liquid bleach and water) before water is reintroduced to the reservoir. A water sample is then taken and sent to a laboratory to ensure that the bacteriological quality of the water is not compromised. While many steps are taken to make the cleaning process hygienic, bacteriological testing helps to verify that no bacteria was introduced during the cleaning process.

### **Why is this Information Notice being provided?**

Typically, a reservoir remains isolated until satisfactory laboratory bacteriological test results are received. This testing process can take up to three days. Due to operational constraints, some of the Naramata reservoirs cannot remain removed from service for the time required for the laboratory to process the samples. The Interior Health Authority was consulted on this issue and it was decided that an **Information Notice** be issued. This notice provides the opportunity for people who are seeking additional protection (such as those with health concerns) to make an informed decision regarding the steps they wish to take to safeguard their health. In addition, this notice prevents the need for any planned water service interruptions to residences. The RDOS would like to encourage all customers to conserve water during this time.

A higher than normal level of chlorine (odour and/or taste) may be noticeable during this period of work. Monitoring will be ongoing to ensure that levels are maintained within an acceptable range.