



BOIL WATER NOTICE

STORAGE RESERVOIR CLEANING AND WATERMAIN FLUSHING

April 15, 2024

SUN VALLEY WATER SYSTEM USERS

March 25, 2024

A **Boil Water Notice** will be in effect for the entire Sun Valley water system starting April 15, 2024, and remaining in effect until further notice. Water service to residents will be **off** from approximately 9:00 am to 4:30 pm on April 15, 2024 to conduct an inspection, cleaning and disinfection of the Sun Valley water storage reservoir. This **Boil Water Notice** is a standard requirement when a water system loses pressure, as will be the case during this planned shutdown.

Precautionary Instructions

Residents are advised to use a safe alternate source or to boil water for all drinking, brushing teeth, food preparation/cooking purposes and ice making. Water should be brought to a full boil and allowed to boil for at least 1 minute. **Residents are reminded to use a safe alternate source of water for preparing baby formula for infants and young children during this time.**

Residents should plan ahead to have adequate water on hand for essential uses during this time. The RDOS is also reminding all business owners/operators (bed and breakfasts), landlords and public facilities operators that it is the responsibility of said establishments to notify their customers of the **Boil Water Notice**.

Flushing of the distribution system will commence on April 15, 2024 continue on April 16th. Chlorine will be added to the system during this work and the taste and odour of chlorine may be present in the water for approximately one week. During the water main flushing, accumulated sediments may become disturbed and become suspended in the water resulting in turbid and discolored water. The goal is to flush water lines until the water becomes clear, however, residents may observe some discoloration or sediment in the water. Residents are advised to take the following precautions:

- Prior to the commencement of the flushing program you may wish to bypass in-home treatment systems to avoid filters being plugged with sediment.
- If the water is turbid, minimize the use of hot water until the water clears as this will help reduce any sediment from entering into your hot water tank. In addition, residents should check the water quality before laundering of clothing during this time to minimize potential staining or discoloration.
- Once flushing is complete, if you experience dirty water, run your cold water taps only and/or garden hose until the water runs clear.

For further information, please contact the Utilities Department at 250-490-4135 during regular business hours, Monday through Friday.

For after-hours water emergencies, please call Regional Dispatch at 250-490-4141.

Thank you for your cooperation.

The RDOS has partnered with **Voyent Alert!** to provide notifications and alerts throughout the region. Receive notifications for critical events, wildfires, and flooding, as well as day-to-day communications such as garbage and recycling information, water and sewer notices, and public engagement opportunities.

Once you've registered, you are automatically signed up for emergency notifications.

Get the Voyent Alert! app at the [App Store](#) or [Google Play](#).

For email, text, or phone notifications, get started here: register.voyent-alert.com

For more information, please visit voyent-alert.com

VOYENT ALERT!

Register register.voyent-alert.com
(for email, text or phone notifications)

Log in login.voyent-alert.com
(to update your location and notification preferences)

Voyent Alert! app
(download on the App Store or Google Play)

Sign up for Water System notifications

RDOS
REGIONAL DISTRICT
OKANAGAN-SIMILKAMEEN

VOYENT ALERT!
RDOS
INFORMATIONAL AND EMERGENCY NOTIFICATION SYSTEM

- 1 Manage your account**
Log in online with the email or phone number you registered with or you're currently receiving alerts on.
Enter the 4-digit verification code.
OR access the app (no need to log in)
- 2 My Locations**
The locations you will receive Alert Notifications for.
Add as many locations as you need.
Ensure your map pin locations are correct to receive notifications relevant to you.
- 3 My Contacts**
The contacts (app, text, email, or phone call) where you will receive notifications.
Add or delete contact methods.
Choose topics or notification types you wish to receive on each contact method.
- 4 My Topics**
Once registered, you're automatically signed up for all informational and emergency notifications.
Subscribe or unsubscribe to any topic.
*You cannot unsubscribe to EMERGENCY notifications.
- 5 My Profile**
Provide your first and last name (optional).
- 6 Notifications**
View active and recently ended notifications.

NEED HELP?

Visit the community portal on voyent-alert.com
Call Voyent Alert! support: 1-877-263-3822
Contact RDOS Communications: 250-490-4148 or email communications@rdos.bc.ca

SOME FREQUENTLY ASKED QUESTIONS REGARDING WATER STORAGE RESERVOIRS

What is the storage reservoir?

The Sun Valley storage reservoir is a large concrete structure that is located immediately after the deep groundwater well. Well water is pumped into the storage reservoirs and the distribution pumps, pump water from the storage water to pressurize the distribution system.

Why is cleaning of the storage reservoirs required?

The water from the Sun Valley well contains iron and manganese. The iron and manganese are oxidized when the water comes in contact with oxygen in the storage reservoir. Over time, these precipitates settle out on the bottom of the reservoir. Biofilms can potentially develop over time as a result of these sediments. These sediments and biofilms can result in bacteriological regrowth and 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 these materials. In addition, the opportunity is also present to inspect the integrity of the reservoir.

What is involved in the cleaning of a storage reservoir?

The reservoir must 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) 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.

Why is this Boil Water Notice required?

Typically, a reservoir remains isolated until satisfactory bacteriological test results are received after cleaning and disinfection. This testing process can take up to three (3) days. Due to operational constraints of the Sun Valley system, the storage reservoir cannot be removed from service for the time required for the laboratory to process the sample. In addition, the distribution system will experience a loss of system pressure during the reservoir cleaning, which increases the potential for backflow of contaminants into the distribution system.