



File No.: 5640.1

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The Whitevale Water Utility Information Meeting was held on Thursday, February 10, 2011 from 6:30 to 8:30 pm at Cedar Bridge School, Whitevale. The sign in list for meeting attendees is provided as an attachment. The following agenda was followed as the meeting presentation:

### **AGENDA**

1. Introductions
2. Bylaw # 2473
3. 2011 Budget
4. Work Required or Recommended for 2011
5. Legislative Requirements and Planning
6. Community Works Fund Grant Application
7. Voluntary Water Restrictions
8. Emergencies – who to call

To review the details of the information provided as outlined in the agenda, please refer to the Meeting Agenda and Notes package provided.

### **DISCUSSION SUMMARY**

The following discussion items are outside of discussion initiated by what was presented and is available in the Meeting Agenda and Notes package provided.

- **Computer & SCADA System** – requires updating. The current computer is old and unreliable. The RDNO Information Technology (IT) department will not provide technical support for this system and requires purchasing a new base computer and upgrading the software. Whitevale will be placed on IT support and the computer will be replaced every three years as per the RDNO IT management plan. Also

noted recently was that the SCADA system<sup>1</sup> was missing operator call out equipment, integral to the safe operations of a water system which will be installed this spring (in-progress).

- **Insurance** – Insurance costs are set by the market and insurance costs for all RDNO utilities increased in 2010. The budget presented was completed in November 2010, before full insurance costs had been allocated. The budget allocation for insurance in 2011 were based on 2010 actuals to Nov. 2010 and historic costs, which means that the insurance budget allocation for 2011 is too low.
- **Water Schedule** – RDNO will ask residents to adhere to a voluntary water conservation sprinkling program similar to last year. Residents indicated that some people abuse outdoor watering and if this continues, RDNO will discuss with residents a mandatory water conservation program with a possibility of fines.
- **Shoveling Snow at Fire hydrant** – Residents indicated that they were once responsible for clearing snow from the hydrants but at some point Mr. Campbell took over and they were asked not to clear them anymore RDNO staff will request that residents resume clearing of the hydrants as a cost saving to the utility. As a backup, the contract operator will check the hydrants and shovel as required.
- **Snow Plowing and Grass Cutting** – RDNO staff would like to acknowledge and thank Roy Charest for his considerable efforts and assistance with utility maintenance. Roy clears snow in front of pump house, cuts grass in the summer and painted the pipes in the pump house. Roy also provided considerable assistance at the beginning of February with monitoring the reservoir over a weekend when the water level probe malfunctioned.
- **School reservoir** – Discussion about the school reservoir and the possibility at approaching them to take it over to boost the local fire protection. RDNO staff will look into this year.
- **Chlorine Odours** – A few residents commented that the chlorine is sometimes strong, mainly in the morning. Follow up was completed and a review of the free chlorine in the Whitevale system is typically between 0.3 ppm to 0.65 pm depending on the sample location. The minimum residual of chlorine that RDNO manages their system is 0.2 ppm at the “end of pipe”. Due to the size of the system and the good water quality, Whitevale is managed to low levels of chlorination compared to other systems that RDNO manages (for example, some locations at Silver Star and the Greater Vernon Water Utility are between 1.6 to 2.0 ppm depending on their location within the system). Nonetheless, sometimes reactions with other components within the water or within hot water tanks form chloramines<sup>2</sup> that have a strong “chlorine” odour, which can be aggravated with residency time (i.e. sitting in the pipes or hot water tank overnight). Typically, most people detect chlorine at about 0.5 ppm, however some people are more sensitive. Flushing or running your tap for 15 to 30 seconds should alleviate strong chlorine odours, but if they persist, please contact us and we’ll test the water for chlorine content.

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<sup>1</sup> SCADA – stands for “supervisory control and data acquisition” which is the information collection and communication system between system monitoring equipment and the computer.

<sup>2</sup> Chloramine (NH<sub>2</sub>Cl) is also used for water disinfection. RDNO uses sodium hypochlorite in the Whitevale system

- **Fencing the Pump House** – Some residents mentioned to staff that they would volunteer to install a fence around the pump house if RDNO supplied the materials. Ms. Marcolin mentioned it was on the list of things to do and was planning on applying for a grant for next year, as she had already applied for a number of grants that were higher priority items for this year. (As a follow up, the Community Works Grant takes submissions on a quarterly basis and Ms. Marcolin will submit an application for this project at the next grant intake and try to get the project done this year, based on funding.)
- **RDNO is Non-Profit** – Each utility managed by RDNO is managed as a separate entity with their own revenue sources and budgets. Any surplus for a utility is put to that utility's reserve fund and any budget deficient are taken out of that utility's reserves.
- **Whitevale Reserves** – The historic financial history of the Whitevale Water Utility from 2004 to 2010 was provided in the handout and demonstrates that the 2010 reserves were at \$11,849. This is partly due to the unfortunate sudden demise of Mr. Campbell in 2010 and the fact that the total employee cost allocation was not fully allocated to the utility for 2010. However it should be noted that Mr. Badke and Mr. Pleasance both worked on the utility during 2010 until the Utilities Engineer was hired in November 2010, but their time was not charged to the utility. The goal for the operating reserve is \$25,600 (approximately 6 months of the operating budget). After which, a sustaining capital reserve will be initiated with a bylaw with the goal of \$4,000 per year. The sustaining capital reserve will be for capital replacement and is important as this utility is about 35 years old. The 2011 budget was a break-even budget and increases will be needed in the future to achieve the reserve goals. Policy guidelines on reserve use will also be established to allow for sustainable management of reserves.
- **Question** – how many people have paid the debt financing of the new well in full?  
Follow-up – 28 property owners connected to the Whitevale Water Utility are exempt from paying the parcel fee that was initiated to pay for the new well.