



DISTRICT OF COLDSTREAM
and GREATER VERNON WATER

NOTICE TO RESIDENTS



January 21, 2010

We have received confirmation from Interior Health Authority that the “DO NOT DRINK” Water Notice has been downgraded to a “BOIL WATER” Notice in the Lavington area east of Murphy Road. This does **not** mean that the water is necessarily free of contamination. However, the risk and levels of contamination are such that it is now safe to use the water for bathing, showering, washing clothes and dishes.

Until further notice, please use a safe alternative or boil your water for at least two minutes before the following uses:

- Drinking
- Washing fruits and vegetables
- Making beverages or ice
- Brushing teeth

Prior to using this water, to ensure your safety, it will be necessary to flush and disinfect both hot- and cold-water appliances in accordance with the attached “Procedure for Flushing Water from Household”. The Procedure has been provided as a checklist to ensure that all appliances and systems are covered. **THIS PROCEDURE MUST BE FOLLOWED TO ENSURE THAT ANY CONTAMINATED WATER REMAINING WITHIN YOUR DOMESTIC SYSTEM IS PROPERLY PURGED.**

Please note that the District of Coldstream will be distributing water from the Lavington Fire Hall until 7:00 p.m., Friday, January 22. After that time, the water truck and utensil distribution will no longer be available.

Shower facilities will remain available to residents at the Wesbild Centre until 5:00 p.m., Friday, January 22. After that time it is anticipated that residents will be able to use their own shower facilities.

It should be noted that, commencing Friday morning, January 22, 2010, we will be using the Duteau Creek source to distribute water through the system in your area. The deep Antwerp Spring well will be turned off. (Note: The contaminated shallow well was turned off January 13.) The Duteau Creek water is very soft, so we recommend that, if you have a water softener, it be bypassed as suggested in the “Procedure for Flushing Water from Household”. You will notice a change in water quality, and for further information please check www.rdno.ca / Services / Greater Vernon Water Utility, or call 250-550-3700. Completion of the Duteau Water Treatment Plant this summer should effectively deal with these issues. For a few days there will be a mix of Duteau Creek and Antwerp Springs water.

Further testing will continue to determine when the Boil Water Notice can be rescinded. Greater Vernon Water and the District of Coldstream thank you for your patience and forbearance over this difficult period.

If you have any questions, please contact Greater Vernon Water at 250-550-3700. Staff will be available for inquiries until 10:00 p.m. tonight and 8:00 a.m. to 4:30 p.m. on regular work days. Please check the website for information or further updates at www.rdno.ca or www.districtofcoldstream.ca.



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HEALTH SAFETY ADVISORY

In order to ensure that your household water service has been adequately flushed, and **PRIOR** to following any of the recommendations attached to the BOIL WATER notification, each household **must ensure** that the following “Procedure for Flushing Water from Household” steps are followed. Failure to do so may result in inadequate turnover of the water within the household water system.

Please read these instructions carefully. Failure to follow these instructions may put your health and safety at risk. Under no circumstances should water be used until these steps are completed.

Procedure for Flushing Water from Household – please follow the listed order

What should the customer do?

- Bypass water softener prior to the start of flushing.
- Try to refrain from using water at other fixtures during the flushing procedure, as you may introduce particles into your piping.
- After flushing is complete, open an outside faucet closest to the water line’s point of entry to your home to help clear any discolored water you may have.
- Drain and refill hot water tank, if necessary. **Use caution, as water is hot!**
- Please follow the Water Softener Disinfection Procedure outlined at the top of page 6.
- We recommend that you flush out your hot water tank annually as well as cleaning your faucet aerators twice annually. Aerators are the screens that screw into the end of the faucet.

The following steps are **required** precautionary procedures for flushing residential water systems including appliances. **NOTE: If in doubt seek the services of a trained professional.**

To ensure that **each** step of the procedure is followed, please check off **each** step at its completion.

1. **Flushing Cold Water System:** -ensure single-lever taps are in the cold water position

- Homes on Septic System
 - i. attach a hose to an outside tap and run the water for 30 minutes disposing the water to a location that drains away from the house and does not interfere with the septic field – be sensitive to potential impact on neighbouring properties
 - ii. run all inside faucets for about 20 minutes using a hose or bucket where possible to avoid overloading the septic system, directing water outside and away from septic field
 - iii. aerators on faucets are to be unscrewed and rinsed with a mild bleach solution.

2. **Flushing Hot Water System:** ensure single-lever faucets are in the hot water position

- Homes on Septic System
 - i. drain Hot Water Tank as per the “tech talks” information outlined on page 5.
 - ii. run all faucets for about 20 minutes using a hose or bucket where possible to avoid overloading the septic system, directing water outside and away from septic field

NOTE: If in doubt seek the services of a trained professional.

3. **Water Filters, Softeners, Treatment Units or Conditioners:**

- disposable type filter cartridges should be discarded including those in ice making units
- if the unit is a media filter bed type unit: isolate unit from the household water system and consult manufacturer, supplier or qualified plumbing or water treatment professional on method to disinfect the unit

Please Note: With the transfer to softer Duteau water, Greater Vernon Water is recommending that water softeners be taken off line.

NOTE: If in doubt seek the services of a trained professional.

4. All Appliances

All appliances, large or small, should be flushed and disinfected with a mild bleach solution, rinsed thoroughly, and all filters replaced prior to use. This may include but is not limited to the following list of appliances.

Kitchen	Coffee pots, coffee makers and machines	
	Kettles	
	Fridge filters	
	Fridge water dispenser	
	Brita filters	
	Ice makers	
	Dishwashers	
	Water softeners	
	Water purifiers	
	Water conditioners	

Bathroom	Water piks	
	Shower heads	
	Faucets / fixtures	
	Aerators	
	Bathtubs	
	Toilets	
	Bidets	

Laundry	Washing machines	
	Sink faucets	
	Iron	

Other	Medical devices that use water	
	Hot water tanks	
	Hot tubs	
	Humidifiers	
	Pre-stored water (i.e. watering cans)	
	Water feature	
	Automatic / self-watering systems	

5. Food Safety – if in doubt throw it out

- discard ice, juice made from concentrate, or other food products which may have incorporated or been exposed to contaminated water



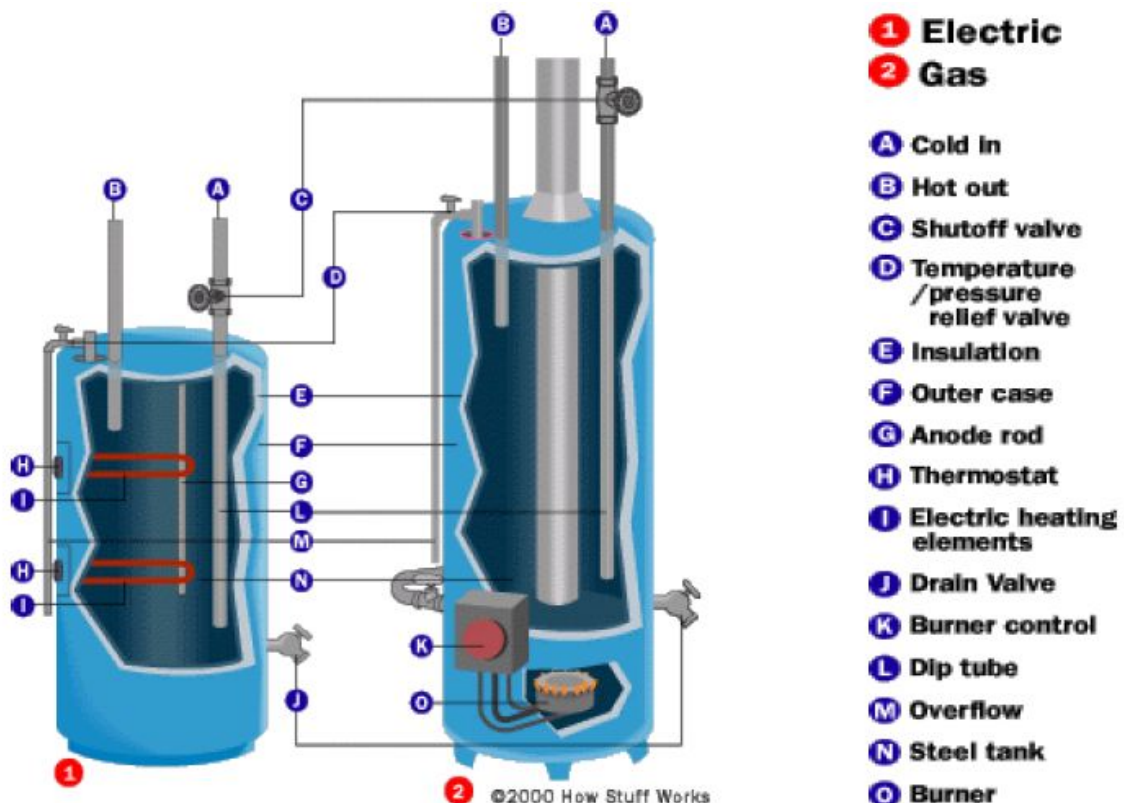
6. Other Safety Precautions – watch for updates and take all appropriate safeguards to ensure your personal safety and health

For additional information contact Greater Vernon Water at 250-550-3700.

Hot Water Tank Flushing

- 1) If your water heater is gas, set the gas valve to "Pilot" to prevent the burners from coming on while you are flushing it. If your heater is electric be sure to turn off the circuit breakers. With an electric water heater, if the water level drops below the heating elements and the thermostat turns the elements on, the heating elements will probably burn out quite rapidly.
- 2) Connect a garden hose to the drain valve at the bottom of the tank. Make sure the outlet of the hose is in a safe area away from pets and children. It can be very hot and can scald quickly
- 3) Close the shut off valve on the cold inlet to the water heater.
- 4) Carefully open the temperature/pressure relief valve at the top of the tank by lifting the lever. Leave the valve open.
- 5) Open the drain valve at the bottom of the heater allowing the water to flow out through the garden hose. If the sediment is clogging the drain valve then try closing the temperature/pressure relief valve and turn the cold inlet valve back on to "power flush" the sediment out.
- 6) In some cases the sediment hardens into large chunks that can block the drain valve. If so, then wait until everything cools down, remove the garden hose from the drain valve, remove the valve if necessary, and use a long screw driver to break up the clog. This is a very messy procedure.
- 7) When the garden hose runs clear you are finished.
- 8) Close the drain valve at the bottom of the tank and remove the garden hose.
- 9) Close the pressure relief valve at the top of the tank if it is still open, and turn the cold inlet valve back on.
- 10) Open a hot water faucet in your house, and let it run until no air bubbles come out.
- 11) Turn the heater back on, and with gas units re-light the pilot light if necessary.

NOTE: If in doubt seek the services of a trained professional.



Water Softener Disinfection Procedure

Please Note: With the transfer to softer Duteau water, Greater Vernon Water is recommending that water softeners be taken off line.

- 1) Prepare 5 gallons of 10% bleach solution in a bucket.
- 2) Turn off the water to the water softener and connect the outlet to drain.
- 3) Disconnect the brine tube from the brine tank.
- 4) Insert the brine tube into the bucket of 10% bleach solution.
- 5) Advance the controller to the 'brine draw' cycle.
- 6) Turn off (or unplug) the power to the softener.
- 7) Turn on water to the softener.
- 8) Allow the softener to take up most of the 10% bleach solution. Avoid letting any air into water softener (keep end of the brine tube submerged in bleach solution).
- 9) When the bleach container is almost empty, turn off the water to the water softener. Allow the bleach solution to dwell for approximately three hours.
- 10) Connect the brine tube to a drain.
- 11) Turn on power to the controller.
- 12) Adjust timer to the current time of day.
- 13) Turn on water to the water softener.
- 14) Set the brine refill cycle (refer to owner's manual) and allow the brine tube to rinse to drain. Repeat this step until the brine tube test for negative bleach.
- 15) When the brine tube is clear of bleach solution, reconnect it to the air check valve on the brine tank.
- 16) Set the timer to the backwash mode and allow the water softener to rinse to drain until the drain water tests negative for bleach. Repeat this step if necessary.
- 17) When all the bleach is rinsed from the water softener, set the timer to start the regeneration cycle.

NOTE: If in doubt seek the services of a trained professional.

*Information derived from....<http://www.gemwater.com/Tech%20Support/Disinfect%20Procedures/Water%20Softener%20Disinfect%20Procedure.pdf>

Reverse Osmosis Disinfection Procedure

- 1) Replace all disposable filters cartridges.
- 2) If the unit is a media filter bed type unit: isolate unit from the household water system and consult manufacturer, supplier or qualified plumbing or water treatment professional on method to disinfect the unit

NOTE: Refer to owner's manual and supplier's information for specific information on your particular system. If in doubt seek the services of a trained professional.