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**FOR IMMEDIATE RELEASE**

DATE: November 20, 2025  
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## **GREATER VERNON WATER – WATER OUTAGE AND BOIL WATER NOTICE – PARTS OF EAST HILL, SOUTH BX, AND COLDSTREAM**

### **NOTICE UPDATE 2 – Repair Update, Essential Use Only Restriction and Boil Water Notice Reminder**

November 20, 2025 @ 1:15 p.m.

Water service has been restored to customers in the affected outage area; however, the repair was not fully successful, and a temporary fix was required to restore service. Further work is required to stabilize the repair, which will require another water turn-off to approximately 10 properties. **Impacted residents will be notified by hand delivery.** Work is expected to take place this afternoon.

All customers previously within the outage area are now included in the **essential use only** restrictions (**see map**). Reservoirs that had kept most customers supplied with water during the emergency have been drawn down to critical levels during the outage. **All residents in the essential use only area must be mindful of their water usage to ensure uninterrupted service.** Please limit water use to drinking, food preparation, personal hygiene, toilet use, caring for pets and livestock, or other essential personal needs.

Residents who now have water should flush their taps for a few minutes until the water runs clear. After flushing, please continue to follow essential use only guidelines. Customers who were on the outage and now have water are reminded that a **Boil Water Notice is in effect** for those properties. This precaution will stay in place until water quality sampling confirms the water is safe to drink. The Boil Water Notice will remain in place until test results are available. [View the list of addresses here.](#)

We appreciate your cooperation and patience throughout this emergency infrastructure repair. The RDNO has been completing projects on the transmission main over the last three years to avoid these types of emergencies and will continue to assess and complete projects for longer-term solutions.

For updates, please visit [www.rdno.ca/news](http://www.rdno.ca/news) (filter by Water Notices), or subscribe to email notifications at [www.rdno.ca/subscribe](http://www.rdno.ca/subscribe).

## **NOTICE UPDATE 1: Extended Outage and Continued Essential Use Notice**

November 19, 2025 @ 10:30 a.m.

During repair preparations and system draining, it was determined that refilling the water line will take longer than expected. **Residents in the current water outage area should expect water to remain off for about four (4) additional hours to approximately 11:00 a.m. Thursday, November 20.** The “essential use only” notice remains in effect – please continue limiting water use to only what’s absolutely necessary.

We sincerely appreciate your patience and understanding as we work to complete these important repairs. Thank you to everyone for helping to conserve water during this time and following the essential-use notice – it makes a real difference.

Updates will be shared as needed at [www.rdno.ca/news](http://www.rdno.ca/news) (filter by Water Notices). You can also subscribe to email notifications at [www.rdno.ca/subscribe](http://www.rdno.ca/subscribe).

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### **ORIGINAL NOTICE — November 17, 2025**

The Regional District of North Okanagan (RDNO) advises customers in parts of East Hill, South BX, and Coldstream areas that an emergency water main repair will require water to be turned off. See attached map for affected properties (properties in red). The water outage will begin at **7:00 p.m. Tuesday, November 18, 2025**, and continue until the repair is complete, which is estimated to be **7:00 a.m. Thursday, November 20, 2025**.

During this time, there will be **no water** available to your property. Residents are advised to store a sufficient quantity of water for cooking, cleaning, and filling toilets. An update will be issued Wednesday, November 19.

When water is restored to these properties following the repair, these areas will be on a precautionary **Boil Water Notice (BWN)**, in conjunction with Interior Health, until sampling results confirm the water is safe.

#### What should affected customers do?

The treatment provided by the RDNO has been maintained; however, due to pressure loss in the area, the water may become compromised and customers in the affected area should boil their water for at least one minute when preparing food, drinking, washing fruits & vegetables, making beverages or ice or when brushing teeth.

## **ESSENTIAL USE ONLY – PARTS OF OLD KAMLOOPS RD, STEPPING STONES, NORTH BX, FOOTHILLS, SOUTH BX, AND PARTS OF COLDSTREAM (SEE MAP)**

Due to the location of the water main repair, the RDNO is implementing **immediate emergency water use restrictions** for all customers in the following area: Old Kamloops Rd, Stepping Stones, North BX, Foothills, South BX, and parts of Coldstream (see attached map – properties in yellow).

**Water use must be limited to essential household needs only: drinking, food preparation, toilets, pets and stock, or other personal essential uses.**

An update will be issued Wednesday, November 19.

When the water is returned, all properties affected during the emergency repair may experience reduced water pressure, discolouration of the water, and/or air in their system. Please run a cold water tap until the water has cleared. An outside tap is preferred but bathtubs may be used if outside taps are unavailable during the cooler months. For customers affected by the outage, please follow information on our website.

Go to [www.rdno.ca/emergencies](http://www.rdno.ca/emergencies) for contact information, including information on what to do in the event of a water main break. Signs will be posted in the area during the works indicating emergency water work is occurring.

Updates will also be posted to [www.rdno.ca/news](http://www.rdno.ca/news) (filter by Water Notices). You can also subscribe to receive email updates at [www.rdno.ca/subscribe](http://www.rdno.ca/subscribe).



Legend

Water Outage Area

Essential Use Only

Unaffected Properties

