



# REGIONAL DISTRICT NORTH OKANAGAN

## Silver Star Water (SSW) Water Quality Report for January 2026

The following is the water quality summary for the Silver Star Water (SSW) Utility.

On January 25, 2026, a water main break on Silver Queen Road resulted in a loss of pressure in the distribution system, and therefore a Water Quality Advisory (WQA) was issued. Following the repairs, bacteriological sampling was conducted to ensure water safety. The WQA was rescinded on January 28, 2026.

### 1. Sources

Not all of Silver Star's water sources are utilized year-round; the system is constructed so that the sources can be brought online based on demand. As Silver Star is primarily a winter resort, the highest water demands occur from November to March. SSW has nine water sources used for domestic use: Well 1, Well 2, Well 3, Well 4, Well 5, Well 10, Well 12, Paradise Reservoir and Vance Reservoir.

The surface water sources, Paradise and Vance Reservoirs, are metered in the Mid T Water Treatment Plant (MTWTP) as one volume; it is not possible to separate the volumes of each reservoir.

Table 1 summarizes the results of the raw water entering the treatment process. This is a blend of sources depending on demands in the system. This results in data variation throughout the year. Table 2 summarizes the results for the untreated water from the wells. Table 3 summarizes the results for the untreated water from Paradise and/or Vance Reservoirs.

Wells 4 and 10 have not been used this season. Vance Reservoir was brought online on November 17, 2025.

**Table 1 Mid T Raw Water Monitoring**

Parameter	Laboratory		# of Samples	# of Deviations <sup>1</sup>	Min	Max	Average
E.coli	RDNO Lab	MPN/100 mL	4	-----	<1	<1	<1
Total Coliform	RDNO Lab	MPN/100 mL	4	-----	<1	1	0.25
Turbidity	Grab sample	NTU	20	-----	0.22	0.40	0.28
Turbidity	SCADA <sup>2</sup> Daily Average	NTU	31	-----	0.17	0.20	0.18

<sup>1</sup>SSW WQ Deviation Response Plan – Turbidity >1.0 NTU

<sup>2</sup>SCADA: Supervisory Control and Data Acquisition.

**Table 2 Mid T Raw Water Monitoring – Wells**

Parameter	Laboratory		# of Samples	# of Deviations <sup>1</sup>	Min	Max	Average
Turbidity	SCADA <sup>2</sup> Daily Average	NTU	31	-----	0.12	0.23	0.17

<sup>1</sup>SSW WQ Deviation Response Plan – Turbidity >1.0 NTU

<sup>2</sup>SCADA: Supervisory Control and Data Acquisition.

**Table 3 Mid T Raw Water Monitoring – Surface Sources**

Parameter	Laboratory		# of Samples	# of Deviations <sup>1</sup>	Min	Max	Average
E.coli	RDNO Lab	MPN/100 mL	4	-----	<1	<1	<1
Total Coliform	RDNO Lab	MPN/100 mL	4	-----	<1	<1	<1
Turbidity	Grab sample	NTU	4	-----	0.23	0.37	0.29
Turbidity	SCADA <sup>2</sup> Daily Average	NTU	31	-----	0.20	0.25	0.22
UVT - Unfiltered	RDNO Lab	%	4	-----	95.2	95.6	95.4

<sup>1</sup>SSW WQ Deviation Response Plan – Turbidity >1.0 NTU

<sup>2</sup>SCADA: Supervisory Control and Data Acquisition.

## 2. Treatment Plant

SSW has a treatment plant, the Mid T Water Treatment Plant (MTWTP). The MTWTP uses a dual disinfection process of Ultra-violet (UV) disinfection and chlorine. Chlorine is added after UV treatment to ensure contact time for the removal of viruses. Tables 4, 5, and 6 summarize the results for chlorine, bacterial, turbidity, manganese, calculated contact time, and UV transmittance (UVT).

**Table 4 Mid T Water Treatment Plant**

Parameter	Laboratory		# of Samples	# of Deviations <sup>1</sup>	Min	Max	Average
Free Chlorine	SCADA <sup>2</sup> Daily Average	mg/L	31	-----	1.45	1.55	1.50
Free Chlorine	Grab sample	mg/L	4	-----	1.53	1.81	1.66
Total Chlorine	Grab sample	mg/L	4	-----	1.60	1.92	1.75
E.coli	RDNO Lab	MPN/100 mL	8 <sup>3</sup>	-----	<1	<1	<1
Total Coliform	RDNO Lab	MPN/100 mL	8 <sup>3</sup>	-----	<1	<1	<1
Turbidity	SCADA <sup>2</sup> Daily Average	NTU	31	-----	0.14	0.17	0.15
Turbidity	Grab sample	NTU	4	-----	0.23	0.36	0.27
Manganese	RDNO Lab	mg/L	5	-----	0.007	0.017	0.011

<sup>1</sup>SSW WQ Deviation Response Plan – Free Chlorine <0.20 mg/L, Turbidity >1.0 NTU, Manganese >0.12 mg/L

<sup>2</sup>SCADA: Supervisory Control and Data Acquisition.

<sup>3</sup>Treatment Plant and Distribution bacterial samples are included in the required monthly bacterial sampling amounts as per Drinking Water Protection Regulations Schedule B.

**Table 5 Contact Time (CT)**

Parameter	Days Monitored	Min	Max	Average
<b>Days 99.9% achieved</b>	4	100%	100%	100%

99.9% is 3-log removal for Giardia

**Table 6 Ultra-violet (UV) Disinfection**

Parameter	Laboratory	Days Monitored	Min	Max	Average
UVT	SCADA <sup>1</sup> Daily Average	31	93%	99%	97%

<sup>1</sup>SCADA: Supervisory Control and Data Acquisition.

### 3. Distribution

Table 7 summarizes the results for chlorine, turbidity and bacterial for the distribution system from the following sites: Pinnacles, Grandview, Firehall, and Maintenance Building. The monthly water volume used at Silver Star was 18,613 m<sup>3</sup>.

**Table 7 Distribution**

Parameter	Laboratory		# of Samples	# of Deviations <sup>1</sup>	Min	Max	Average
Free Chlorine	Grab sample	mg/L	16	-----	0.87	1.66	1.41
Total Chlorine	Grab sample	mg/L	16	-----	0.95	1.73	1.49
E.coli	RDNO Lab	MPN/100 mL	18 <sup>2,3</sup>	-----	<1	<1	<1
Total Coliform	RDNO Lab	MPN/100 mL	18 <sup>2,3</sup>	-----	<1	<1	<1
Turbidity	Grab sample	NTU	16	-----	0.14	0.33	0.23

<sup>1</sup>SSW WQ Deviation Response Plan – Free Chlorine <0.20 mg/L, Turbidity >1.0 NTU

<sup>2</sup>Treatment Plant and Distribution bacterial samples are included in the required monthly bacterial sampling amounts as per Drinking Water Protection Regulations Schedule B.

<sup>3</sup>Additional samples taken due to the WQA issued for the water main break.

#### 4. Customer Calls and Notifications

**Customer calls** within the Silver Star Water Utility service area are tracked and recorded. Table 8 summarizes the customer calls this month.

**Table 8 Customer Calls**

# of Calls	Type of Call	Issue/Inquiry	Investigation	Comments
1	Report	Water Pooling	Yes	Service leak on Silver Queen Road discovered
1	Inquiry	Water Pooling	Yes	Customer confirmed that water was not leaking into building adjacent to service leak
1	Inquiry	Service Replacement	Yes	Coordinating service replacement

#### 5. Operational or Maintenance Activity

Operational activities within the Silver Star Water service area are tracked and recorded. Table 9 summarizes the operational activities this month.

**Table 9 Monthly Operational Work and Maintenance**

NUMBER OF LOCATIONS	TYPE OF WORK
0	Hydrant Maintenance
0	Hydrant Box Rental
0	Water Service Locate
0	Water Main Break Repair
0	Water Service Install/Inspection
0	Water Turn On/Off
1	Water Service and/or Curb Stop Repair
4	Water Investigation
0	Reservoir Cleaning
2	Water Meter Install
0	Water Meter Inspection
0	Water Meter Maintenance
2	Water Meter Replacement
3	Water Meter Manual Read
3	ERT Install
0	ERT Inspection
0	ERT Maintenance
0	ERT Replacement