

Greater Vernon Water (GVW) Water Quality Report for January 2026

The following is the water quality summary for the Greater Vernon Water (GVW) utility.

1. Potable Sources

GVW has two sources that are routinely used for potable water. The two sources are Duteau Creek and Kalamalka Lake. Raw (untreated) water samples are taken at the intakes of Duteau Creek and Kalamalka Lake once per week. Two additional groundwater sources, Antwerp Deep Well and Ranch Well 3, may also be used in emergency situations or when there is additional demand to the system. Tables 1 and 2 summarize the results for bacteria and turbidity for the potable water sources in use.

Table 1 Duteau Creek Intake

Parameter	Laboratory		# of Samples	# of Deviations	Min	Max	Average ⁴
E.coli²	RDNO Lab	MPN/100 mL	8 ⁵	-----	1	6.3	2.8
Total Coliform	RDNO Lab	MPN/100 mL	8 ⁵	-----	61.3	290.9	124.2
Turbidity	Operator Grab Samples	NTU	4	-----	0.97	1.25	1.12
Turbidity	SCADA ¹ Daily Average ³	NTU	31 Days	-----	0.71	1.15	0.82

¹SCADA: Supervisory Control and Data Acquisition.

²Drinking Water Treatment Objectives (Microbiological) for Surface Water Supplies in British Columbia (Sec 4.3): The number of E. coli in raw water samples should not exceed 20/100 mL in at least 90% of the weekly samples from the previous six months.

³SCADA data for this online analyzer is a 24 hour average of readings taken every 10 minutes

⁴Non detect values are used at ½ the reporting limit for average calculations.

⁵Each sample includes at least one duplicate sample taken for quality assurance purposes.

Table 2 Kalamalka Lake Intake

Parameter	Laboratory		# of Samples	# of Deviations	Min	Max	Average ⁴
E.coli ²	RDNO Lab	MPN/100 mL	6 ^{5/6}	-----	<1	4.1	1.8
Total Coliform	RDNO Lab	MPN/100 mL	6 ^{5/6}	-----	1.0	9.6	5.6
Turbidity	Operator Grab Samples	NTU	3	-----	0.33	0.37	0.35
Turbidity	SCADA ¹ Average ³	NTU	31 Days	-----	0.25	0.34	0.29

¹SCADA: Supervisory Control and Data Acquisition.

²Drinking Water Treatment Objectives (Microbiological) for Surface Water Supplies in British Columbia (Sec 4.3): The number of E. coli in raw water samples should not exceed 20/100 mL in at least 90% of the weekly samples from the previous six months.

³SCADA data for this online analyzer is a 24 hour average with readings taken every 15 seconds.

⁴Non detect values are used at ½ the reporting limit for average calculations.

⁵Each sample includes at least one duplicate sample taken for quality assurance purposes.

⁶Samples were not collected on January 13th due to a scheduled cleaning shutdown of Kalamalka Lake Intake.

2. Agriculture/ Irrigation Sources

The sources used for irrigation supply include Duteau Creek, King Edward/Deer Creek, Goose Lake, Coldstream Ranch Well #2 and Well #3. Table 3 summarizes the daily flows for each irrigation system.

Duteau Creek is separated into a potable water system and a non-chlorinated, non-potable water system, the latter of which is used exclusively for irrigation purposes. The other sources are separated from the potable system and are not chlorinated.

The irrigation season is from April 15 to September 15. Irrigation water used during the off season is used mainly for livestock watering. This water comes from Ranch Well #2, Ranch Well #3, King Edward and Duteau Creek.

Table 3 Irrigation Volumes for Irrigation Sources over the Month

Irrigation Sources	DCWTP	Well 3	Well 2	King Edward
Min (ML/Day)	0.00	0.00	0.00	0.00
Max (ML/Day)	0.00	0.00	0.04	0.00
Average (ML/Day)	0.00	0.00	0.00	0.00
Monthly Total (ML)	0.00	0.00	0.04	0.00

3. Treatment Plants

GVW has two treatment plants: Duteau Creek Water Treatment Plant (DCWTP) and Mission Hill Water Treatment Plant (MHWTP). At the DCWTP, water is treated with a coagulant and mixed to create a floc before Dissolved Air Flotation (DAF) achieves clarification. Chlorine is added after clarification to ensure contact time for the removal of viruses, followed by Ultra-violet (UV) disinfection. Finally, an additional dose of chlorine is added before entering the distribution system to maintain residual chlorine throughout the system. MHWTP contains dual disinfection which includes UV and chlorine.

Tables 4 and 6 summarize results for chlorine, bacteria, turbidity, and UV Transmittance (UVT). Table 5 summarizes the log removal of viruses at the DCWTP.

Table 4 Duteau Creek Water Treatment Plant Reservoir

Parameter	Laboratory	Units	# of Samples	# of Deviations	Min	Max	Average ⁴
Free Chlorine²	SCADA ¹ Daily Average	mg/L	31 Days	-----	1.89	2.13	1.97
E.coli	RDNO Lab	MPN/100 mL	4	-----	<1	<1	<1
Total Coliform	RDNO Lab	MPN/100 mL	4	-----	<1	<1	<1
Turbidity²	SCADA ¹ Daily Average	NTU	31 Days	-----	0.13	0.22	0.18
Pre UVT³	SCADA ¹ Daily Average	%	31 Days	-----	85.77	87.97	87.35

¹SCADA: Supervisory Control and Data Acquisition.

²Operation Guideline: As outlined in Deviation Response Plan, free chlorine >1.0 mg/L, turbidity <1.0 NTU.

³UVT is monitored pre-UV treatment which is used to determine UV dosage.

⁴Non detect values are used at ½ the reporting limit for average calculations.

This month, 0 m³ of off-spec water occurred at DCWTP

Table 5 DCWTP – Log Removal of Viruses

Log Removal of Viruses ¹	
Days Monitored	31 Days
Days 4-Log Inactivation Achieved	31Days

¹4-log virus removal logged by the minute on SCADA.

Table 6 Mission Hill Water Treatment Plant

Parameter	Laboratory	Units	# of Samples	# of Deviations	Min	Max	Average ³
Free Chlorine	SCADA ¹ Daily Average	mg/L	31 Days	-----	1.92	2.01	1.99
E.coli	RDNO Lab	MPN/100 mL	3 ⁵	-----	<1	<1	<1
Total Coliform	RDNO Lab	MPN/100 mL	3 ⁵	-----	<1	<1	<1
Turbidity²	SCADA ¹ Daily Average	NTU	31 Days	-----	0.26	0.34	0.30
Pre UVT	SCADA ¹ Daily Average	%	31 Days	-----	92.25	92.59	92.43

¹SCADA: Supervisory Control and Data Acquisition.

²Operation Guideline: As outlined in Deviation Response Plan, free chlorine >0.8 mg/L, turbidity <3.0 NTU.

³Non detect values are used at ½ the reporting limit for average calculations.

⁴Turbidity increase in MHWTP due to Marl in Kalamalka Lake during summer months. Marl is now ending and turbidity is starting to return to normal.

⁵Samples were not collected on January 13th due to a scheduled cleaning shutdown of Kalamalka Lake Intake.

This month, no off-spec water occurred at MHWTP.

4. Distribution

While the domestic GVW system has areas that are normally served by either of the two main sources (DCWTP or MHWTP), the system is interconnected with the ability to move water from each source to various parts of the system. The distribution areas from either source may change depending on water demands, source water availability or water quality, and is therefore considered a combined system for the purposes of data reporting. GVW has approximately 23,000 service connections. When possible, water source change notices may be put out to advise customers of a change.

Table 7 summarizes the daily flow for each distribution system. The Duteau and Kalamalka systems have many locations where they can be interconnected. This means there are areas where there is a blend of water quality and can be identified by the conductivity of the water.

Table 7 Volumes for GVW Distribution Systems over the Month

Volumes	DCWTP	MHWTP
Min (ML/Day)	5.40	11.05
Max (ML/Day)	7.10	14.21
Average (ML/Day)	6.17	12.12
Monthly Total (ML)	185.10	366.38

Table 8 summarizes results for chlorine, bacteria, and turbidity for the combined distribution system which includes both the Duteau distribution system and the Kalamalka distribution system. These results are from grab samples taken weekly at designated spots within the distribution system.

Table 8 Duteau and Kalamalka Distribution⁵

Parameter	Laboratory		# of Samples	# of Deviations	Min	Max	Average ²
Free Chlorine ¹	Operator Grab Samples	mg/L	100	1 ⁴	0.18	1.76	1.04
Total Chlorine	Operator Grab Samples	mg/L	100	-----	0.37	2.14	1.29
E.coli	RDNO Lab	MPN/100 mL	107 ³	-----	<1	<1	<1
E.coli	CARO	CFU/100 mL	1	-----	<1	<1	<1
Total Coliform	RDNO Lab	MPN/100 mL	107 ³	-----	<1	<1	<1
E.coli	CARO	CFU/100 mL	1	-----	<1	<1	<1
Turbidity ¹	Operator Grab Samples	NTU	100	-----	0.17	0.99	0.43

¹GVW WQ Deviation Response Plan: free chlorine >0.20 mg/L, turbidity <5 NTU.

²Non detect values are used at ½ the reporting limit for average calculations.

³Three samples per week are ran in duplicate for quality assurance purposes.

⁴There was one sample location which had free chlorine <0.2 mg/L. This site is part of the City of Vernon monitoring of low chlorine sites program and is being monitored on a regular basis to confirm compliance.

⁵In consultation with Interior Health, there were no distribution samples collected the week of December 21-27. Greater Vernon Water was able to collect enough samples to satisfy the guideline requirements without adjusting the sampling frequency in any of the other weeks in December.

5. Water Quality and Customer Calls and Notifications

Water Quality Customer Calls within the GVW Service area are tracked and recorded. There were a total of seven (7) customer calls this month.

Table 9 Water Quality Customer Calls for the month

Type of Call	Issue/Inquiry	Investigation	Comments
Issue	Low Water Pressure	No	Multiple customers called reporting low pressure on January 2 nd . This was due to a water main break and pressure was restored once the break was repaired.
Issue	Water Leak	Yes	Customer called stating there may be a water leak outside their house on the road due to the presence of a wet area. The information was forwarded to City of Vernon who sent an operator to investigate.
Issue	Brown Water	No	The customer called stating one unit in the strata was experiencing brown water in their sinks and toilets. No other units in the strata had similar brown water. Upon investigation, it was determined the unit next door had turned off the water during renovation, resulting in resuspending settled particles. The customer was advised to flush their water until it clears.
Inquiry	Water Quality Update	No	The customer called to get an update on when the Pottery Rd Boil Water Notice was going to be rescinded. They were advised that the RDNO was still waiting for a second negative bacterial sample before the notice could be rescinded, as required by interior health.
Issue	Chlorine taste and bubbles in water	Yes	The customer called stating the water tasted of high chlorine and that bubbles were forming in their water. RDNO staff attended the residence to check chlorine levels as the area had previously seen high chlorine and there was a recent water main break in the area. Upon analyzing the water, it was noted that bubbles in the water were due to a broken faucet aerator which was allowing air into the water stream. Chlorine was tested at the house and a nearby sample station and chlorine levels were 1.2 mg/L, within normal range for the distribution system. Staff explained to the customer that they have recently been on Kalamalka lake water instead of their usual Duteau creek water source. During his time, additional chlorine was also being injected into the system. Different sources have different taste and odour, but the sources and chlorine levels had been returned to normal so taste and odour should return to normal shortly.
Inquiry	Where test water	No	The customer wanted to know where he could get a water test done on his private well. Staff explained that is not a service the RDNO offers and gave him a list of accredited laboratories in the area.
Issue	Chlorine smell in water	No	Customer called stating they have a strong chlorine smell in their water. It is worse in the morning using cold water. The customer was advised that is normal as chlorine may vaporize in the pipes and may come out as a mist when the water is first turned on. This is a normal occurrence and is harmless to the end user. The customer was advised to flush the water before use to ensure excess chlorine is dissipated.

6. Operational or Maintenance Activity

Operational activity within the GVW City of Vernon service area is tracked and recorded using an online database. There was a total of 34 operational activities outlined this month in Table 10.

Table 10 Monthly operational work and maintenance for the City of Vernon

NUMBER OF LOCATIONS	TYPE OF WORK
0	Hydrant Maintenance
0	Hydrant Maintenance – Corrective
1	New Hydrant Install
1	Water Service GIS Locate
0	Water Main Break Repair
1	Property Damage Repair
0	Water Valve Maintenance
5	Water Valve Repair
0	Water Service Install
26	Water Service Repair
0	Reservoirs Cleaned

7. Localized WQA's and Other Activity

Water quality events are tracked and recorded below. The type of notices for any given event varies based on the severity of the event and the availability of water to adequately flush the area. This month, there was a total of zero Type 1 breaks where no advisory was required, zero Water Quality Advisories (WQA), and zero Boil Water Notices (BWN)

Table 11 Monthly public notifications

Type of Notice	Reason	Area	Length or Time in Place	Number of Connections Affected
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