



REGIONAL DISTRICT NORTH OKANAGAN

Whitevale Water Utility Water Quality Report for July 2026

The following is the water quality summary for the Whitevale Water (WVW) Utility.

On July 17, 2026, the RDNO issued Stage 2 outdoor water restrictions to the Whitevale Water Utility customers. Residents were asked to follow a water conservation schedule based on their street address.

1. Source

The WVW system draws raw water from a groundwater well, Well 2 (well plate identification number (WPID) 16643 and well tag number (WTN) 90803) which is then chlorinated and pumped into an in-ground concrete reservoir. Water is then pumped into the distribution system. Tables 1 and 2 summarize the results for bacterial and turbidity for the untreated water at the treatment plant.

Table 1 Whitevale Well 2 Bacteria

Parameter	Laboratory	Units	# of Samples	# of Deviations	Result
E.coli ¹	Caro	MPN/100 mL	1	-----	<1
Total Coliform ¹	Caro	MPN/100 mL	1	-----	<1

¹Drinking Water Treatment Objectives (Microbiological) for Ground Water Supplies in BC (Sec 2.3): No detectable bacteria per 100 mL of drinking water. Where more than 1 sample is collected in a 30 day period the standard for total coliform is at least 90% of the samples may have no detectable total coliform per 100 mL and no sample has more than 10 total coliform bacteria per 100 mL.

Table 2 Whitevale Well 2 Turbidity

Parameter	Laboratory	Units	# of Samples	# of Deviations	Min	Max	Average
Turbidity ¹	Operator Grab Sample	NTU	9	-----	0.07	0.17	0.12

¹Operation Guideline: As outlined in Deviation Response Plan - turbidity <1.0 NTU.

2. Treatment Plant

The WVV Utility utilizes chlorine disinfection only. Table 3 summarizes chlorine and turbidity levels from the sample line that comes off the reservoir outlet pipe that feeds the distribution system.

Table 3 Whitevale Water Treatment Reservoir

Parameter	Laboratory	Units	# of Samples	# of Deviations	Min	Max	Average
Free Chlorine ²	SCADA ¹ Daily Average	mg/L	31 Days	-----	0.75	1.01	0.86
Turbidity ²	SCADA ¹ Daily Average	NTU	31 Days	-----	0.05	0.11	0.08

¹SCADA: Supervisory Control and Data Acquisition

²Operation Guideline: As outlined in Deviation Response Plan - free chlorine >0.20 mg/L; turbidity <1.0 NTU.

3. Distribution

The WVV Utility provides potable water to 92 residential connections and 1 institutional connection. There are no large scale industrial or irrigation customers on this system. Table 4 summarizes the results for chlorine, turbidity, and bacteria for the distribution system. The monthly water volume used at Whitevale this month was 4,162 m³.

Table 4 Whitevale Distribution Parameters

Parameter	Laboratory	Units	# of Samples	# of Deviations	Min	Max	Average
Free Chlorine ¹	Operator Grab Sample	mg/L	17	-----	0.62	0.93	0.79
Total Chlorine	Operator Grab Sample	mg/L	17	-----	0.79	1.05	0.89
Turbidity ¹	Operator Grab Sample	NTU	17	-----	0.09	0.24	0.13
E.coli	Caro	CFU/100 mL	4	-----	<1	<1	<1
Total Coliform	Caro	CFU/100 mL	4	-----	<1	<1	<1

¹Operation Guideline: As outlined in Deviation Response Plan - free chlorine >0.20 mg/L; turbidity <1.0 NTU.

4. Customer Calls and Notifications

Customer calls within the WVV Utility service area are tracked and recorded. Table 5 outlines the customer calls this month.

Table 5 Customer Calls

# of Calls	Type of Call	Issue/Inquiry	Investigation	Comments
4	Inquiry	Metering Program	Yes	Inquiries about curb stop locations and meter pit installations

5. Operational or Maintenance Activity

Operational activities within the WVV Utility service area are tracked and recorded. Table 6 outlines the distribution operational activities this month.

Table 6 Monthly Operational Work and Maintenance

NUMBER OF LOCATIONS	TYPE OF WORK
0	Hydrant Maintenance
0	Water Main Break Repair
0	Water Service Locate
0	Water Service Install
0	Water Service Repair
0	Water Turn On/Off
0	Water Curb Stop Repair
0	Water Investigation
0	Leak Detection Investigation
18	Water Meter Install
76	Water Meter Inspection
0	Water Meter Maintenance
0	Water Meter Replacement
18	ERT Install
76	ERT Inspection
0	ERT Maintenance
0	ERT Replacement