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May 5, 2021

## **PUBLIC SERVICE NOTICE - 6**

### **Water Treatment Plant Upgrade**

#### **Latest Update**

The District is receiving complaints regarding the taste and odour of the water produced from the new water wells.

For the past three months, the new water treatment facility has been undergoing a commissioning process. During this initial commissioning process, water produced in the new facility was safe for consumption. However, some water produced during this initial time was aesthetically unacceptable. Issues of Rotten Egg odor and heavy chlorine odor were reported.

Under final, proper, operation water from the new treatment plant is required to be aesthetically acceptable. There should be no objectional qualities to the treated water. Initial issues with production are reported to have been corrected by the contractor. To verify this reporting, the District has directed owner's consultant, L&M Engineering Limited (L&M), to monitor for any recurrence of water quality within the community. L&M is also directed to perform sampling and testing of the current water quality within the community.

Further, L&M is tasked to prepare recommendations for mitigation of the treatment plant exhaust gas odors reported in the neighborhood surrounding the plant.

To assist in identifying any remaining issues (rotten egg smell, chlorine smell, colour and taste issues etc.), the District invites the public to provide feedback to our owners consultant. Please contact L&M using the contact information listed below.

Luke McDonald. Office: 250-562-1977 - Ext 125 [lmcdonald@lmengineering.bc.ca](mailto:lmcdonald@lmengineering.bc.ca).

Please also report to L&M any measures you may have taken to cope with the situation. For example, purchasing bottle water, installation of filtration systems).

Email communication is preferred as it allows us to communicate your concerns directly to BC Hydro. Also, to focus on the assessment of the current situation, we ask that the public please limit reporting of water quality issues to those observed after April 15, 2021.