



March 2017 Water Shutoff in Summerland – Questions & Answers #2

Since the initial announcement in September 2016 that the District of Summerland will face a water shutoff for a weekend in March 2017, there have been many questions raised. In early October, the first set of Questions & Answers was prepared which was sent out with the October utility bills and posted on the District's website (www.summerland.ca/city-services/water/planned-water-shutoff-march-2017).

The District also held information sessions on October 25 and 27, 2016, during which some questions were asked. The following summarizes these questions and answers along with any others we have recently received. The District is committed to providing all the information to residents and businesses as soon as we have it available.

To summarize, the District of Summerland water system is expected to be shutoff between 7pm Friday March 3, 2017 and 7am Monday, March 6, 2017 to allow replacement of piping and equipment in the underground "PRV 10 Station" located at the intersection of Prairie Valley Road and Victoria Road, the replacement of the existing valve on Prairie Valley Road at Morrow Avenue and the installation of a new valve on Prairie Valley Road at Sinclair Road.

Q. Are the dates firmly scheduled for the water outage?

A. The dates are scheduled and are not expected to change. The water shutoff is expected to be between 7pm Friday March 3, 2017 and 7am Monday March 6, 2017.

Q. Has the District of Summerland surveyed businesses for the best date for this water outage?

A. Yes, prior to this decision, District Staff consulted with a cross-section of businesses, care facilities and other large water users to determine the least problematic date. We recognize that there is no ideal time to complete this work; however, we attempted to choose a time that would minimize the overall impact to the community.

Q. Have other municipalities experienced a three day water outage?

A. Many have experienced major shut downs, some planned and some emergency but very few have experienced a planned outage of this length.

Q. Did the District of Summerland know about the need for replacing the pressure reducing valves within PRV 10 at the time of the construction of the oval-about at Prairie Valley Road and Victoria Road?

A. There was discussion about upgrades to the system; however, all three pressure reducing valves located within PRV 10 were still fully functioning at that time.

Q. Will the District of Summerland proceed with work at PRV 10 if the weather is cold?

A. Yes, the work will be more difficult if the weather is cold but the District is committed to this date regardless of the weather conditions.

Q. Are all of the pressure reducing valves within PRV 10 going to be replaced?

A. Yes, the three pressure reducing valves within PRV 10 are going to be replaced along with other piping, isolations valves and equipment.

- Q. If the work extends beyond the planned 60 hour timeline or water cannot be fully reloaded into the system by 7:00 am Monday, will this be considered an emergency?**
- A. Depending on factors such as the length of time the outage is extended and the amount of chlorinated water that is able to be provided, a decision to consider it an emergency will need to be made at that time. Prior to the outage, the District will outline a communication plan to ensure residents are advised where the most up-to-date information regarding the outage can be found. During the weekend, the District will provide updates regarding the progress of construction.
- Q. What is the District of Summerland doing to help or subsidize those demographics that don't have the appropriate resources, such as the elderly that live alone or low income residents?**
- A. The District will be following up with a volunteer group that is proposing to determine those in need and provide assistance during the water outage.
- Q. Will the public be notified of the Boil Water Advisory prior to the water being turned off?**
- A. Yes, a notice will be sent to residents reminding them of the dates of the water outage and when the Boil Water Advisory is expected to be in effect. A notice will also be sent advising residents that a Boil Water Advisory is in effect and residents will be notified once the advisory is lifted.
- Q. Elaborate on what a Boil Water Advisory is?**
- A. During the outage, water that will be introduced into the Summerland Water System does not meet the Canadian Drinking Water Guidelines as it is only chlorinated. Because of this, in order for residents to use this water for consumption, it must be boiled prior to consumption.
- Q. What is the cost of the project?**
- A. The 2016 estimated budget amount was \$300,000.
- Q. Are all parts for the work here or on order?**
- A. Yes, the District has received most of the materials and equipment. Anything that has not been received to date, has been ordered and is expect to arrive well in advance of March 2017.
- Q. What provisions has the District of Summerland made to ensure the security of homes during the shutoff as many citizens will be leaving town during the water shutoff?**
- A. The District continues discussions with the RCMP on this subject to determine the need for additional assistance for this weekend. Home owners who choose to leave the community during the planned water shutoff are encouraged to follow the same practices that they would have in place when they leave the community for an extended period of time. For example, having a neighbour or other family member keeping a watchful eye on their property.
- Q. What are the insurance implications for property owners including large facilities with sprinkler systems? Will the District of Summerland take out a special rider in their insurance policy for the weekend of the outage?**
- A. Property insurance policies vary in their requirements and coverages for such events; therefore, property owners are encouraged to contact their insurance provider to discuss the potential impact this planned water outage may have on their coverage. Insurance providers may have specific requirements for large facilities, such as a "24-hour fire watch", but only the insurance providers can confirm such potential requirements. Responsibility for property insurance rests with each property owner. It is not possible for the District of Summerland to provide property insurance coverage for private properties.

Q. What will happen in the event of a house or building fire? How will the Fire Department respond to a fire during the water outage?

A. The Fire Department will be staffed for the duration of the outage with additional members onsite at the fire hall. This will reduce response time in the event of a fire. Water is stored on all three fire engines and additional water will be stored and available on two District water trucks if required. The Fire Department is also working on accessing two additional water trucks.

Any fire incidents that occur during the outage will be treated as a rural response. A rural response dictates that additional resources, such as water trucks, are dispatched to the incident. This is a standard response protocol utilized by the Fire Department for several areas of Summerland where hydrants are not available.

In addition to this, the water supply tanks for Lower Town, Trout Creek and Deer Ridge areas will remain full so that water will be available in the event of a fire. The District is continuing work on maintain some water within the system which could be used as a supplemental source of water for fire protection.

Q. What is the water capacity of a fire truck and how long will the water last?

A. Water capacity of fire trucks varies greatly by make, model and intended use. The Fire Department has three fire engines with a combined capacity of 2,175 imperial gallons (lgal). Two District water trucks that will be available have combined capacity of 4,300 lgal. Total combined capacity of these five vehicles is 6,475 lgal.

There are many variables as to how long the water will last. This is dependent upon the size of the fire, how many hose lines are deployed, and the size of hose line in use. For a typical single family house fire, the standard operation would be for a 1 3/4" hose line to be deployed, flowing 95 lgal per minute. With the water capacity available from our fleet, this equates to approximately 68 minutes of constant flow.

The intent is to also have two additional water trucks available with a total capacity of approximately 3,000 lgal. This would provide an additional constant supply of 95 lgal per minute for 31 minutes.

Q. How are motel owners to communicate the water outage to their guests?

A. By providing advance notice of the water outage and associated Boil Water Advisory that will accompany the outage, business owners will need to determine how best to communicate this to their potential customers.

Q. Senior care facilities, local businesses, churches, and large communal living (stratas) need to be included and notified about what plans are required to get through the water outage. What steps should be taken by these facilities?

A. Each facility will need to determine what measures are required onsite to provide water to their tenants or customers. District staff will be available to meet with any facility owners or maintenance staff that wishes to discuss possible options to provide temporary water.

Q. Will traffic be impacted due to the proposed work

A. Traffic will be impacted at each of the three proposed work areas: Prairie Valley Road between Sinclair Road and Prior Place; at the ovalabout located at Prairie Valley Road and Victoria Road; and on Prairie Valley Road east of Morrow Avenue. Traffic is not expected to be impacted on Kelly Avenue and Brown Street for the excavation of the storage pond.

A Traffic Management Plan and Detour Map will be posted on the District's website prior to construction.

- Q. Will access to the Deer Ridge area be affected by the proposed valve replacement work at Prairie Valley Road and Morrow Avenue?**
- A. Replacement of the valve at this location will occur within the existing underground vault that is located off of the roadway. Traffic will likely be reduced to alternating single lanes during construction. Rutherford Avenue and Dale Meadows Road can be used as an alternative routes.
- Q. Will houses at higher elevations be affected?**
- A. Yes, even with the introduction of water from other sources there will be approximately 160 properties that will likely be without water for the entire 60 hours. Many of these are at higher elevations. Because the intermittent supply of water will be less than typically provided, any large downstream demands will have an effect on upstream residences at a higher elevations which may cause pressure and flow fluctuations or possibly short outages.
- Q. Why will the District of Summerland be reducing chlorination at the Water Treatment Plant prior to the water outage?**
- A. It is a Ministry of Environment requirement that water disposed of into the environment not be chlorinated. Since approximately 4,000m³ of water must be drained from the watermain between the Water Treatment Plant and PRV 10, it is more cost effective and efficient to not add chlorine at the Water Treatment Plant prior to draining this watermain rather than attempt to dechlorinate the water being drained.
- Q. Can the District of Summerland's system handle being drained?**
- A. Yes, this large diameter watermain from the Water Treatment Plant to PRV 10 has been drained in the past and there should be no issues as this will be completed by experienced District staff.
- Q. Will the storage pond proposed at Brown Street and Kelly Street be able to hold all the water that needs to be drained from the system?**
- A. No, the storage pond is expected to hold approximately 2,500m³ of the total 4,000 m³ required to be drained; therefore, other draining methods will be required at other locations.
- Q. Will the storm system back up if it used during the draining process?**
- A. As a good portion of the water will be drained into a storage pond at Brown Street and Kelly Avenue. It is not anticipated that the storm system will be negatively affected if it is used to capture a portion of the water being drained.
- Q. Will residents be able to accelerate draining the system? Will flushing the hydrants expedite drainage of the system?**
- A. Not significantly. It would also be difficult to request and coordinate a mass, District wide effort to expedite drainage time. District staff will drain from hydrants and other location to expedite the time require to drain the watermain.
- Q. Will draining the watermain from the Water Treatment Plant to PRV 10 also drain my hot water tank? Do I need to turn the gas or power off to my hot water tank?**
- A. Since plumbing systems and hot water tanks can vary significantly from one property to another, it is up to individual property owners to determine what steps should be taken to protect their water system from damage during draining and reloading of the municipal water system.

- Q. Does my water to the house need to be shut off?**
A. It is not required to be shut off but property owners should assess their internal water system and determine what steps they wish to take during the water outage.
- Q. Will there be surges in the domestic water system once water is restored? Should residents turn off our inside taps during the outage to protect internal plumbing? Will the water pressure be the same once work is completed?**
A. There should be no increase in pressures or surges during this outage and recharging of the water system. Property owners should assess their internal water system and determine what steps they wish to take during the water outage. Water pressures following the project are anticipated to be the same as current pressures. Once the water system is recharged and residents turn on their taps, air in the system could come out when you open your taps for the first time and the water may look 'milky' for a period of time.
Following the outage, residents are encouraged to turn on outside taps and let them run until the water is clear. Residents are also encouraged to not use washing machines or dishwashers until you have done this.
- Q. Will a reverse osmosis system make dechlorinated water potable?**
A. It is recommended that anyone who uses or wishes to use a reverse osmosis system, or any other type of water filtration system, contact the equipment manufacturer for more detailed information.
- Q. How far in advance can chlorinated water be stored and remain potable?**
A. This is dependent on many variables such as the container it is stored in, the cleanliness of the container and the storage temperature. The District would recommend using clean containers stored at a cool temperature that residents fill water storage containers as close to the water outage as possible.
- Q. How can residents assist the District of Summerland during this water outage?**
A. Residents can assist the District by being prepared for this water outage by taking the necessary steps to ensure they have assessed their internal plumbing systems and taking any appropriate steps in advance, to store sufficient water ahead of time for their personal use during the outage and to reduce the use of any intermittent water that may be available.
- Q. Will there be other Information sessions?**
A. Yes, additional information sessions and/or open houses are currently being planned and will be advertised once detailed are finalized.