



WHISKEY CREEK

Water Service Area Annual Report

Prepared by:



REGIONAL DISTRICT OF NANAIMO
Water Services Department
June 2011



Table of Contents

1. Introduction	1
2. Whiskey Creek Water Service Area.....	1
2.1 Source Water.....	1
2.2 Reservoirs	1
2.3 Distribution System	1
3. Water Sampling and Testing Program	2
4. Water Quality - Source Water and Distribution System	2
5. Water Quality Inquiries and Complaints	2
6. Water Consumption.....	3
7. Maintenance Program.....	3
8. Water Service Area Projects.....	3
8.1 2010 Completed Studies & Projects.....	3
8.2 2011 Proposed Projects & Upgrades.....	3
9. Emergency Response Plan	4
10. Cross Connection Control	4
11. Closing.....	4

Appendix A - Map of Whiskey Creek Water Service Area

Appendix B - Water Quality Testing Results

Appendix C - Emergency Response Plan

1. Introduction

The following annual report describes the Whiskey Creek Water Service Area and summarizes the water quality and production data from 2010. This report also includes a summary of inquiries and complaints, completed and proposed maintenance activities, the Emergency Response Plan, and the Cross Connection Control Program.

This report is to be submitted to the Vancouver Island Health Authority by the Spring of 2011.

2. Whiskey Creek Water Service Area

The Whiskey Creek water system was constructed in the 1970s and was initially operated by the Subdivision Developer, Westerlea Estates Ltd. The water system is located eight kilometres southwest of Qualicum Beach on the south side of Highway 4. There are 126 residential lots connected to the water system. Since the year 2000, an elected committee has been responsible for the operation and maintenance of the system. The elected committee formed the Whiskey Creek Water District and consisted of three part-time operators. Local contractors were hired for repairs and improvements when required. In January 2011, at the request of local residents and after a successful petition process, the ownership and operation of the Whiskey Creek Water District was transferred to the RDN. A map of the Whiskey Creek Water Service Area is provided in Appendix A for reference.

2.1 Source Water

Two water licences allow surface water to be extracted from nearby Crocker Creek. An emergency backup generator is available in the event of a power failure. Water from Crocker Creek is temporarily stored in a raw water storage pond next to the pumphouse on Hebert Road. Perforated pipe under the bed of the pond carries water into a concrete wet well containing two submersible pumps. These pumps deliver water through a pressure filter to a water storage reservoir. The water is dosed with chlorine and a polymer upstream of the filter. Drinking water is pumped into the water system via two booster pumps.

2.2 Reservoirs

One service reservoir (concrete) is present at 979 Poplar Way, and has a capacity of 195 m³ (43,000 imperial gallons).

2.3 Distribution System

The water distribution system in Whiskey Creek is summarized in the table below. There are 9 fire hydrants and 4 flush-outs in the system.

Watermain Material	Length of mains in Whiskey Creek Water Service Area	Prevalence in Water Service Area
<u>Asbestos-concrete:</u> 100mm or smaller	1,280 m	40%
150mm or larger	1,920 m	60%

3. Water Sampling and Testing Program

Water sampling and testing was carried out by the Whiskey Creek Water District operators (not the RDN) until January 2011. A limited amount of historic test results are available, and are attached in Appendix B of this report. In 2011, the proposed water sampling program by RDN staff is given in the table below.

Timing	Location	Tests
Weekly (Health Dept. Requirement)	BC Centre for Disease Control	Total coliforms, E.Coli
Weekly	RDN (in-house) Laboratory	Total coliforms, E.Coli Temperature, pH, Conductivity Chlorine residual, Salinity, TDS
Monthly	RDN (in-house) Laboratory	Total Iron and Manganese
Quarterly	North Island Labs	Trihalomethanes (THMs), Total coliforms, and E.Coli at the reservoir site
Annual Source Water Testing	North Island Labs	Complete potability testing of raw source water (every Fall) including tannins and lignins
Annual System Water Testing	North Island Labs	Complete potability testing of distribution system water (every Spring) including tannins, lignins, Giardia, and Cryptosporidium

4. Water Quality - Source Water and Distribution System

Up-to-date water quality reports and lab data are posted monthly on the RDN website at www.rdn.bc.ca in the Environmental/Water section, under “Water Service Areas” then “WaterSmart Communities”. Tables of water quality testing results for both the source water and distribution system are provided at the end of this report under Appendix B.

5. Water Quality Inquiries and Complaints

Information gathered from the previous water system operators indicates that several complaints and inquiries were received from the Whiskey Creek water service area in 2010, and were typically related to colour, and/or chlorine taste and odours in the water.



Intersection of Britain Blvd and Poplar Way in Whiskey Creek

6. Water Consumption

According to the *Asset Condition Report (2009)* provided by Norm Winton, P.Eng., the average annual water consumption in Whiskey Creek is 407 L/day/capita, based on an estimated population of 250 people. This consumption is slightly higher than the RDN system average of 305 L/day/capita in 2010. The report further indicates that several homes have swimming pools that are filled from the distribution system, but only 10% of residents water their lawn.

No metered household water consumption data is available from 2010. However, in order to standardize Whiskey Creek with other RDN water systems, metered water consumption is expected to be fully implemented by the end of 2011.

7. Maintenance Program

In 2011, the RDN proposes that a weekly pump station inspection will be carried out to reduce or eliminate the risk of contamination and system failure, and to ensure the consistent application of chlorine for treatment purposes. Watermains will be flushed once annually. The 9 fire hydrants will be serviced (either 'A-level' or 'B-level') once annually.

Homeowners in the Whiskey Creek Water Service Area were notified in early 2011 that the fire hydrants in this system cannot be relied on for fire insurance purposes due to insufficient supply and capacity for fire flows. However, the RDN has twenty-four hour on-call coverage in place to respond to water system emergencies.

8. Water Service Area Projects

8.1 2010 Completed Studies & Projects

- Asset Condition Study of Whiskey Creek Water System was forwarded to the RDN;
- Transfer of Whiskey Creek Water System ownership and operation to the RDN was proposed to residents.

8.2 2011 Proposed Projects & Upgrades

- Finalize RDN water system ownership and acquire water licenses on Crocker Creek;
- Replace/upgrade water meters;
- Install a control panel at the raw water station;
- Install alarms at the pumphouse and reservoir site, along with communication lines to the RDN Utilities office;
- Install stand-alone water sampling stations;
- Update the outdoor sprinkling regulations;
- Prepare a Draft Cross Connection Control Bylaw;
- Carry out a comprehensive water conservation campaign (Team WaterSmart);
- Update and improve the RDN website at www.rdn.bc.ca;
- Update the Emergency Response Plan;
- Utilize the Auto E-message service to notify member residents of water service disruptions and upcoming maintenance activities;
- Apply a low-flush toilet incentive;
- Continue quality control through regular testing and monitoring of the water system; and
- Complete additional educational programs.

9. Emergency Response Plan

The Regional District Emergency Response Plan (ERP) contains procedures and contact information to efficiently respond to water system emergencies such as contamination of water supply, loss of supply, and pump failure. Copies of the ERP are available on our website, at each RDN office, in each pumphouse, and in each Water Services vehicle. A copy of the ERP is also attached to this report in Appendix C.

10. Cross Connection Control

Cross connection controls being proposed for the Whiskey Creek water system in 2011 include the installation of dual check valves at each service connection (if absent), mandatory fire hydrant use permits, and the creation of water supply bylaw(s) noting discontinued service if a threat to the water supply is perceived by staff.

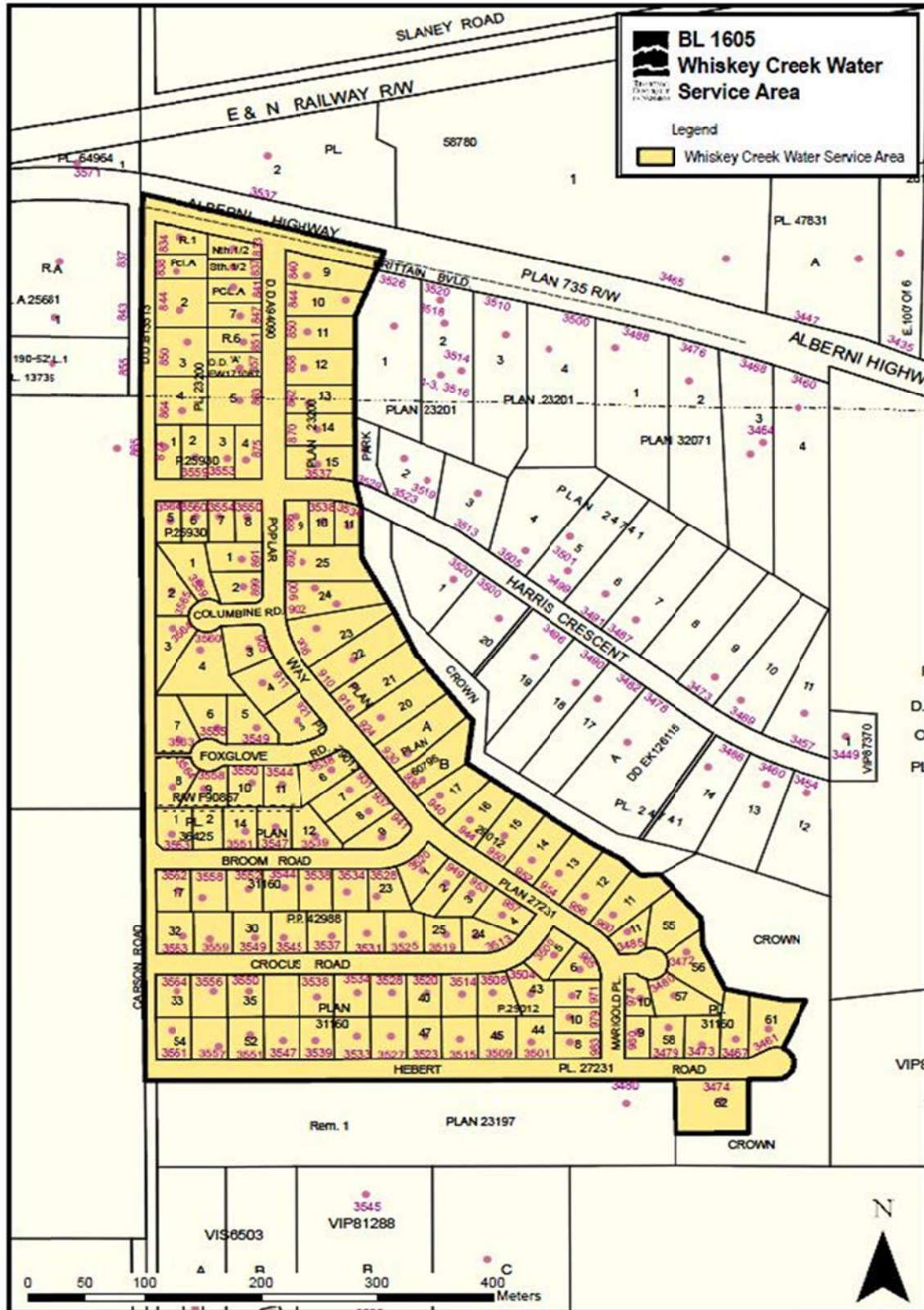
11. Closing

An annual report for the year 2011 will be prepared and submitted to the Vancouver Island Health Authority in the Spring of 2012. Annual reports are also available on our website at www.rdn.bc.ca in the Environmental/Water section, under “Water Service Areas” then “WaterSmart Communities”.

APPENIDX A

**MAP OF WHISKEY CREEK
WATER SERVICE AREA**

WHISKEY CREEK WATER SERVICE AREA



APPENDIX B

WATER QUALITY TESTING RESULTS

WHISKEY CREEK WATER DISTRICT

Facility Location:

979 Poplar Way
Qualicum Beach

Facility Information:

Facility Type: DWC

Facility Sampling History:

<u>Location</u>	<u>Date</u>	<u>Total Coliform</u>	<u>E. Coli</u>
899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC	4-Jan-2011	L1	L1
844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC	14-Dec-2010	L1	L1
3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC	7-Dec-2010	L1	L1
844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC	30-Nov-2010	L1	L1
3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC	23-Nov-2010	L1	L1
3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC	17-Nov-2010	L1	L1
899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC	2-Nov-2010	L1	L1
899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC	19-Oct-2010	L1	L1
844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC	12-Oct-2010	L1	L1
3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC	5-Oct-2010	L1	L1
3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC	28-Sep-2010	L1	L1
844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC	21-Sep-2010	L1	L1
899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC	14-Sep-2010	L1	L1
3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC	8-Sep-2010	L1	L1
3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC	1-Sep-2010	L1	L1
844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC	24-Aug-2010	L1	L1
899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC	17-Aug-2010	L1	L1
3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC	10-Aug-2010	L1	L1
3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC	3-Aug-2010	L1	L1
899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC	27-Jul-2010	L1	L1
3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC	20-Jul-2010	L1	L1
899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC	13-Jul-2010	L1	L1
844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC	7-Jul-2010	L1	L1
844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC	22-Jun-2010	L1	L1
3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC	15-Jun-2010	L1	L1
3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC	9-Jun-2010	L1	L1
899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC	1-Jun-2010	L1	L1
844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC	26-May-2010	L1	L1
3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC	18-May-2010	L1	L1
3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC	11-May-2010	L1	L1

Interpreting Sample Reports

In VIHA, the results of drinking water sampling are reported using the following coding system:

- L1 Less than 1 (no detectable bacteria) – Meaning: No bacteria present
- OG Overgrown – Meaning: Too many background bacteria to give an accurate count
- EST Estimated Count
- and
- A Sample not tested; Too long in transit
- C Sample leaked/broken in transit
- D Sample not tested; No collection date given.

WHISKEY CREEK WATER DISTRICT

Facility Location:

979 Poplar Way
Qualicum Beach

Facility Information:

Facility Type: DWC

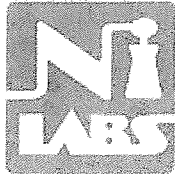
Facility Sampling History:

<u>Location</u>	<u>Date</u>	<u>Total Coliform</u>	<u>E. Coli</u>
3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC	11-May-2010	L1	L1
899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC	4-May-2010	L1	L1
899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC	27-Apr-2010	H	
844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC	20-Apr-2010	L1	L1
3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC	13-Apr-2010	L1	L1
3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC	6-Apr-2010	L1	L1
3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC	30-Mar-2010	L1	L1
3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC	23-Mar-2010	L1	L1
899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC	17-Mar-2010	L1	L1
899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC	10-Mar-2010	L1	L1
899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC	2-Mar-2010	L1	L1
844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC	23-Feb-2010	L1	L1
3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC	9-Feb-2010	L1	L1
3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC	2-Feb-2010	L1	L1
899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC	19-Jan-2010	L1	L1
844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC	12-Jan-2010	L1	L1
3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC	6-Jan-2010	L1	L1
844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC	15-Dec-2009	L1	L1
3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC	1-Dec-2009	L1	L1
899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC	25-Nov-2009	L1	L1
AUDIT Whiskey Creek RAW Water, RAW WATER	25-Nov-2009	35.0	2.0
AUDIT Whiskey Creek Water District, AUDIT Whiskey Creek Water District	25-Nov-2009	L1	L1
844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC	17-Nov-2009	L1	L1
3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC	3-Nov-2009	L1	L1
899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC	20-Oct-2009	L1	L1
844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC	13-Oct-2009	L1	L1
3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC	6-Oct-2009	L1	L1
3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC	30-Sep-2009	L1	L1
899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC	23-Sep-2009	L1	L1
844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC	15-Sep-2009	L1	L1

Interpreting Sample Reports

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- C Sample leaked/broken in transit
- D Sample not tested; No collection date given.



North Island Laboratories

• 2755 B Moray Avenue, Courtenay, B.C. V9N 8M9 Tel: (250) 338-7786 Fax: (250) 338-7553

Certificate of Analysis

Report To: Whiskey Creek Water District
Lawrence Hawkes
979 Poplar Way
Qualicum Beach, BC
V9K 1V9

Lab Number: 75600
Date Reported: 4 Sep 09
Date Completed: 4 Sep 09
Date Received: 26 Aug 09 12:27

75600-01 Poplar Way Reservoir Pump
Sampled By:
Sampling Date: 26 Aug 09 0:00

Test	Result	Units	Drinking Water Guideline
Alkalinity	45	mg/L	
Colour - Apparent	12	Colour units	15 AO
Conductivity	94.7	uS	
Hardness (CaCO3)	190	mg/L	80-100
pH	7.6	pH Units	6.5-8.5
Total Dissolved Solids	84	mg/L	500 AO
Turbidity	<0.5	NTU's	5 AO
Chloride	4.6	mg/L	250 AO
Fluoride	<1.0	mg/L	1.5 MAC
Nitrate (N)	0.1	mg/L	10 MAC
Nitrite (N)	<0.1	mg/L	3.2 MAC
Sulphate	<2.0	mg/L	500 AO
T-Aluminium	0.192	mg/L	0.1 Operational Std.
T-Antimony	<0.0002	mg/L	0.006 MAC
T-Arsenic	0.0002	mg/L	0.010 MAC
T-Barium	0.001	mg/L	1.0 MAC
T-Boron	<0.005	mg/L	5 IMAC
T-Cadmium	<0.00001	mg/L	0.005 MAC
T-Calcium	53.3	mg/L	
T-Chromium	0.0005	mg/L	0.05 MAC
T-Copper	0.001	mg/L	1.0 AO
T-Iron	0.051	mg/L	0.3 AO
T-Lead	0.0003	mg/L	0.010 MAC
T-Lithium	<0.001	mg/L	
T-Magnesium	13.4	mg/L	
T-Manganese	0.0005	mg/L	0.05 AO
T-Mercury	<0.01	ug/L	1 ug/L MAC

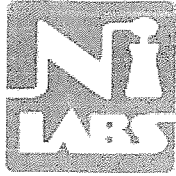
AO = Aesthetic Objective; MAC = Max. Allowable Concentration; IMAC = Interim MAC
> = Greater than; < = Less than

Results relate only to samples as submitted. This certificate must not be reproduced, except in its entirety, without written consent from the laboratory.

Canadian Drinking Water Guidelines as listed on Dec. 5th, 2005 and are subject to

04/09/2009 12:39

Page 1 of 4



North Island Laboratories

• 2755 B Moray Avenue, Courtenay, B.C. V9N 8M9 Tel: (250) 338-7786 Fax: (250) 338-7553

75600-01 Poplar Way

Reservoir

Pump

Sampled By:

Sampling Date: 26 Aug 09 0:00

Test	Result	Units	Drinking Water Guideline
T-Nickel	<0.001	mg/L	
T-Phosphorus	0.032	mg/L	
T-Potassium	0.8	mg/L	
T-Selenium	<0.0006	mg/L	0.01 MAC
T-Silver	<0.00001	mg/L	
T-Sodium	101	mg/L	200 AO
T-Uranium	<0.0004	mg/L	0.02 MAC
T-Zinc	0.007	mg/L	5 AO
Total Coliforms (DES)	<1.0	MPN/100mL	<1
E. coli (DES)	<1.0	MPN/100mL	<1
Tannins & Lignins	0.1	mg/L	0.4 AO

AO = Aesthetic Objective; MAC = Max. Allowable Concentration; IMAC = Interim MAC
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Page 2 of 4

APPENDIX C

EMERGENCY RESPONSE PLAN

EMERGENCY RESPONSE PLAN

REGIONAL DISTRICT
OF
NANAIMO

WATER SYSTEMS

REVISION DATE - JUNE 2011

Contents

• Overview	1
– Prime Responsibilities	
– Emergency Response and Recovery Actions	
• Communication Checklist	2
– RDN Priority Contacts	
– Key Communication Options	
• Emergency Contacts	3-6
• Emergency Response Plans	7-9
– Contamination of Source	
– Loss of Source	
– Flood Conditions	
– Broken Water Main	
– Chlorination Failure	
– Pump Failure	
– Power Failure	
– Backflow or Back Siphonage	
– Bacteria Count (RDN Lab)	
• Appendices	
– Boil Water Advisory Notice	10
– Boil Water Order Notice	11
– Unfit for Drinking Notice	12
– Service Interruption Notice	13
• Maps-Water Service Areas	
– Nanoose Bay Peninsula	Map 1
Neighbourhoods: Madrona/Wall Beach	Map 2
Fairwinds	Map 3
Arbutus Park	Map 4
West Bay	Map 5
Driftwood	Map 6
– French Creek	Map 7
– Surfside	Map 8
– San Pareil	Map 9
– Englishman River	Map 10
– Melrose	Map 11
– Decourcey	Map 12
– Whiskey Creek	Map 13

Prime Responsibilities

- Provide safe drinking water.
- Provide potable water for sanitation purposes.
- Provide water for fire suppression.
- Prevent unnecessary loss of stored water.
- Restore the integrity of the entire water system as soon as possible.
- Maintain integrity and quality of supply.

Emergency Response and Recovery Actions

- Analyze the type and severity of the emergency.
- Provide emergency assistance to save lives.
- Reduce the probabilities of additional injuries or damage.
- Provide situational reporting to appropriate agencies as required.
- Perform emergency repairs based on priority demand.
- Return system to normal levels. (recovery)
- Evaluate response and preparedness plan.
- Revise plan as necessary.
- Provide maps, notices, and direction necessary for water recovery.

Communication Check List

In an emergency it will be important to contact the key people shown below. This will help reduce confusion and assist in ensuring any important messaging is done so correctly and quickly.

IF REQUIRED, CONTACT P.E.P or V.I.H.A. BEFORE MAKING THE FOLLOWING CONTACTS AS PER THE EMERGENCY PLANS

RDN Priority Contacts

MANAGER OF WATER SERVICES	MIKE DONNELLY <i>(250) 390-6560</i>
G.M. REGIONAL & COMMUNITY UTILITIES	JOHN FINNIE <i>(250) 390-6560</i>
COMMUNICATIONS COORDINATOR.....	ADRIENNE MERCER <i>(250) 390-4111</i>
EMERGENCY COORDINATOR.....	JANI THOMAS <i>(250) 713-2057(cell)</i>

Key Communication Options

Management Support

- Contact Electoral Area Director
- Contact the local radio station and provide a brief message if public health and safety are at risk. Follow up with a press release.

Field Staff Support

- Post notices on household front doors.
- Attach warning signs to existing Water Sprinkling Regulation signs in each community.
- Put up roadside signage at the entrance to the community.

Administrative Support

- Provide information message on the RDN web site.
- Review after hours office and voice mail messaging.
- Provide notification to other RDN staff.

Emergency Contact Numbers

Personnel Contacts

<i>Name</i>	<i>Position</i>	<i>Phone</i>
Dave	Chief Operator	(250) 248-4914
Randy	Operator II	(250) 248-4914
Heather	Operator III	(250) 248-4914
Brian	Operator III	(250) 248-4914
Brad	Operator II	(250) 248-4914
Lyndon	Operator II	(250) 248-4914
Mike Donnelly	Manager of Water Services	(250) 390-6560
Deb Churko	Engineering Technologist	(250) 390-6560
Jack Eubank	Bylaw Officer	(250) 390-6560
John Finnie	General Manager	(250) 390-6560

Electoral Area Directors

<i>Electoral Area</i>	<i>Director</i>	<i>Phone</i>	<i>email address</i>
A	Joe Burnett	722-2656	quairlanding@shaw.ca
B	Gisele Rudischer	247-8795	giselerudischer@gmail.com
C	Maureen Young	754-5896	Maureen_young@shaw.ca
E	George Holme	468-7237	gholme@shaw.ca
F	Lou Biggemann	248-9078	lwb@shaw.ca
G	Joe Stanhope	248-6401	jstanhope@shaw.ca
H	Dave Bartram	757-9737	dwbartram@shaw.ca

Government Agency Contacts

Ministry of Environment	Nanaimo	(250) 751-3100
Department of Fisheries and Oceans	Nanaimo	754-0230
Provincial Emergency Preparedness (PEP) and Dangerous Goods Spills	Victoria	1-800-663-3456
Environmental Health Office	Parksville	947-8222
Bill Wrathall, Env. Health Officer	Parksville	947-8222
Environmental Health Office	Nanaimo	755-6215
Murray Sexton, Public Health Engineer	Nanaimo	755-6293
Medical Health Officer	Nanaimo	740-6988
		<i>or after hours</i> 1-800-204-6166
City of Parksville Public Works	Parksville	248-5412
Town of Qualicum Beach Public Works	Qualicum Beach	752-6921
District of Lantzville	Lantzville	390-4006

Emergency

Hospital	- Nanaimo	754-2141
	- Parksville phone number (Nanaimo hospital)	248-2332
Ambulance	- Parksville	911 or 248-3511
	- Nanaimo	911 or 758-8181
Police	- Parksville	911 or 248-6111
	- Nanaimo	911 or 754-2345
Fire Department	- Parksville	911 or 248-3242
	- Nanoose Bay	911 or 468-7141
	- Qualicum Beach	911 or 752-6921
	- Cedar	911 or 722-3122

Priority Services

BC Hydro (Qualicum Beach number)	(250) 752-8012 or
BC Hydro– Derek Leik 755-4734	1-888-769-3766
Telus	811-2323 or
Telus- Paul McGrath cell 248-0983	741-7713 or 741-7716
Teresen Gas	248-4880
Shaw Cable (Nanaimo)	754-5571
CP Rail	1-800-716-9132
French Creek Pollution Control Centre	248-5794
Chlorine Manufacturer (Brentagg)	1-800-661-1830

Community Contacts

District 69 School Board Office	248-4241
Nanoose Bay School	468-7414
Nanoose Children’s Centre	468-1784
Nanoose Place	468-5339
Nanoose Post Office	468-7722
Naval Base (Department of National Defense)	756-5021 or 468-5004

Excavation Services

Shoreline Equipment (Doug Penny)	468-7759 or 755-9502 (cell)
Lundine Backhoe Service (Jim Lundine)	752-6808 or 951-1508 (cell)

Electrical Contractors

Canem Electric	468-1887
East Isle Power (Harvey Sommerfeld)	821-0415 or 954-7463 (cell)
TC Trades (Tom Frenette)	756-0077 or 250-668-0078

Other Services

Plumbing Services (Maci Motor – Pump Repair)	(250) 248-4423
Bulk water supply (BC Water Service)	954-3628
Bottled water supply (Water Pure & Simple)	752-1373
EPCOR (Parksville)	951-2460
Sand and Gravel (Ozero)	752-1482
Sand and Gravel (Luissier & Sons)	468-9994
Pump Trucks (Action Tank Service)	248-3833
Pump Trucks and Toilet Rentals (A-1 Septic)	248-4438
Portable Washrooms (Coast Toilet Rentals)	753-7552
Running Water Enterprises (Water Hauling Service)	947-5197
Woods Water Hauling	758-2677
Fyfe’s Well and Water Services	752-4986 or 248-0830 (cell)

Suppliers

Four Star Waterworks (piping)	954-3546
Hwy Four Rentals (equipment & pumps)	248-1100
Iritex Pumps and Irrigation – (pumps)	248-7028
Windsor Plywood (miscellaneous building supplies)	752-3122
Albertsons Hardware (miscellaneous building supplies)	248-6888
Robinson Rentals	753-2465
United Rentals	758-3911

Media Services

Adrienne Mercer, RDN Communications Coordinator	1-877-607-4111 or 713-1075 (cell)
Radio Station (CKWV) Nanaimo and Parksville	758-1131
TV Station (CHEK)	383-2435
Newspaper (PQ News and The Weekender)	248-4341
The Oceanside Star	954-0600
Nanaimo Daily News / Harbour City Star	729-4212

Emergency Response Plans

Contamination of Source (Spills, Accidents, Vandalism)

Actions: Shut down pump
Notify Provincial Emergency Program (PEP)
Notify Health Unit
Notify all users if necessary under direction of Health Unit
Contact government agencies for advice and assistance
Contact local media for public service announcements
Post signs and deliver notices to homes and businesses. (See attached samples)
Arrange alternate source if necessary – i.e., bottled or bulk water
Advise RDN supervisory personnel

Contacts: Local Health Unit (Environmental Health Department)
Provincial Emergency Preparedness, Police, Ministry of Environment
All schools and community centres – see *“Priority Contacts” List*
RCMP if there has been vandalism

Loss of Source – Loss Of Reservoir or Supply Lines

Actions: Ensure pumps are shut off. (To protect pump)
Notify all users
Contact government agencies for advice and assistance
Arrange alternate source – i.e., bottled water, bulk water, storage tank
Advise RDN supervisory personnel if necessary

Contacts: Local Health Unit (Environmental Health Department) and Ministry of Environment

Flood Conditions

Actions: Notify all users regarding the potential for water contamination, loss of pump, power, etc. Users should be advised to store some drinking water in advance, and to boil any suspect water for two minutes or disinfect with chlorine when flood conditions exist
Phone government contacts
Contact local media for public service announcement when customers can not be reached by phone
Post signs or deliver notices if necessary. (See attached samples)
Arrange alternate source if possible – i.e. bottled water, bulk hauler or storage tank
Advise RDN supervisory personnel

Contacts: Local Health Unit (Environment Health Department), Provincial Emergency Preparedness, and Ministry of Environment

Broken Water Main

Actions: Shut pump off when backflow conditions have been prevented
Call for repairs as required – i.e. excavator, backhoe
Notify all users of interruption of service
Advise local Public Health office
Arrange alternate source if necessary
Advise RDN supervisory personnel

Contacts: Advise local Public Health office. (Environmental Health Department)

Chlorination Failure

Actions: Advise local Public Health Office
Shut off well pumps. Monitor reservoir levels.
Notify all users to boil water for two minutes or take other disinfection procedures in accordance with recommendations of local health officials
Post signs or deliver notices if necessary. (See attached samples)
Arrange chlorinator repairs
Advise RDN supervisory personnel

Contacts: Local Health Unit (Environmental Health Officer)
Chlorinator manufacturer

Pump Failure

Actions: Notify all users of interruption of service
Call for repairs: pump manufacturer if necessary
Advise local Public Health office (if interruption not short term)
Arrange alternate source if necessary – bottled or bulk water, etc.
Advise RDN supervisory personnel if necessary

Contacts: Local Health Unit (Environmental Health Department)

Power Failure

Actions: Call BC Hydro. Find out when power will be restored
Start back-up generator or arrange to get one
Notify all users about interruption of service if backup not capable of maintaining supply
Post signs or deliver notices if necessary. (See attached samples)
Advise local Public Health Office
Arrange alternate source if necessary – bottled or bulk water, etc.
Advise RDN supervisory personnel

Contacts: Local Health Unit (Environmental Health Department)

Backflow or Back Siphonage

Actions: Advise Medical Health Officer at local Health unit
Notify all users to boil water for two minutes or take other disinfection procedures in accordance with recommendations of local health officials
Purge and disinfect lines as directed, after corrections have been made
Post signs or deliver notices if necessary. (See attached samples)
Advise RDN supervisory personnel

Contacts: Local Health Unit (Environmental Health Department)

Bacteria Count (RDN Lab)

Actions: Advise Medical Health Officer at local Health unit
Follow procedures in accordance with recommendations of local health officials
Post signs or deliver notices if necessary. (See attached samples)
Advise RDN supervisory personnel

Contacts: Local Health Unit (Environment Health Department)

APPENDICES

Boil Water Advisory Notice	10
Boil Water Order Notice	11
Unfit for Drinking Notice	12
Service Interruption Notice	13

sample

NOTICE

Boil Water Advisory

Effective date: _____

Please note that all water used for domestic purposes (drinking, cooking, etc.) should be boiled before consumption. The boiling should be at a rolling boil and for a minimum of one minute.

RDN Water Services staff are continually monitoring the water supply system and will provide updates as they become available.

Watch for information updates at www.rdn.bc.ca (WaterSmart) and listen to your local radio station for more information.

This advisory will be in effect until further notice.

For further information contact the

Regional District of Nanaimo at:
1-877-607-4111 or 1-250-390-4111
Water Services Field Office: 1-250-248-4914

Sample **NOTICE**
Boil Water Order

Effective date: _____

Please note that all water used for domestic purposes (drinking, cooking, etc.) should be boiled before consumption. The boiling should be at a rolling boil and for a minimum of two minutes.

RDN Water Services staff are continually monitoring the water supply system and will provide updates as they become available.

Watch for information updates at www.rdn.bc.ca (WaterSmart) and listen to your local radio station for more information.

This order will be in effect until further notice.

For further information contact the

Regional District of Nanaimo at:
1-877-607-4111 or 1-250-390-4111
Water Services Field Office: 1-250-248-4914

WARNING

sample

**This Water is
Considered
Unfit for Drinking
or Domestic Use**

Effective date: _____

For further information contact the

Regional District of Nanaimo at:

1-877-607-4111 or 1-250-390-4111

Water Services Field Office: 1-250-248-4914

Sample

NOTICE

Water Supply Service Interruption

Effective date: _____

Please be advised that your water service may be interrupted or off for periods during the day.

When service is resumed, the water may be discoloured. This is due to disturbed deposits in the pipes and is not harmful.

This advisory will be in effect until further notice.

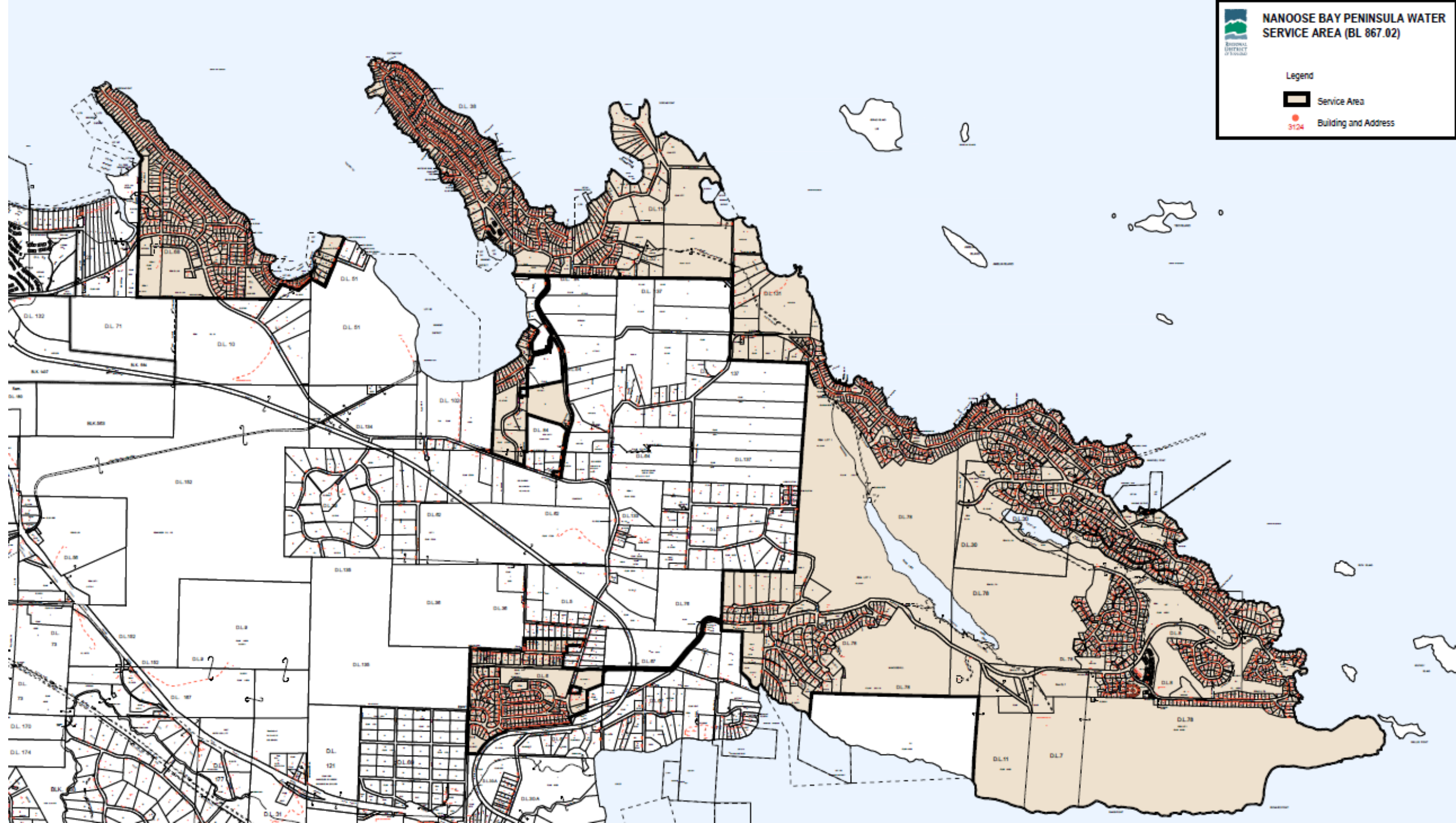
For further information contact the

Regional District of Nanaimo at:
1-877-607-4111 or 1-250-390-4111
Water Services Field Office: 1-250-248-4914

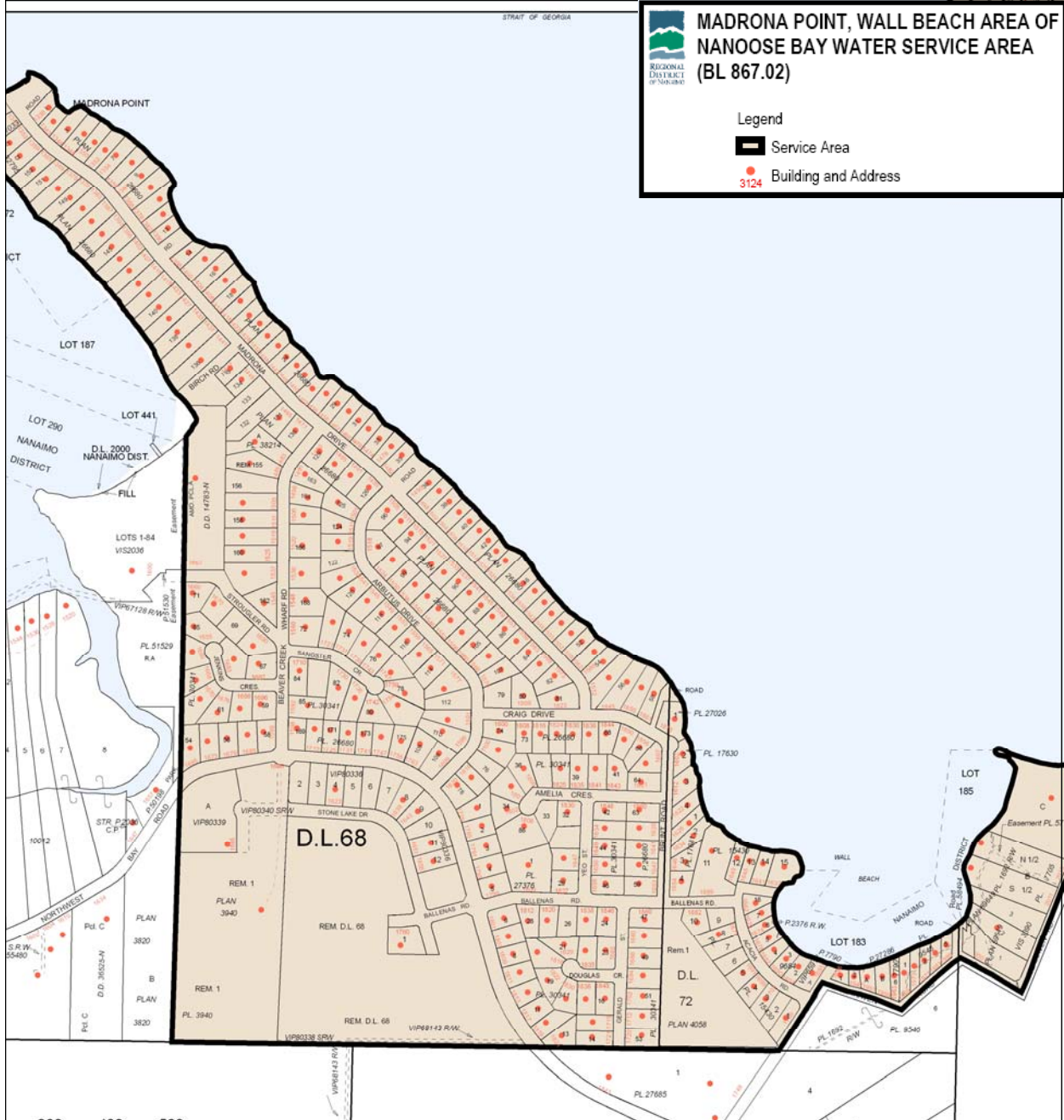
MAPS


Water Service Areas

Nanoose Bay Peninsula Water Service Area	Map 1
Neighbourhoods: Madrona/Wall Beach	Map 2
Fairwinds	Map 3
Arbutus Park	Map 4
West Bay	Map 5
Driftwood	Map 6
French Creek Water Service Area	Map 7
Surfside Water Service Area	Map 8
San Pareil Water Service Area	Map 9
Englishman River Water Service Area	Map 10
Melrose Water Service Area	Map 11
Decourcey Water Service Area	Map 12
Whiskey Creek Water Service Area	Map 13





MAP 1 NANOOSE BAY
PENINSULA



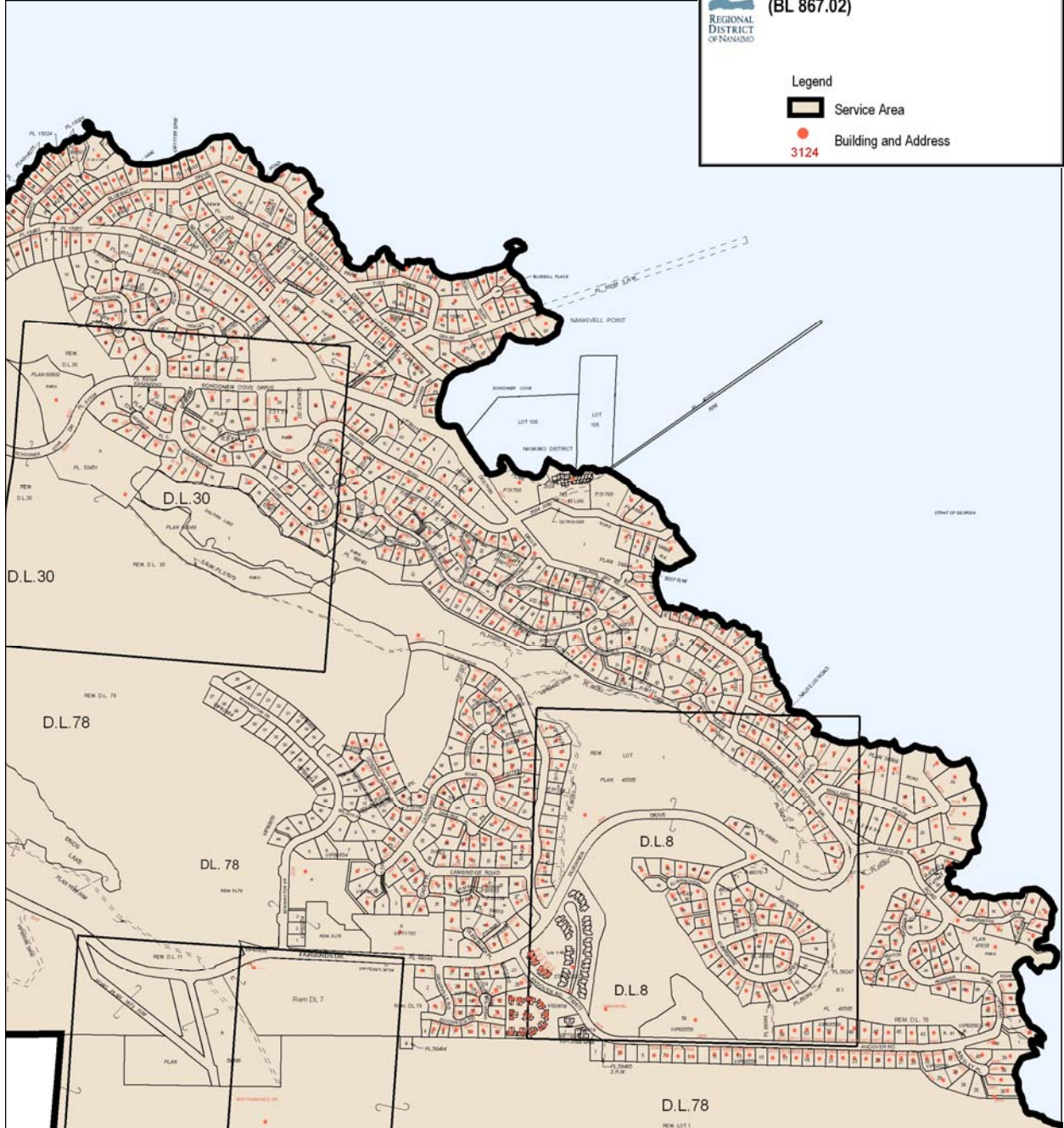


FAIRWINDS AREA OF NANOOSE BAY
WATER SERVICE AREA
(BL 867.02)

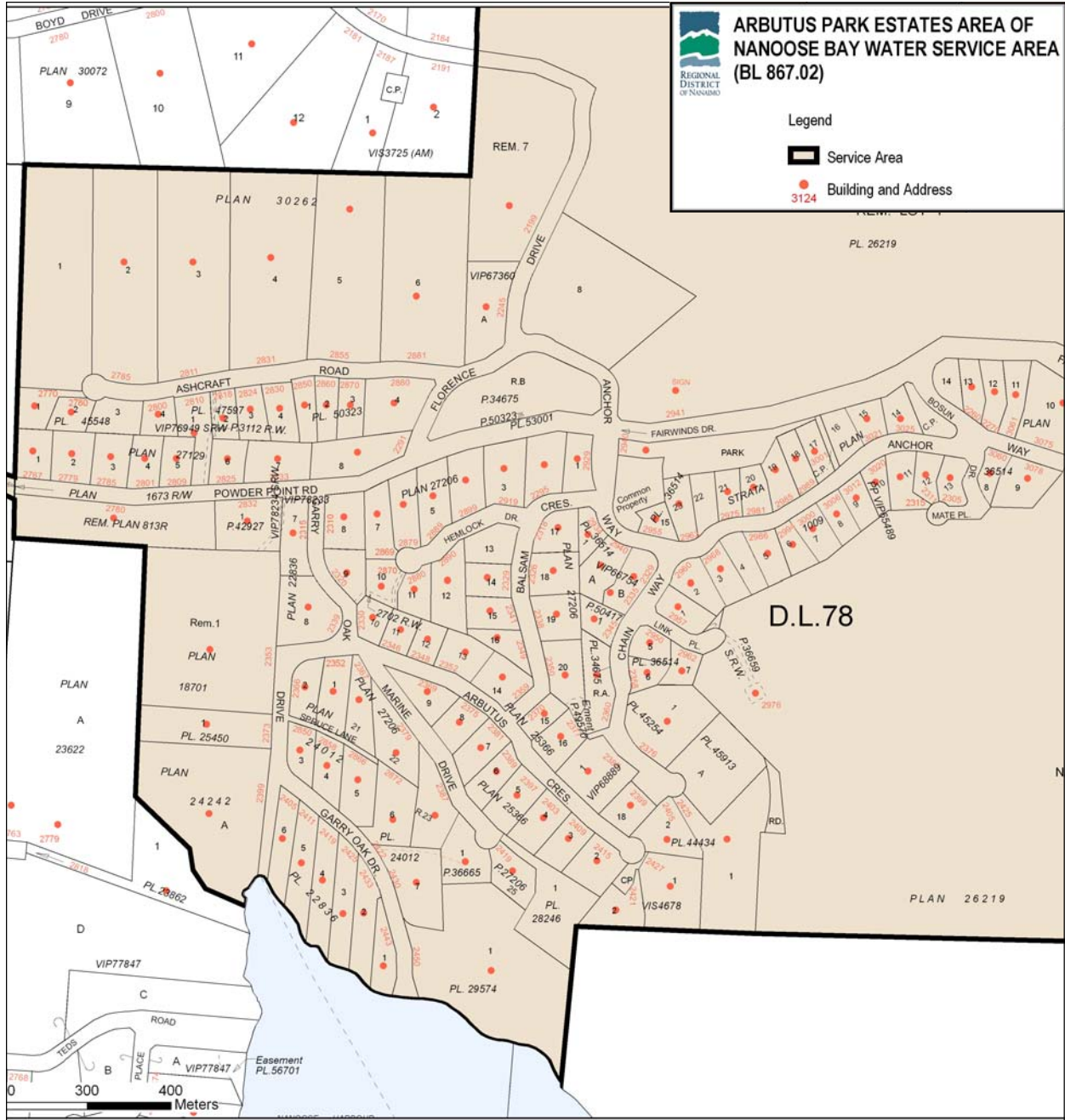
Legend

-  Service Area
-  Building and Address

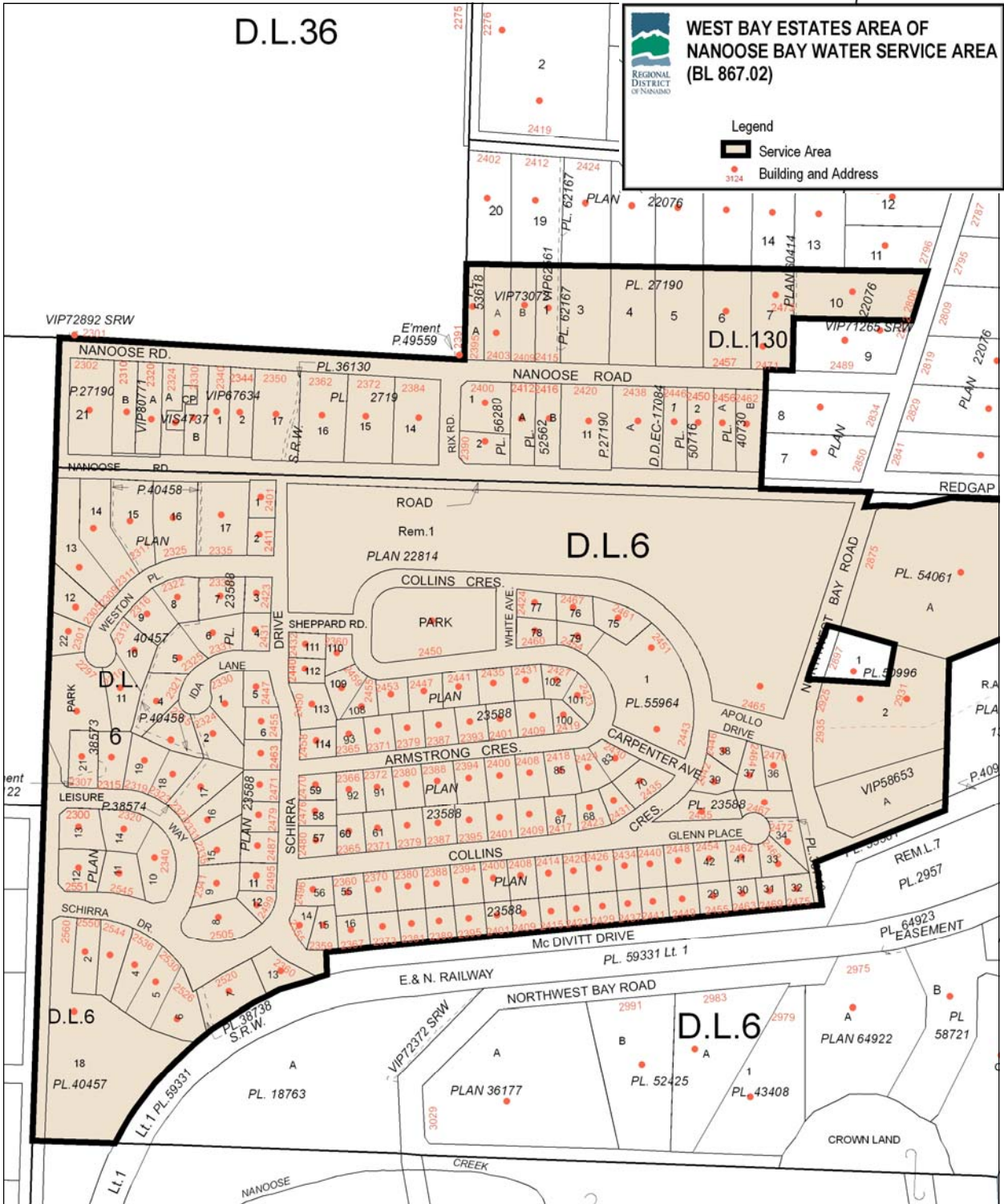
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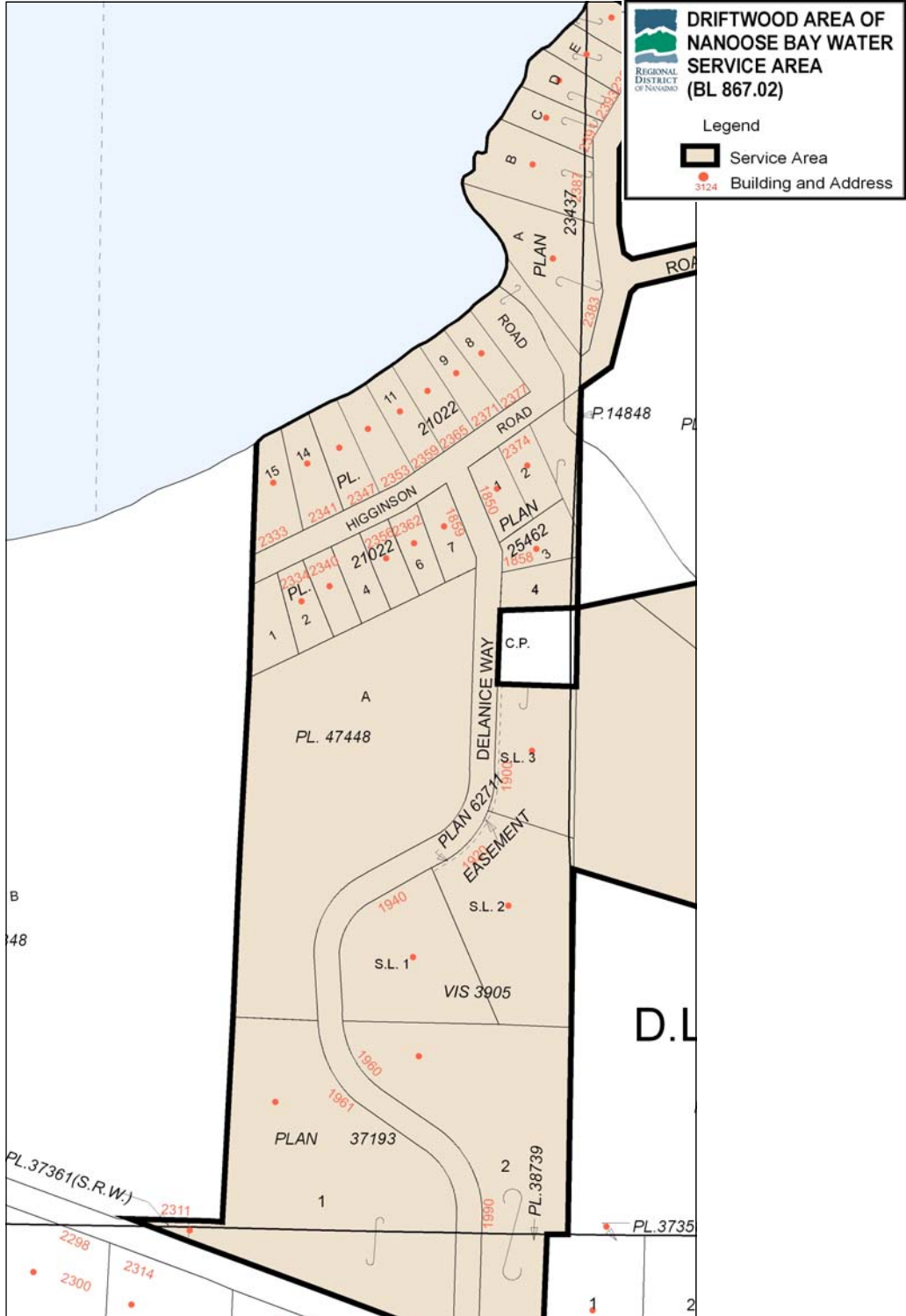


MAP 3 FAIRWINDS

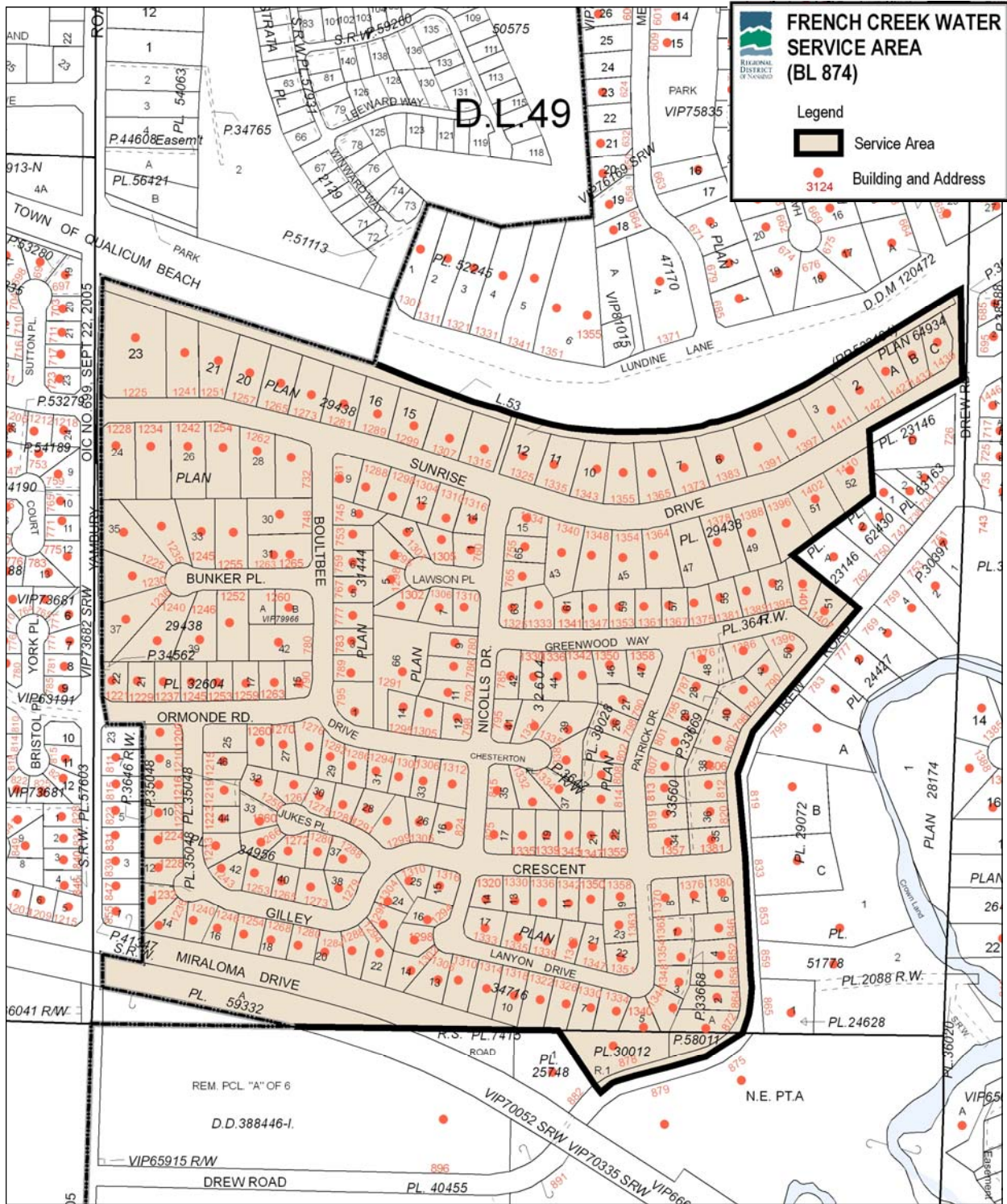


MAP 4 ARBUS PAK





MAP 6 DRIFTWOOD



MAP 7 FRENCH CREEK

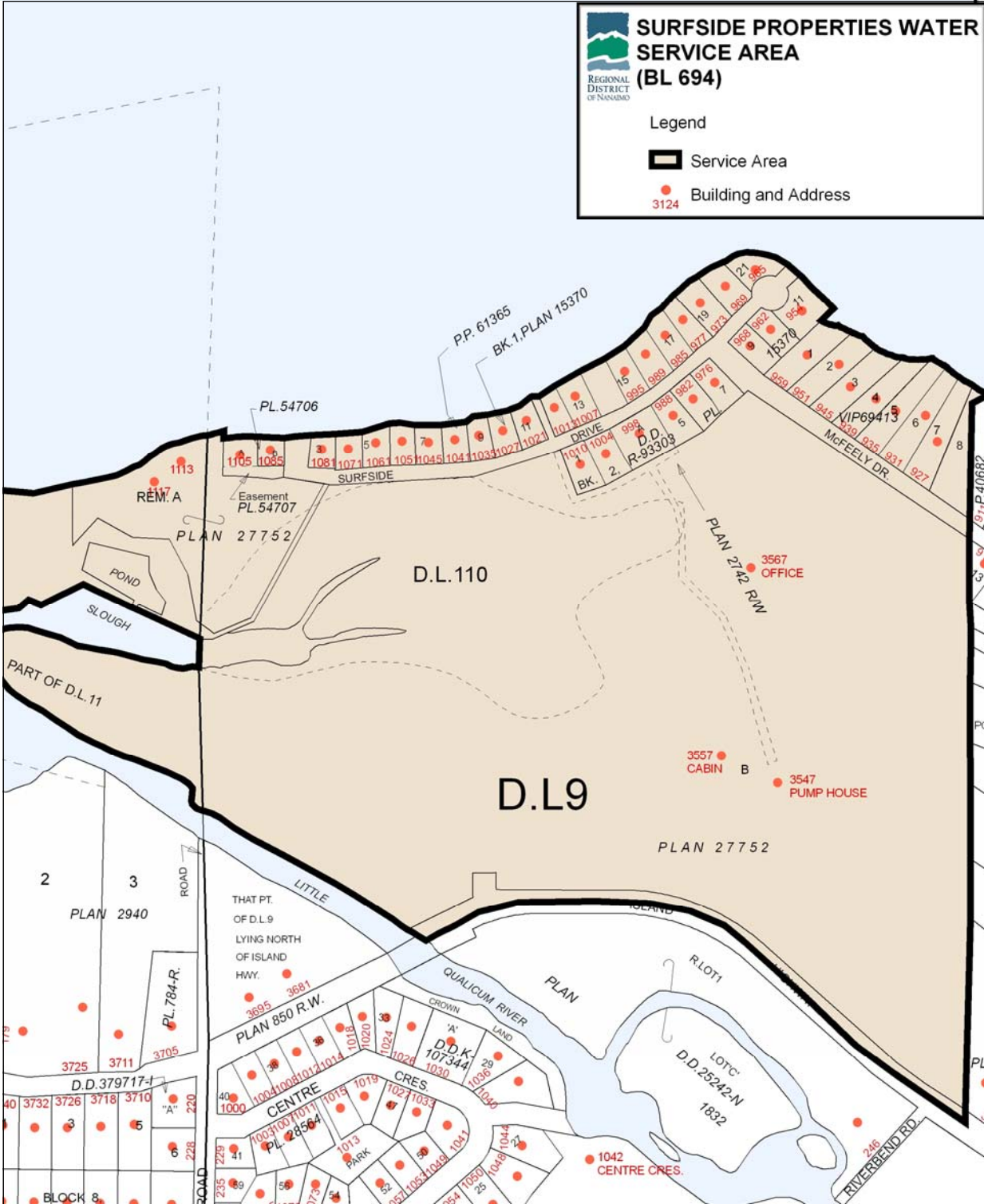


SURFSIDE PROPERTIES WATER SERVICE AREA (BL 694)

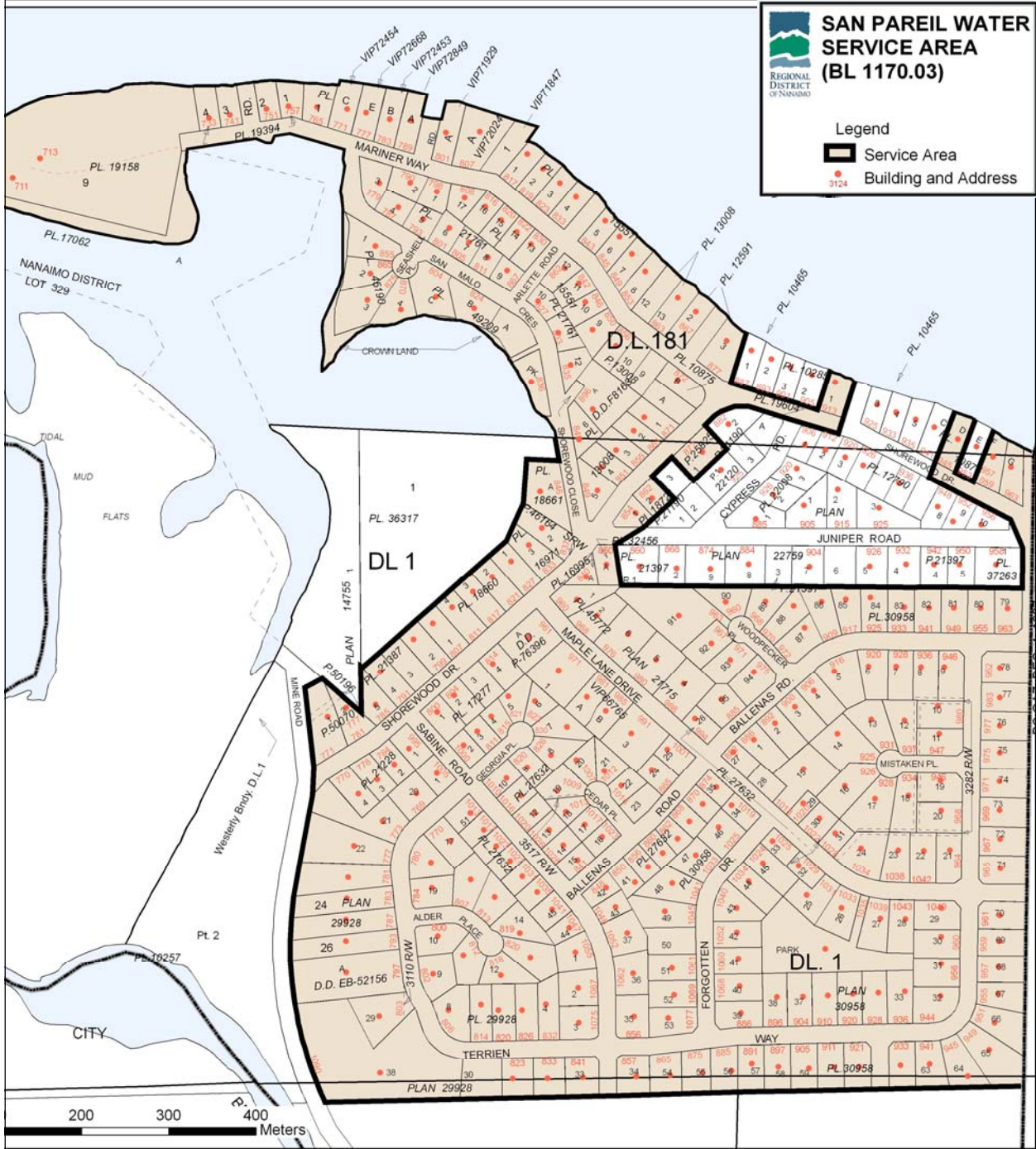
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Service Area

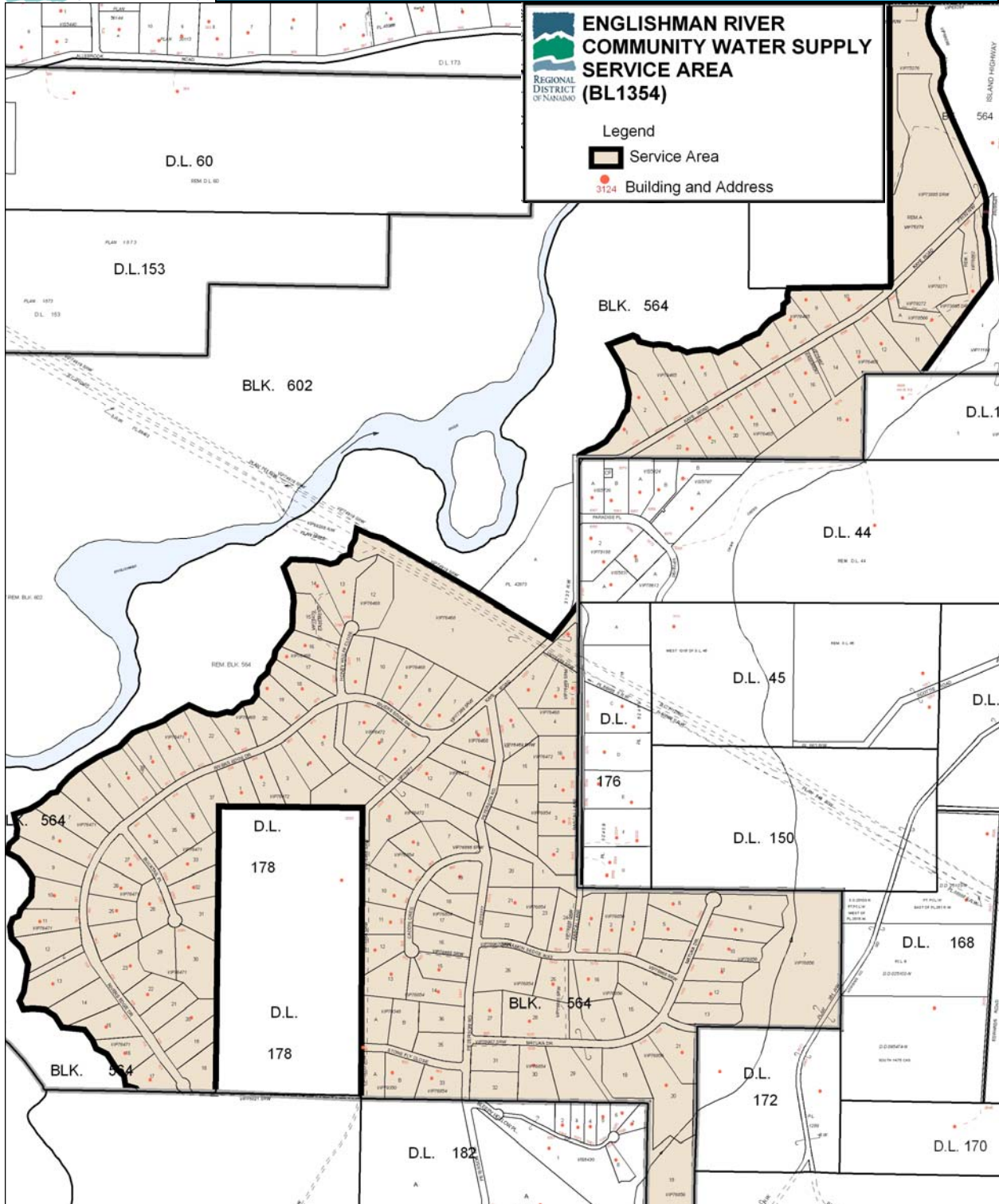
Building and Address
3124

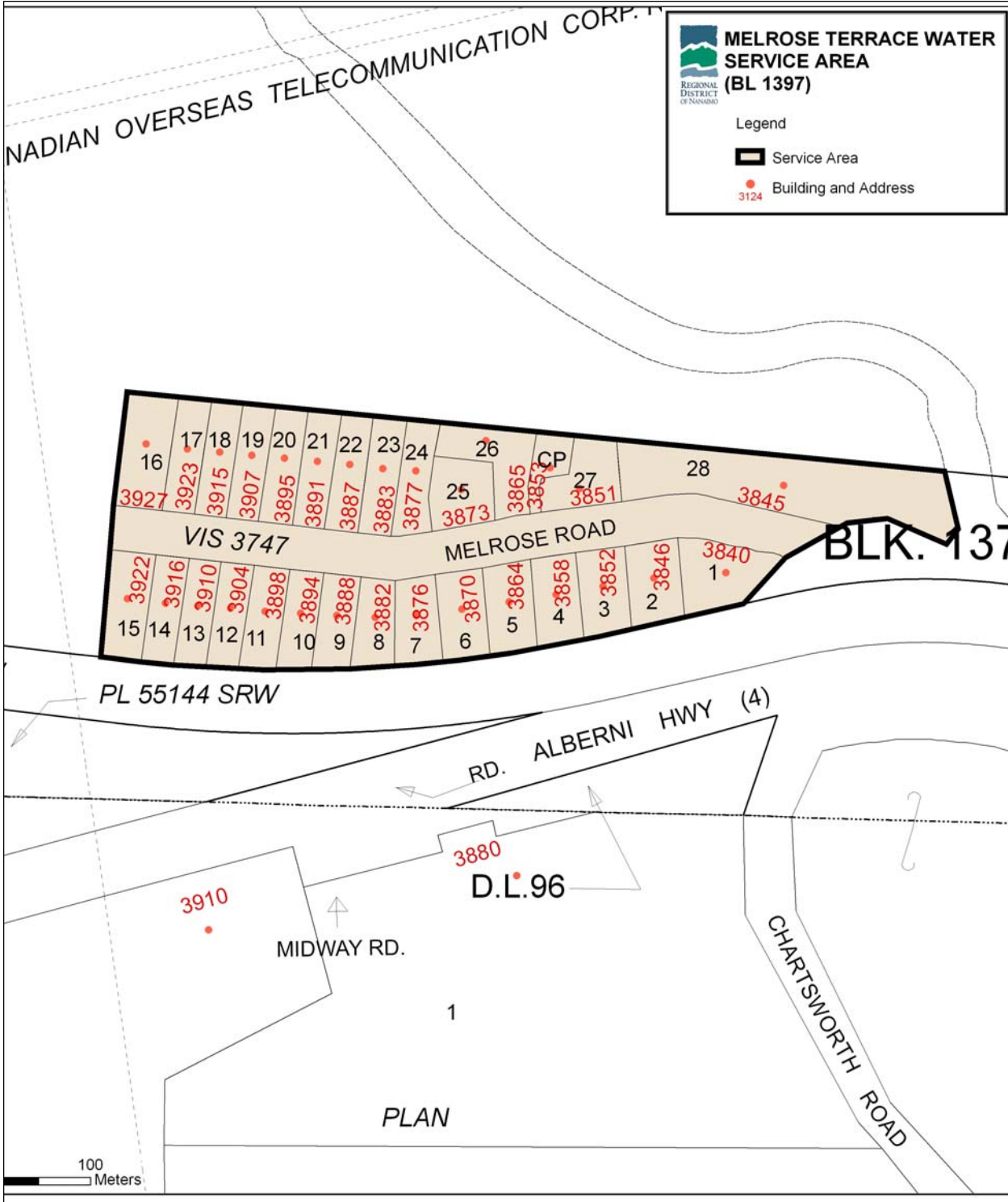


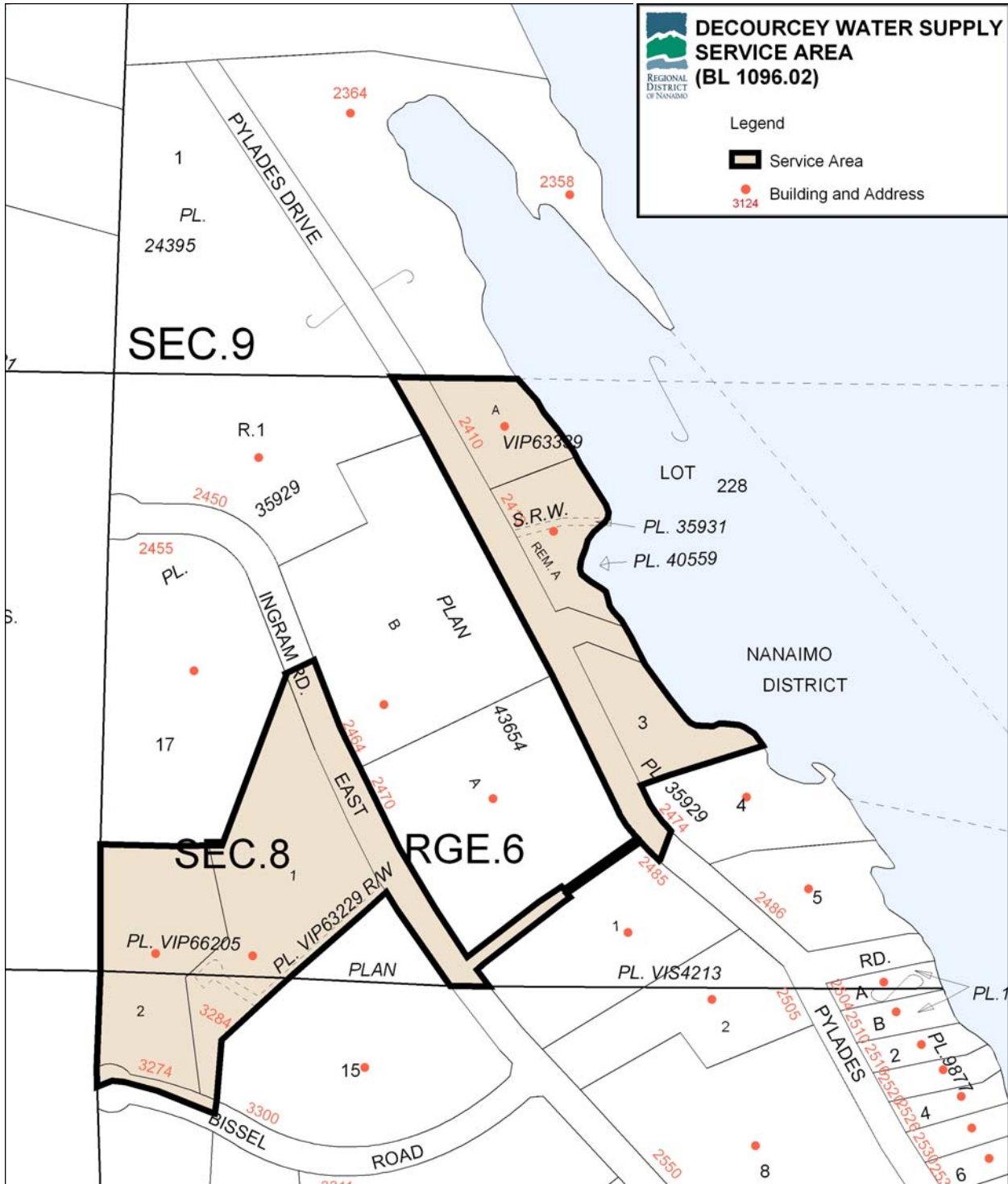
MAP 8 SURFSIDE

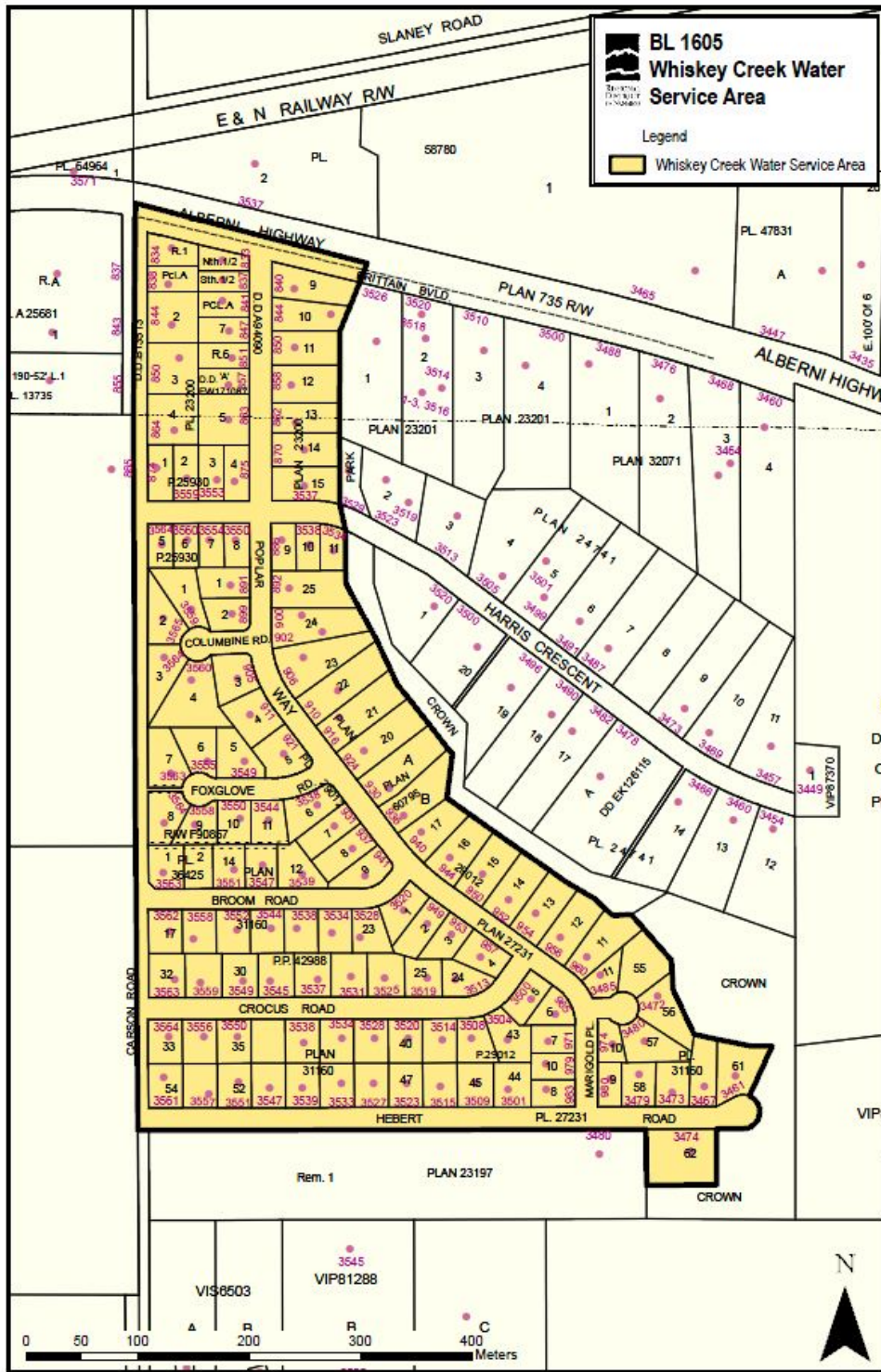


MAP 9 SAN PAREIL









MAP 13 WHISKEY CREEK