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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 temporally 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.

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

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

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](http://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.
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. Water mains 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”.
APPENDIX 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:

<table>
<thead>
<tr>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC</td>
</tr>
<tr>
<td>844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC</td>
</tr>
<tr>
<td>3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC</td>
</tr>
<tr>
<td>844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC</td>
</tr>
<tr>
<td>3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC</td>
</tr>
<tr>
<td>3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC</td>
</tr>
<tr>
<td>899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC</td>
</tr>
<tr>
<td>899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC</td>
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<tr>
<td>844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC</td>
</tr>
<tr>
<td>3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC</td>
</tr>
<tr>
<td>3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC</td>
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<tr>
<td>899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC</td>
</tr>
<tr>
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</tr>
<tr>
<td>3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC</td>
</tr>
<tr>
<td>3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC</td>
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<tr>
<td>844 Carson Road, Whiskey Creek, 844 Carson Road, Whiskey Creek BC</td>
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<tr>
<td>3564 Foxglove Road, Whiskey Creek, 3564 Foxglove Road, Whiskey Creek BC</td>
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<tr>
<td>3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC</td>
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<tr>
<td>899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC</td>
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<tr>
<td>899 Poplar Way, Whiskey Creek, 899 Poplar Way, Whiskey Creek BC</td>
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<tr>
<td>3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC</td>
</tr>
<tr>
<td>3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC</td>
</tr>
</tbody>
</table>

**Date** | **Total Coliform** | **E. Coli** |
<table>
<thead>
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<th></th>
<th></th>
<th></th>
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</thead>
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<td>11-May-2010</td>
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</tbody>
</table>

### 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
- **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 Poolar Way  
Qualicum Beach

**Facility Information:**
Facility Type: DWC

**Facility Sampling History:**

<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
<th>Total Coliform</th>
<th>E. Coli</th>
</tr>
</thead>
<tbody>
<tr>
<td>3561 Hebert Road, Whiskey Creek, 3561 Hebert Road, Whiskey Creek BC</td>
<td>11-May-2010</td>
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<tr>
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<tr>
<td>AUDIT: Whiskey Creek RAW Water, RAW WATER</td>
<td>25-Nov-2009</td>
<td>35.0</td>
<td>2.0</td>
</tr>
</tbody>
</table>

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- **EST** Estimated Count
- **A** Sample not tested; Too long in transit
- **C** Sample leaked/broken in transit
- **D** Sample not tested; No collection date given
# 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

<table>
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<tr>
<th>Test</th>
<th>Result</th>
<th>Units</th>
<th>Drinking Water Guideline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alkalinity</td>
<td>45</td>
<td>mg/L</td>
<td>15 AO</td>
</tr>
<tr>
<td>Colour - Apparent</td>
<td>12</td>
<td>Colour units</td>
<td></td>
</tr>
<tr>
<td>Conductivity</td>
<td>94.7</td>
<td>uS</td>
<td>80-100</td>
</tr>
<tr>
<td>Hardness (CaCO3)</td>
<td>190</td>
<td>mg/L</td>
<td>6.5-8.5</td>
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<tr>
<td>pH</td>
<td>7.6</td>
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<td>4.6</td>
<td>mg/L</td>
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<td>10 MAC</td>
</tr>
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<td>mg/L</td>
<td>3.2 MAC</td>
</tr>
<tr>
<td>Nitrite (N)</td>
<td>&lt;0.1</td>
<td>mg/L</td>
<td>500 AO</td>
</tr>
<tr>
<td>Sulphate</td>
<td>&lt;2.0</td>
<td>mg/L</td>
<td>10 Operational Std.</td>
</tr>
<tr>
<td>T-Aluminium</td>
<td>0.192</td>
<td>mg/L</td>
<td>0.006 MAC</td>
</tr>
<tr>
<td>T-Antimony</td>
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<td>0.010 MAC</td>
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<td>mg/L</td>
<td>1.0 MAC</td>
</tr>
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<td>T-Barium</td>
<td>0.001</td>
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<td>0.005 MAC</td>
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<tr>
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<tr>
<td>T-Iron</td>
<td>0.051</td>
<td>mg/L</td>
<td>0.3 AO</td>
</tr>
<tr>
<td>T-Lead</td>
<td>0.0003</td>
<td>mg/L</td>
<td>0.010 MAC</td>
</tr>
<tr>
<td>T-Lithium</td>
<td>&lt;0.001</td>
<td>mg/L</td>
<td></td>
</tr>
<tr>
<td>T-Magnesium</td>
<td>13.4</td>
<td>mg/L</td>
<td></td>
</tr>
<tr>
<td>T-Manganese</td>
<td>0.0005</td>
<td>mg/L</td>
<td>0.05 AO</td>
</tr>
<tr>
<td>T-Mercury</td>
<td>&lt;0.01</td>
<td>ug/L</td>
<td>1 ug/L MAC</td>
</tr>
</tbody>
</table>

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
<table>
<thead>
<tr>
<th>Test</th>
<th>Result</th>
<th>Units</th>
<th>Drinking Water Guideline</th>
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</thead>
<tbody>
<tr>
<td>T-Nickel</td>
<td>&lt;0.001</td>
<td>mg/L</td>
<td></td>
</tr>
<tr>
<td>T-Phosphorus</td>
<td>0.032</td>
<td>mg/L</td>
<td></td>
</tr>
<tr>
<td>T-Potassium</td>
<td>0.8</td>
<td>mg/L</td>
<td></td>
</tr>
<tr>
<td>T-Selenium</td>
<td>&lt;0.0006</td>
<td>mg/L</td>
<td>0.01 MAC</td>
</tr>
<tr>
<td>T-Silver</td>
<td>&lt;0.0001</td>
<td>mg/L</td>
<td></td>
</tr>
<tr>
<td>T-Sodium</td>
<td>101</td>
<td>mg/L</td>
<td>200 AO</td>
</tr>
<tr>
<td>T-Uranium</td>
<td>&lt;0.0004</td>
<td>mg/L</td>
<td>0.02 MAC</td>
</tr>
<tr>
<td>T-Zinc</td>
<td>0.007</td>
<td>mg/L</td>
<td>5 AO</td>
</tr>
<tr>
<td>Total Coliforms (DES)</td>
<td>&lt;1.0</td>
<td>MPN/100mL</td>
<td>&lt;1</td>
</tr>
<tr>
<td>E. coli (DES)</td>
<td>&lt;1.0</td>
<td>MPN/100mL</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Tannins &amp; Lignins</td>
<td>0.1</td>
<td>mg/L</td>
<td>0.4 AO</td>
</tr>
</tbody>
</table>

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
APPENDIX C

EMERGENCY RESPONSE PLAN
EMERGENCY RESPONSE PLAN

REGIONAL DISTRICT OF NANAIMO

WATER SYSTEMS

REVISION DATE - JUNE 2011
## Contents

- **Overview**  
  - Prime Responsibilities  
  - Emergency Response and Recovery Actions
- **Communication Checklist**  
  - RDN Priority Contacts  
  - Key Communication Options
- **Emergency Contacts**
- **Emergency Response Plans**  
  - 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**  
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  - Boil Water Order Notice  
  - Unfit for Drinking Notice  
  - Service Interruption Notice
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    - Fairwinds  
    - Arbutus Park  
    - West Bay  
    - Driftwood  
  - French Creek  
  - Surfside  
  - San Pareil  
  - Englishman River  
  - Melrose  
  - Decourcey  
  - Whiskey Creek
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  
(250) 390-6560

**G.M. REGIONAL & COMMUNITY UTILITIES**............ JOHN FINNIE  
(250) 390-6560

**COMMUNICATIONS COORDINATOR**............... ADRIENNE MERCER  
(250) 390-4111

**EMERGENCY COORDINATOR**.............................. JANI THOMAS  
(250) 713–2057(cell)

**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

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dave</td>
<td>Chief Operator</td>
<td>(250) 248-4914</td>
</tr>
<tr>
<td>Randy</td>
<td>Operator II</td>
<td>(250) 248-4914</td>
</tr>
<tr>
<td>Heather</td>
<td>Operator III</td>
<td>(250) 248-4914</td>
</tr>
<tr>
<td>Brian</td>
<td>Operator III</td>
<td>(250) 248-4914</td>
</tr>
<tr>
<td>Brad</td>
<td>Operator II</td>
<td>(250) 248-4914</td>
</tr>
<tr>
<td>Lyndon</td>
<td>Operator II</td>
<td>(250) 248-4914</td>
</tr>
<tr>
<td>Mike Donnelly</td>
<td>Manager of Water Services</td>
<td>(250) 390-6560</td>
</tr>
<tr>
<td>Deb Churko</td>
<td>Engineering Technologist</td>
<td>(250) 390-6560</td>
</tr>
<tr>
<td>Jack Eubank</td>
<td>Bylaw Officer</td>
<td>(250) 390-6560</td>
</tr>
<tr>
<td>John Finnie</td>
<td>General Manager</td>
<td>(250) 390-6560</td>
</tr>
</tbody>
</table>
EMERGENCY RESPONSE PLAN
WATER SYSTEMS

Electoral Area Directors

<table>
<thead>
<tr>
<th>Electoral Area</th>
<th>Director</th>
<th>Phone</th>
<th>email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Joe Burnett</td>
<td>722-2656</td>
<td><a href="mailto:quaillanding@shaw.ca">quaillanding@shaw.ca</a></td>
</tr>
<tr>
<td>B</td>
<td>Gisele Rudischer</td>
<td>247-8795</td>
<td><a href="mailto:giselerudischer@gmail.com">giselerudischer@gmail.com</a></td>
</tr>
<tr>
<td>C</td>
<td>Maureen Young</td>
<td>754-5896</td>
<td><a href="mailto:Maureen_young@shaw.ca">Maureen_young@shaw.ca</a></td>
</tr>
<tr>
<td>E</td>
<td>George Holme</td>
<td>468-7237</td>
<td><a href="mailto:gholme@shaw.ca">gholme@shaw.ca</a></td>
</tr>
<tr>
<td>F</td>
<td>Lou Biggemann</td>
<td>248-9078</td>
<td><a href="mailto:lwb@shaw.ca">lwb@shaw.ca</a></td>
</tr>
<tr>
<td>G</td>
<td>Joe Stanhope</td>
<td>248-6401</td>
<td><a href="mailto:jstanhope@shaw.ca">jstanhope@shaw.ca</a></td>
</tr>
<tr>
<td>H</td>
<td>Dave Bartram</td>
<td>757-9737</td>
<td><a href="mailto:dwbartram@shaw.ca">dwbartram@shaw.ca</a></td>
</tr>
</tbody>
</table>

Government Agency Contacts

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

Emergency

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Hospital - Nanaimo</td>
<td>754-2141</td>
</tr>
<tr>
<td>- Parksville phone number</td>
<td>248-2332</td>
</tr>
<tr>
<td>Ambulance</td>
<td></td>
</tr>
<tr>
<td>- Nanaimo</td>
<td>911 or 248-3511</td>
</tr>
<tr>
<td>- Parksville</td>
<td>911 or 758-8181</td>
</tr>
<tr>
<td>Police</td>
<td></td>
</tr>
<tr>
<td>- Nanaimo</td>
<td>911 or 248-6111</td>
</tr>
<tr>
<td>- Parksville</td>
<td>911 or 754-2345</td>
</tr>
<tr>
<td>Fire Department</td>
<td></td>
</tr>
<tr>
<td>- Nanaimo</td>
<td>911 or 468-7141</td>
</tr>
<tr>
<td>- Parksville</td>
<td>911 or 752-6921</td>
</tr>
<tr>
<td>- Cedar</td>
<td>911 or 722-3122</td>
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</tbody>
</table>
### Priority Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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</thead>
<tbody>
<tr>
<td>BC Hydro (Qualicum Beach number)</td>
<td>(250) 752-8012 or 1-888-769-3766</td>
</tr>
<tr>
<td>BC Hydro – Derek Leik 755-4734</td>
<td></td>
</tr>
<tr>
<td>Telus</td>
<td>811-2323 or 741-7713 or 741-7716</td>
</tr>
<tr>
<td>Telus- Paul McGrath cell 248-0983</td>
<td></td>
</tr>
<tr>
<td>Teresen Gas</td>
<td>248-4880 or 754-5571 or 1-800-716-9132</td>
</tr>
<tr>
<td>Shaw Cable (Nanaimo)</td>
<td></td>
</tr>
<tr>
<td>CP Rail</td>
<td></td>
</tr>
<tr>
<td>French Creek Pollution Control Centre</td>
<td>248-5794 or 1-800-661-1830</td>
</tr>
<tr>
<td>Chlorine Manufacturer (Brentagg)</td>
<td></td>
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### Community Contacts

<table>
<thead>
<tr>
<th>Contact</th>
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<tbody>
<tr>
<td>District 69 School Board Office</td>
<td>248-4241</td>
</tr>
<tr>
<td>Nanoose Bay School</td>
<td>468-7414</td>
</tr>
<tr>
<td>Nanoose Children’s Centre</td>
<td>468-1784</td>
</tr>
<tr>
<td>Nanoose Place</td>
<td>468-5339</td>
</tr>
<tr>
<td>Nanoose Post Office</td>
<td>468-7722</td>
</tr>
<tr>
<td>Naval Base (Department of National Defense)</td>
<td>756-5021 or 468-5004</td>
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### Excavation Services

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<th>Service</th>
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</thead>
<tbody>
<tr>
<td>Shoreline Equipment (Doug Penny)</td>
<td>468-7759 or 755-9502 (cell)</td>
</tr>
<tr>
<td>Lundine Backhoe Service (Jim Lundine)</td>
<td>752-6808 or 951-1508 (cell)</td>
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### Electrical Contractors

<table>
<thead>
<tr>
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</tr>
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<tbody>
<tr>
<td>Canem Electric</td>
<td>468-1887</td>
</tr>
<tr>
<td>East Isle Power (Harvey Sommerfeld)</td>
<td>821-0415 or 954-7463 (cell)</td>
</tr>
<tr>
<td>TC Trades (Tom Frenette)</td>
<td>756-0077 or 250-668-0078</td>
</tr>
</tbody>
</table>
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 (Luisier & 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 (Environmental Health Department)
APPENDICES

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

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
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
   Neighbourhoods: Madrona/Wall Beach
      Fairwinds
      Arbutus Park
      West Bay
      Driftwood

French Creek Water Service Area

Surfside Water Service Area

San Pareil Water Service Area

Englishman River Water Service Area

Melrose Water Service Area

Decourcey Water Service Area

Whiskey Creek Water Service Area
EMERGENCY RESPONSE PLAN
WATER SYSTEMS

SAN PAREIL WATER SERVICE AREA
(BL 1170.03)

Legend
- Service Area
- Building and Address

MAP 9
SAN PAREIL