

Appendix G:

Detailed Summary of Public Feedback

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Table 1. Phone Conversations in Response to the LWMP Amendment

Date, Community and Question	Response
<p>Caller from Protection Island on August 19, 2013:</p> <ul style="list-style-type: none"> ▪ Expressed concerns about how Protection Island is often left out of the planning process ▪ Asked how the LWMP Process may affect/consider Protection Island ▪ Asked for information explaining the LWMP amendment process. 	<ul style="list-style-type: none"> ▪ Comment Received. Mentioned that the RDN can hold a public meeting on Protection Island if there is sufficient interest ▪ Sewer services on Protection Island are jurisdiction of the City of Nanaimo (CoN) so any changes to the level of service must be discussed with the City. Currently, the solid stream is captured in holding tanks on the property and homeowners arrange for a company pump it out and dispose of it at an RDN receiving facility. The liquid stream of wastewater goes to the CoN collection system, which feeds to RDN interceptor line and is treated at GNPCC, which provides primary treatment must be upgraded to provide secondary treatment (which will increase taxes) ▪ Emailed Factsheets and links to the website and online survey.
<p>Caller from Extension on August 19 and 21, 2013</p> <ul style="list-style-type: none"> ▪ Extension resident wanted more information on how the LWMP Amendment would be relevant to her because she is not on sewer or close to sewer ▪ Asked why there was a Public Meeting in Extension if it is not on sewer and why we don't have a Public Meeting in South Wellington, Cinnibar Valley, etc. ▪ Recommended we be in touch with the Extension Recreation Commission ▪ Mentioned that she would like to see more information in the newspaper article, and that the newspaper should run a story on the LWMP Amendment so that it saves taxpayers money. 	<ul style="list-style-type: none"> ▪ The LWMP has 10 programs and that 4 programs cover topics that apply to unsewered areas. Explained that if she does not have sewer service, that her taxes will not be affected by the improvements to GNPCC, NBPCC or FCPC. Explained that we have supplementary information available online are developing Factsheets that specifically address the relevance to the LWMP and unsewered areas (she declined) ▪ There is one Public Meeting planned for every municipality and electoral area. We have alerted a number of community and neighbourhood associations about the LWMP Amendment process and will meet individually with these groups if there is sufficient interest ▪ Requested contact information for the Extension Parks and Recreation Commission and followed up with her recommendation ▪ Our Communications Coordinator contacted the media to let them know about our public notice, in case they wish to write a story on the issue.
<p>Caller representing the Horne Lake Strata Association on August 20, 2013 wanted to know what the LWMP Amendment would mean for residents on Horne Lake Pump and Haul and if any changes were proposed for the Pump and Haul system at Horne Lake.</p>	<p>Explained that two of the ten LWMP programs (Source Control and Rainwater Management) would apply to Horne Lake Residents and that there were no proposed changes to the way they are funded (no change in taxes). Explained that while there are proposed changes to the way pump and haul works, that there would be no changes for grandfathered or Horne Lake residents. Sent relevant Factsheets and a link to our online survey on September 9, 2013.</p>
<p>Caller from Deep Bay resident on August 21, 2013 was interested in more information to determine if he should attend a Public Meeting.</p>	<p>Provided a brief background on what the LWMP covers and why we have it; that we are doing an amendment and that a broad Public Consultation is an essential component of the amendment. Explained that the largest focus of the LWMP is</p>

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Date, Community and Question	Response
	on provision of secondary treatment for sewerage areas in Nanaimo, Lantzville and Nanoose. However there are four programs in the LWMP which apply to unsewered areas.
Caller left a message on August 22, 2013 requested more information.	Left a message with direct phone number for further information
Caller on August 22, 2013 from a rural area with an advanced package treatment system wanted to know about the LWMP.	Explained that we have an LWMP primarily to establish a timeline for the provision of secondary wastewater treatment at the pollution control centres. Still, four of the ten programs apply to rural areas. Discussed SepticSmart, Rainwater Management Plan, how LWMP supports the OCPs in regards for the plan to provide eventual sewer services or not.
Caller from Nanaimo on August 26, 2013 received flyer and requested more information. Was thankful for the very precise info.	Explained what the LWMP was for and the proposed amendment for GNPCC and NBPCC. Provided the estimated tax increase after nine years as well as the average annual increase, assuming there is no grant funding.
Caller from Meadowood-Corcan on August 9, 2013 wanted to know if the LWMP Amendment would directly affect residents in her area who are not within a sewer service area but area serviced by septic fields.	There are no changes proposed for those who are outside of sewer service areas. The main changes proposed relate to a potential tax increase for those on sewer to fund upgrades required by provincial and federal governments. Factsheets are accessible at www.rdnlwmp.ca . Hard copies are also available. Mentioned that the LWMP does include programs that are available to rural areas, such as our educational SepticSmart program and provided her with a link to www.SepticSmart.ca . Mentioned our online survey which can be completed at www.rdnlwmp.ca .
Caller from Nanoose Bay (Anchor Way) on September 16, 2013 is on a strata septic system just outside of Fairwinds. Wanted to know if they should attend the Public Meeting and if they would be connected to sewer in the future.	The plan mainly addresses how and when we will provide secondary treatment at the remaining two primary treatment facilities. The plan also has programs which apply to those on septic systems and all RDN residents are invited to attend. There are two upcoming SepticSmart workshops in Parksville and Qualicum Beach. Sewer studies have been completed in the past but presently there are no plans to connect Anchor way to sewer.
<p>Area G resident, on October 2, 2013:</p> <ul style="list-style-type: none"> ▪ After attending the October 1 public meeting, asked how she would know if her downspout is connected to the stormdrain or sewer? ▪ How much of the biosolids at FCPCC come from Nanoose? Is growth in the Fairwinds area requiring expansion at FCPCC? 	<ul style="list-style-type: none"> ▪ The RDN can test it by doing smoke tests or dye tests and that we can send staff out to her neighbourhood to check. ▪ Approximately 2.5 % of the biosolids volume comes from Nanoose. Nanoose is currently not growing in population so they are not contributing significantly to the demand on FCPCC.
<p>Caller from Fairwinds on November 14, 2013:</p> <ul style="list-style-type: none"> ▪ Received Nanoose mailout and asked if the upgrade was a legal requirement. ▪ Inquired about grant opportunities. ▪ Asked if the new plant would move 	<ul style="list-style-type: none"> ▪ The upgrade is a legal requirement. We are required by the provincial Municipal Wastewater Regulation and the federal Wastewater Systems Effluent Regulation to provide secondary treatment or better. ▪ RDN has pursued grant funding and have been informed

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Date, Community and Question	Response
<p>anywhere.</p> <ul style="list-style-type: none"> ▪ Prefers option 3 for 2030. 	<p>that there are no grant programs currently available. However, grants for projects such as the Nanoose upgrade have been eligible for grants in the past so the RDN will continue to pursue grant funding.</p> <ul style="list-style-type: none"> ▪ The plant upgrade will remain in property for existing NBPCC. ▪ Comment received.
<p>Caller from Fairwinds on November 15, 2013:</p> <ul style="list-style-type: none"> ▪ Does Factsheet 7 consider the proposed Fairwinds development? ▪ Will the tax increase begin in 2014? 	<ul style="list-style-type: none"> ▪ Factsheet 7 does not consider the proposed development project. Developers must provide a means of wastewater treatment as part of the application process. If NBPCC service area grows, the cost of capital upgrades will be spread over more people and the cost per household may go down. If wastewater from future development is treated elsewhere, the costs to current users won't be affected. ▪ The proposed tax increases are scheduled to begin in 2014.
<p>Caller from Fairwinds on November 18, 2013 expressed that, as a 91 year old resident, he doesn't feel the changes to the treatment and environment are relevant to him. The tax situation won't bother him.</p>	<p>Comment received.</p>
<p>Caller from Fairwinds on November 19, 2013:</p> <ul style="list-style-type: none"> ▪ Financial information in Factsheet 7 is confusing and difficult to base decisions upon. Costs should be paid for evenly like a mortgage. A compounding tax increase is hard for a retirement community. ▪ The project should be completed as soon as grant funding is available. Since provincial and federal regulations require the upgrade, the province and federal governments should help pay. ▪ What is the change in operating costs between primary and secondary treatment? ▪ What is each household's portion of the overall capital cost? ▪ Does the tax collected apply to subdivided (empty) lots or only built lots? 	<ul style="list-style-type: none"> ▪ Comment received ▪ Comment received ▪ NBPCC Annual operating costs are \$170,000 for primary treatment and \$245,000 for secondary treatment ▪ The capital cost of the \$4.1 million project, spread across 796 parcels, is approximately \$5,150 per parcel (not including interest). ▪ The taxes will apply to all subdivided lots, including empty lots

Table 2. Emails in Response to the LWMP Amendment

Date, Community and Question	Response
Resident on August 22, 2013 requested more information about the LWMP.	Provided links to LWMP website including 1997 LWMP and the LWMP Amendment and explained that Factsheets are soon to come. The RDN has a LWMP because provincial and federal regulations require that wastewater treatment facilities provide secondary-level treatment or better. Two of the four RDN wastewater treatment facilities need to be upgraded to meet this requirement. The LWMP establishes a reasonable timeline to provide secondary-level treatment. The LWMP Amendment proposes changes to the timeline to achieve secondary treatment. As well, it proposes a rate increase for most users with sewer service in order to finance the upgrade as well as maintenance and expansion projects. The LWMP Amendment is also relevant to unsewered areas, though there is no proposed rate change for these residents.
Two Nanoose residents on August 26, 2013: “We fully support this initiative but only with the understanding that costs incurred will be covered by current, existing revenues. We do not expect that this initiative will increase our water services tax. We expect that, as we do with our household, when or if we want to embark on a new purchase or expenditure we do not do it with the assumption of an increase to household income. So we cover this new initiative with existing household revenues or cut back on something else we are doing, or we do NOT embark on it. We call it ‘living within our means’. We expect those charged with the responsibility of managing our tax dollars will do the same!”	Acknowledged comment, invited them to attend the Public Meeting in Nanoose.
Nanaimo resident on August 26, 2013 suggested that secondary treatment upgrades be completed sooner than later.	Comment received.
A Project coordination and management services company, in partnership with a financial services provider, on August 27, 2013, is interested in proposing a suitable alternative to raising taxes.	Acknowledged comment and advised that there will be future opportunities for companies to provide proposals.
Cedar resident on September 3, 2013 asked how the LWMP Amendment would affect her property and requested further information to review.	Provided Factsheet 2 and 3, SepticSmart Poster and links to the SepticSmart and LWMP websites.
Two Fairwinds residents on November 14, 2013: “This house would vote for the 2030 option.”	Comment received.
Two Fairwinds residents on November 16, 2013 support Option 1. “We feel that the sooner we clean up the environment the better it will be for all concerned and it will be a good example for others. We cannot expect	Comment received.

Table 2. Emails in Response to the LWMP Amendment

Date, Community and Question	Response
<p>future generations to clean up the mess we leave behind. Thank you for your comprehensive analysis.”</p>	
<p>Two Fairwinds residents on November 19, 2013. “Thank you for sending the letter and factsheet on the Liquid Waste Management Plan, both of which are excellent information. We both prefer completion option 3 (2030).”</p>	<p>Comment received.</p>
<p>Fairwinds resident on November 18, 2013:</p> <ul style="list-style-type: none"> ▪ Inquired how expansion was factored into NBPCC upgrade ▪ What is the degree of accuracy for the current estimate? ▪ What design and construction contingency amounts are included within the estimated cost of \$4.1m? ▪ What is the estimated operating cost increase projected to be upon completion compared to current operating costs? ▪ Is the cost sharing scenario chart correct in indicating that the 1/3 grant option will cost \$15 average annual increase for option 2 (2025) but \$16 average annual increase for option 3 (2030)? ▪ Concerned that the financial model does not incorporate an inflation/escalation factor. 	<ul style="list-style-type: none"> ▪ The upgrade project as currently proposed does not consider expansion since the facility currently operates at approximately 50% capacity. We are working with the main developer to estimate and accommodate growth projections. Regardless of population growth, existing residents will only pay for their portion of the upgrade. New development will cover 100% of the costs of expansion. If the NBPCC service area does grow, the cost per household may decrease. ▪ The costs are Class C cost estimates. ▪ The cost estimate includes a 30% allowance for contingency. As we complete the design phase, the contingency will be 15%. ▪ The table columns on page 6 of Factsheet have been erroneously switched for the 1/3 grant scenario. It should read that the average annual tax increase is \$16/year for the 2025 option and \$15/year for the 2030 option. ▪ The cost estimate of \$4.1 million is based on 2012 dollars. In our financial model, we have not inflated the cost to 2020, 2025 or 2030. ▪ After secondary treatment is completed, operational costs will be close to double. This has been accounted for in the proposed tax increases.
<p>Two Fairwinds residents on November 2013 who reviewed the mailout and Factsheet 7. “Thank you for that presentation. We believe that we should upgrade the current system by 2020. The cost to residence is not the primary factor, in our view. We feel it is the right thing to do as citizens of BC.”</p>	<p>Comment received.</p>

Table 2. Emails in Response to the LWMP Amendment

Date, Community and Question	Response
<p>Email received on January 21, 2014 from Bentall Kennedy (Canada) LP. Email expressed concerns over the wording in the LWMP around potential growth in the Schooner Cove and Lakes District and its connectivity with the Memorandum of Understanding and consideration of the Fairwinds Development. Requested clarity around Section 2.2.4.</p>	<p>Comment received. Staff followed up in person on January 22, 2014.</p> <p>Discussed the primary objective of this LWMP amendment, with respect to NBPCC, which is to address the requirement to upgrade the current facility to secondary treatment. Staff added clarity to Section 2.2.4 of the draft to address the comment related to the intent to support growth envisioned in the Official Community Plan.</p>

FEEDBACK FROM PUBLIC MEETINGS

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1. Public Wastewater Systems

1a) Is sewer generally desirable where it does not exist?

Date	Location	Feedback
26-Aug-13	Extension	[General consensus] Sewer would be desirable but it is expensive
28-Aug-13	Bowser	[General consensus] "sewer is always better"
29-Aug-13	Dashwood	Yes, they would probably love to have sewer
5-Sep-13	Coombs	Not in my area, we have 20 acres. Everything is so spread out it would be overkill
9-Sep-13	Nanaimo	In our area (Nanoose) there are about 30 homes; about 1/3 have new septic systems and I don't think any of those would want to go onto sewer. We are on rocky property but are one house away from Fairwinds. At the time it was developed, pump and haul was the only option if we wanted to develop
12-Sep-13	Lantzville	It depends on the density. Piped sewage only matters on 1/2 acre lots or smaller
12-Sep-13	Lantzville	I live in an area with 5 acre parcels. I can put a second home on my property but I cannot subdivide as I would need [room for] four fields
12-Sep-13	Lantzville	I can put another septic system in for \$25,000 - a one-time cost (plus maintenance), no tax
12-Sep-13	Lantzville	Running a pipe between me and my neighbour's would not be worth it
12-Sep-13	Lantzville	Will we ever get sewer and water up there?
12-Sep-13	Lantzville	What did they do in the Green Lake area? Everyone has their own pump and they were all happy to connect to sewer. They got grants based on everyone connecting
16-Sep-13	Nanoose	I have no desire for it (currently on septic in Cedar)
16-Sep-13	Nanoose	I'm not interested in sewer but I am interested in septic systems being checked. People move from the city and don't realize they are on septic and flush everything down. Soon it smells like septic. Need inspection
16-Sep-13	Nanoose	If the environment is showing significant impacts from septic systems then yes!
16-Sep-13	Nanoose	Does DFO use the Fisheries Act to regulate upland sewage issues? Can they set a precedent? i.e. for a large failing system? Answer: that would typically be dealt with by VIHA
25-Sep-13	Qualicum Beach	Everyone here has sewer
25-Sep-13	Qualicum Beach	When I moved here from Victoria I looked into areas that were sewer. It was important to me. If you ask realtors, they say it comes up often.
25-Sep-13	Qualicum Beach	I bought my sewage system many times. First time I was on septic, second time it was community sewer, third time it was a municipal system through the RDN. This is a concern, for example Hawthorne Rise residents, who are faced with \$40,000 when they have been surrounded by sewer systems for 40 years. It would have cost \$5,000 before.
25-Sep-13	Qualicum Beach	It is a hard time to make good decisions for people when they won't make them for themselves
26-Sep-13	Gabriola	It is probably desired in some areas as they probably need it. It could be affecting groundwater. Maybe it could be looked at for some areas,

Date	Location	Feedback
		decentralized but community-based in these areas. Room for septic fields was not considered when they were subdivided.
30-Sep-13	Cedar	Yes: 1
30-Sep-13	Cedar	Maybe: 1
30-Sep-13	Cedar	No: 3
1-Oct-13	French Creek	Depends on the cost, and size of the property
1-Oct-13	French Creek	Not applicable to this area, everyone is on sewer

1b) What is a reasonable cost per household for the provision of sewer where it does not currently exist? (Include collection system and connection to private property)

Date	Location	Feedback
26-Aug-13	Extension	\$20,000 or even a little more would be reasonable
26-Aug-13	Extension	Density would increase with sewer infrastructure
26-Aug-13	Extension	Lot sizes are small in Extension so sewer would be beneficial. Some people (in the village) need sewer
26-Aug-13	Extension	Failing septic systems drain into waterways where people draw drinking water from
28-Aug-13	Bowser	It should be equivalent to the cost of replacing a septic system (about \$15,000-\$20,000). If it was the same price, they would probably choose sewer
28-Aug-13	Bowser	When explaining the overall costs to the public, it must be clear that there is not a one-time cost, there are operating costs as well
28-Aug-13	Bowser	The cost won't stay the same, it will always go up
28-Aug-13	Bowser	When considering the costs of operating sewer; one must also consider that one will eventually have to replace a septic system. The costs probably balance out.
28-Aug-13	Bowser	Germany and Ontario pay for sewer using a different model
28-Aug-13	Bowser	How do you put in a sewer when paying for it causes more growth and more demand on a system but growth is needed to pay for it?
29-Aug-13	Dashwood	(Area F resident) Area F would have to be very desperate as costs would be very large but people would pay what they had to
29-Aug-13	Dashwood	We were told it would be \$25,000 per home to put in sewer. This is too much for those living in mobile homes
9-Sep-13	Nanaimo	The cost of a septic field (\$30-40,000) is the cost we'd be willing to pay
9-Sep-13	Nanaimo	It's interesting, no one talks about it
12-Sep-13	Lantzville	Building a Type 2 onsite system costs at least \$25,000
12-Sep-13	Lantzville	Cost should be divided across a given region
12-Sep-13	Lantzville	\$10,000 would be reasonable. More than that may be hard to pay
12-Sep-13	Lantzville	If septic fails, then \$10,000 may seem cheap as it would cost \$20-30,000 to replace a septic.
12-Sep-13	Lantzville	It cost \$7,000 for mine when I put it in many years ago

Date	Location	Feedback
12-Sep-13	Lantzville	Lantzville has a sewer plan with 7-8 phases. We have done Phase 1 and part of Phase 2 and are working towards Phase 3
12-Sep-13	Lantzville	In the industrial park there is valuable land that can't be developed because you need to reserve space for a septic field
16-Sep-13	Nanoose	It depends on if you're in an area like Cedar. Putting in sewer is very expensive because the houses are spread out.
16-Sep-13	Nanoose	We should be concerned that if we do not have proper regulations and controls on sewer and septic systems that we could have a situation like Walkerton, Ontario. Example, if everyone dumps what they want into the Englishman River, we use that for drinking water. We should be concerned about how waste affects our clean water and environment.
23-Sep-13	Parksville	I'm concerned about the cost and the abilities with hard rock and clay
25-Sep-13	Qualicum Beach	A reasonable cost would be \$12,000
25-Sep-13	Qualicum Beach	My son just put in a septic system and it was bloody expensive. The cost for sewer should be about the same.
25-Sep-13	Qualicum Beach	I'd pay \$12,000, but I'd rather pay \$8,000
25-Sep-13	Qualicum Beach	About the same as a septic system
26-Sep-13	Gabriola	\$60,000 per household. The odd person may accept but most couldn't afford it
26-Sep-13	Gabriola	In a way, government was formed to provide sewage systems. Whether or not they can afford it shouldn't mean it shouldn't be done. If someone has a failing septic it may not be affecting them but the people downstream have fecal coliform contamination and the environment is affected
30-Sep-13	Cedar	Less than a septic system (three more people agreed)
30-Sep-13	Cedar	Less than \$30,000
1-Oct-13	French Creek	If on a functioning septic system, no cost is reasonable
1-Oct-13	French Creek	In Hawthorne Rise area, it costs \$20,000 to connect

2. Private Onsite Systems

2a) Are you aware that the RDN offers a free workshop to promote the proper care of private onsite systems?

Date	Location	Feedback
26-Aug-13	Extension	Yes: 6; No: 2
28-Aug-13	Bowser	Yes: 5; No: 7
29-Aug-13	Dashwood	Yes: 1; No: 3
5-Sep-13	Coombs	Yes: 1; No: 2
9-Sep-13	Nanaimo	Yes: 3; No: 6
12-Sep-13	Lantzville	Yes: 2; No: 1
16-Sep-13	Nanoose	Yes: 9; No: 1
25-Sep-13	Qualicum Beach	Yes: 1; No: 5
26-Sep-13	Gabriola	Yes: 3; No: 0
30-Sep-13	Cedar	Yes: 3; No: 0
1-Oct-13	French Creek	Yes: 1; No: 1
Total		Yes: 35; No 28

2b) Have you ever attended a SepticSmart workshop?

Date	Location	Feedback
26-Aug-13	Extension	Yes: 4; No: 4
28-Aug-13	Bowser	Yes: 2; No: 10
29-Aug-13	Dashwood	Yes: 1; No: 3
5-Sep-13	Coombs	Yes: 1; No: 2
9-Sep-13	Nanaimo	Yes: 2; No: 6
12-Sep-13	Lantzville	Yes: 1; No: 2
16-Sep-13	Nanoose	Yes: 3; No: 7
25-Sep-13	Qualicum Beach	Yes: 0; No: 5
26-Sep-13	Gabriola	Yes: 1; No: 2
30-Sep-13	Cedar	Yes: 2; No: 2
1-Oct-13	French Creek	No: 1
Total		Yes: 17; No 44

2c) Do you have any concerns about how well your, or your neighbours', onsite system works or the quality of treatment it provides?

Date	Location	Feedback
26-Aug-13	Extension	[General consensus] My system is working fine
26-Aug-13	Extension	[General consensus] Concerned about neighbouring systems
28-Aug-13	Bowser	Generally, we need to be very concerned about sewage (or any) discharge into Baynes Sound as the aquaculture industry is a

Date	Location	Feedback
		significant benefit to the region
28-Aug-13	Bowser	There is a concern about wastewater seepage from derelict properties (and oils etc. from derelict cars). There are no bylaws to stop the discharge. They reported to VIHA but they did nothing. Old septic fields discharge into ditches which discharge into Baynes Sound.
29-Aug-13	Dashwood	No
5-Sep-13	Coombs	No
9-Sep-13	Nanaimo	No
12-Sep-13	Lantzville	No
12-Sep-13	Lantzville	My neighbours are a long way away
16-Sep-13	Nanoose	No
16-Sep-13	Nanoose	I'd say yes
23-Sep-13	Parksville	There are many failed systems so we need to eliminate those systems, it is in the best interest of everyone
23-Sep-13	Parksville	San Pareil is an example of an area that should be connected to the sewer service system. Is it being considered? It is a perfect example of an area that would be added for health and environmental reasons.
23-Sep-13	Parksville	Is there already a pipe in San Pareil? Could a single home connect? Answer: No. It would be a community decision to connect and to date there hasn't been an interest. They would have to hold a referendum
23-Sep-13	Parksville	Info and education should be consolidated with guidelines that are same across the board. Are they in place? Answer: Guidelines are in place under provincial regulation. They are promoted but not set by the RDN.
23-Sep-13	Parksville	We are below Coombs and Errington which are on septics and if they fail there is a risk of contamination of our water resources
25-Sep-13	Qualicum Beach	For the Barclay Crescent upgrade, about 35 of 200 homes were hooked up but the majority of the outstanding properties were the ones with the failing systems. That is a concern
26-Sep-13	Gabriola	I live on 5 acres, it doesn't bother me.
26-Sep-13	Gabriola	It could seep into groundwater
30-Sep-13	Cedar	If it affected my well (another person agreed)
30-Sep-13	Cedar	No, it was inspected and is working fine
30-Sep-13	Cedar	No, I designed and installed them myself
1-Oct-13	French Creek	Are new systems obligated to report maintenance? Answer: Systems installed after May 31, 2005 are required to follow a maintenance plan but no reporting is required.
1-Oct-13	French Creek	Is there any testing of onsite systems now? Answer: No, testing is the responsibility of the homeowner. VIHA has the responsibility to follow up with complaints about health hazards
1-Oct-13	French Creek	Is there information on the number or frequency of failing onsite systems?
1-Oct-13	French Creek	There is a concern about failing onsite systems and the impact on others

2d) Are there any issues you regarding onsite systems which you would like the RDN to address?

Date	Location	Feedback
26-Aug-13	Extension	Around 2005 there was no one taking responsibility to get on ground and check up on failing systems (even with complaint)
26-Aug-13	Extension	VIHA should continue to be the responsible party. I do not want the RDN to provide that service
28-Aug-13	Bowser	No, it is not good for the RDN to become involved in septic inspections – It is VIHA's role
28-Aug-13	Bowser	Lack of stormwater management can cause old septic systems to be a problem. If there was proper management, then there is no carrier. In some cases there is infrastructure but the RDN needs eyes out in the community
29-Aug-13	Dashwood	No
5-Sep-13	Coombs	No
9-Sep-13	Nanaimo	We're unable to separate and use our grey water and it would be a huge step to increase water conservation. Would cut down the amount of water that needs treatment
9-Sep-13	Nanaimo	Is higher or lower concentration of effluent better for treatment?
9-Sep-13	Nanaimo	I heard infrastructure is having problems with low flush toilets
12-Sep-13	Lantzville	There is a lot of kick back from people when you talk of inspecting septic systems. It seems like a money grab
12-Sep-13	Lantzville	The rules for subdivision should be changed when it comes to septic. If I want to subdivide I need to prove [the space for] 4 fields but can't because I have no topsoil
12-Sep-13	Lantzville	I think people can do their own construction and not hire people except to inspect as it would be substantially less expensive
12-Sep-13	Lantzville	I think onsite sewer regulations are pretty onerous
12-Sep-13	Lantzville	We need greywater system as it causes problems putting too much volume into septic systems
25-Sep-13	Qualicum Beach	[nothing mentioned]
26-Sep-13	Gabriola	Jurisdiction falls under VIHA. When septic tanks get pumped out, maybe the RDN could keep track, and send a friendly reminder that it has been 5 years
26-Sep-13	Gabriola	I'm reluctant to have more government management when people seem to have had enough.
26-Sep-13	Gabriola	I think it's important for government to have oversight as there are health risks associated with sewage contamination
26-Sep-13	Gabriola	To me it's about balance. First, there's a problem with VIHA not inspecting even when they receive calls. Second, I think the government should be paying for this, a part of taxes but so it doesn't cost more than \$100/year. But if the government gets involved, then VIHA should be inspecting but only that the product is working, with lighter regulations (i.e. the DIY system) so that DIY systems (treatment that produces drinking water) can be installed, especially if the DIY

Date	Location	Feedback
		system works just the same as a licensed person's installed system.
30-Sep-13	Cedar	A water quality database for groundwater
30-Sep-13	Cedar	Documented mandatory maintenance
1-Oct-13	French Creek	In Rivers Edge there is a covenant on septic maintenance and reporting. How is that working?

3. Source Control

3a) Can you recommend any community groups who may like to partner with the RDN to promote source control and what type of contaminant they would target?

Date	Location	Feedback
26-Aug-13	Extension	Volunteer fire departments for medication drop off (i.e. one day pick up per week)
28-Aug-13	Bowser	Restaurant associations to properly dispose of grease, gas stations too (maybe not in Area H, but in others)
28-Aug-13	Bowser	Forestry Companies
28-Aug-13	Bowser	VIU, Shellfish Growers Association, Nile Creek Enhancement Society
29-Aug-13	Dashwood	Municipal standards should be the same
29-Aug-13	Dashwood	School programs to educate children
29-Aug-13	Dashwood	Newcomer groups
5-Sep-13	Coombs	Nothing leaps to mind
9-Sep-13	Nanaimo	Vancouver Island Water Watch
9-Sep-13	Nanaimo	Streamkeepers
12-Sep-13	Lantzville	Schools are a good place to target education
12-Sep-13	Lantzville	Pollutants that go down the drain
12-Sep-13	Lantzville	A friend puts everything down the garburator...bad for sewer
12-Sep-13	Lantzville	Banning garburators would be a good first step
12-Sep-13	Lantzville	Car washes, disinfectants, different detergents
12-Sep-13	Lantzville	Commercial laundromats. A lot of time it's not as much the different detergents but the fabrics
12-Sep-13	Lantzville	Restaurants
12-Sep-13	Lantzville	Stratas on one water bill...no ownership
12-Sep-13	Lantzville	Green bin...the RDN does not collect from multi-family units so if you have to take compost down to a big bin they just throw it into the garbage
12-Sep-13	Lantzville	Porta-pottys have dyes and formaldehyde. There could be a better way
12-Sep-13	Lantzville	Commercial carpet cleaners produce 5 lbs of fabric in every dump, plus bad chemicals
12-Sep-13	Lantzville	Defoamers are bad for the environment.
12-Sep-13	Lantzville	School boards and malls - proper disposal of stripping wax from floors. Not just dumping down drains
16-Sep-13	Nanosee	Does the RDN have anything to do with the Nanaimo Recycling

Date	Location	Feedback
		Exchange? They take paint and most things. It would be a good partnership
16-Sep-13	Nanoose	Promote how to get a hold of information on where to take toxic substances
16-Sep-13	Nanoose	Madrona - has septic problems
16-Sep-13	Nanoose	In Fairwinds we need leadership and to work with each other in the community. We have 6000 people [in Nanoose Bay] but we operate like we have 1,500. Biggest challenge is getting Nanoose Bay to operate and work as a community. We have a community association and a ratepayers association but need an advisory committee to get people working together
23-Sep-13	Parksville	Kids. They go home and tell their parents about it. They are interested in how things work
23-Sep-13	Parksville	Mid-island Salmon Enhancement Society
23-Sep-13	Parksville	Island Trust
23-Sep-13	Parksville	Mid-Vancouver Island Habitat Enhancement Society
23-Sep-13	Parksville	Is there any way to monitor what goes into the sewer, inside and out of homes? Answer: No, it is purely educational, though the RDN does have a Source Control Bylaw that regulates what is permitted to go down.
23-Sep-13	Parksville	In Germany, they separate and have electrical controls that the industry pays for
23-Sep-13	Parksville	By partnering with the City of Parksville you can use their communication methods to citizens (i.e. Parksville website vs. RDN website) since many people in Parksville don't know they are also in the RDN and they not think to go to the RDN website.
23-Sep-13	Parksville	We are not engaged [about sewer] as the RDN takes care of it.
25-Sep-13	Qualicum Beach	Dental boards
25-Sep-13	Qualicum Beach	Auto shops and repair shops
25-Sep-13	Qualicum Beach	Is there an alternative for those painting who wash all the latex paint off their brushes? I heard there is water-based auto paint in California
25-Sep-13	Qualicum Beach	Restaurants and grease traps
26-Sep-13	Gabriola	Gabriola Streamkeepers
26-Sep-13	Gabriola	Gabriola Groundwater Management Society
26-Sep-13	Gabriola	Sustainable Gabriola - an umbrella group that tries to connect all NGO and non-profit groups on Gabriola
26-Sep-13	Gabriola	Target new people that move here from the city and are unaware
26-Sep-13	Gabriola	Contact Welcome Wagon
30-Sep-13	Cedar	None come to mind x 4
1-Oct-13	French Creek	Friends of French Creek
1-Oct-13	French Creek	Streamkeepers
1-Oct-13	French Creek	Partner with Solid Waste on their bulletins which say what can go down the drain. Provide info on alternative disposal options.
1-Oct-13	French Creek	Partner with retailers of these chemicals to see if they can take them back (i.e. paint stores)

3b. What other source control initiatives would assist homeowners?

Date	Location	Feedback
26-Aug-13	Extension	More education about what NOT to put down the drain
26-Aug-13	Extension	Newsletters (i.e. Regional Perspectives) to get information out or mail box notices (laminated, updated every month or so)
26-Aug-13	Extension	Figure out the cost (and advertise this) of putting certain items down the drain
26-Aug-13	Extension	Piggy back on other waste disposal initiatives (for advertising)
28-Aug-13	Bowser	Messages in the Regional Perspectives, even if it is just a few lines
29-Aug-13	Dashwood	My observation is that people who care are careful about what they put down the drain and people who don't care just dump whatever they want down the drain. Behaviour is hard to modify
29-Aug-13	Dashwood	Financial incentives may help change behaviour
29-Aug-13	Dashwood	It is perceived that the government will regulate what is allowed to go down the drain. Often people don't follow the directions on packaging on how to use these chemicals.
29-Aug-13	Dashwood	There is no follow-up or enforcement
29-Aug-13	Dashwood	If one municipality uses a [potentially harmful chemical] the next municipality also does
29-Aug-13	Dashwood	Permeable roads are better than impermeable ones as permeable ones have a better chance to filter contaminants before they enter the waterways
5-Sep-13	Coombs	Our biggest worry is our wells, no one wants a polluted well, our wells are far more important than our septic systems.
5-Sep-13	Coombs	Scared our neighbours will pollute [our wells]
5-Sep-13	Coombs	As long as they don't bring in the seismic testing (testing for natural gas) again (~10 years ago). It changed my well.
9-Sep-13	Nanaimo	Is garburator use beneficial or not? (compared to composting)
9-Sep-13	Nanaimo	A more appropriate way to discard of organics. Add into your educational materials
9-Sep-13	Nanaimo	Grey water for watering gardens
9-Sep-13	Nanaimo	Rainwater collection
16-Sep-13	Nanoose	Drop something, even a single post card, in the mail box. As a person with a young family I don't have time to read all the papers. I'm computer savvy but I don't troll the websites as a hobby. People don't think about it until there is a problem
16-Sep-13	Nanoose	Could industry (e.g. septic haulers) hand out promotional material (such as the benefits of pumping every 3-5 years)?
23-Sep-13	Parksville	A regular "Did You Know?" column in the paper with educational trivia. It would reach a lot of people, who would probably look forward to reading it.
23-Sep-13	Parksville	In the future, build test ports into the system
23-Sep-13	Parksville	Parksville bases bylaws on RDN standards - ask for results to make

Date	Location	Feedback
		sure bylaws are met
26-Sep-13	Gabriola	You are already doing SepticSmart
30-Sep-13	Cedar	Fish painted on storm drains
30-Sep-13	Cedar	Source Control Do's and Don'ts
1-Oct-13	French Creek	I like the idea of community collection events, like at the Civic Centre, but people don't want to wait for these
1-Oct-13	French Creek	More awareness of the recycle station on the Alberni Highway
1-Oct-13	French Creek	Contaminants: paint, paint thinner, oil, medications, pesticides, herbicides, flammable liquids. Where to take materials that the Nanaimo Recycling Exchange won't accept.
1-Oct-13	French Creek	Bylaw enforcement

4. Rainwater Management / Drinking Water and Watershed Protection

Are there any rainwater management, stormwater management, drinking water protection or watershed protection issues in your community that you would like the RDN to consider when developing the Rainwater Management Plan?

Date	Location	Feedback
26-Aug-13	Extension	Cisterns
26-Aug-13	Extension	Greywater management
26-Aug-13	Extension	Safety of our drinking water: who's testing, who's keeping track on what's going on above the drinking water intake
26-Aug-13	Extension	All water sources are going to be scarce
26-Aug-13	Extension	Forestry companies using fertilizers, pesticides and other chemicals -- RDN should hold them to standards
26-Aug-13	Extension	Better notice when forestry companies are using chemicals -- (mail box) and up in forestry land and recreational trails (people like berry picking in this area)
28-Aug-13	Bowser	Stormwater management and erosion control, specifically in cliff and steep slope areas and in the village
28-Aug-13	Bowser	Forestry companies not managing stormwater effectively (i.e. Cook Creek and Rosewall Creek)
28-Aug-13	Bowser	Everything that goes into a system comes out of a system
29-Aug-13	Dashwood	Area F has a terrible problem with flash flooding. Many people cut down most of the vegetation, pave and direct excess water to neighbours downstream and flood their property, and this continues until a flat area is reached, which pools with water in the winter and kills vegetation. There is no recourse or ability to stop this.
29-Aug-13	Dashwood	Other than providing info, the RDN should leave people alone
29-Aug-13	Dashwood	What happens to stormwater?
29-Aug-13	Dashwood	Rainwater management (collection and use) is important, especially where you have people watering lawns
5-Sep-13	Coombs	If we stop using impermeable (paved) surfaces, more water will soak in and we will have more groundwater. The problem is paved surfaces
9-Sep-13	Nanaimo	Yes! Buying our drinking watershed for the people to own
9-Sep-13	Nanaimo	I think buying our watershed is a great idea but how can the people afford it?
9-Sep-13	Nanaimo	Victoria and Lantzville have purchased their watershed
9-Sep-13	Nanaimo	No one actually owns the lakes, it's the land around it that's important
9-Sep-13	Nanaimo	It's paramount that we work together to own our water supply; it's our sovereignty
9-Sep-13	Nanaimo	If someone cuts the trees down, no one seems to hold them accountable
9-Sep-13	Nanaimo	Our watershed is constantly being logged. It makes the water flow faster
9-Sep-13	Nanaimo	It comes down to development strategies, building specifications

Date	Location	Feedback
9-Sep-13	Nanaimo	The amount of infiltration is important
9-Sep-13	Nanaimo	In our rainwater management, if we vegetated our ditches (like a swale) we would increase infiltration and it gets rid of culverts
12-Sep-13	Lantzville	We have our own impact management strategies in Lantzville [municipality]
12-Sep-13	Lantzville	Controlling erosion - if you stop rainwater from flowing, that's not good (more mosquitoes)
12-Sep-13	Lantzville	I don't know how you do it without a lot of money
12-Sep-13	Lantzville	Differs between rural and urban
12-Sep-13	Lantzville	Underground storage system
12-Sep-13	Lantzville	More rain gardens
12-Sep-13	Lantzville	Commercial projects - used to have to put in oil/water separators but the ministry stopped inspecting
16-Sep-13	Nanoose	It's a land development issue. Plan properly to meet objectives (rainwater harvest, stormwater management)
16-Sep-13	Nanoose	In Parksville, they should look into rainwater management as their drains couldn't take the rain from that last storm
16-Sep-13	Nanoose	Do the hydrologists look at well levels going down to determine how much we need to manage
16-Sep-13	Nanoose	We need to collect and store the water that is coming down all the time? It's a terrible waste not to manage it. I remember when Parksville was running out of water.
16-Sep-13	Nanoose	One day we will have a water shortage. We can't seem to determine how much water is in the aquifers.
16-Sep-13	Nanoose	Are we using less and less of the Englishman River? It seems like with the bank collapsing the last few years we need more drinking water protection for us
16-Sep-13	Nanoose	Rainwater management is key
16-Sep-13	Nanoose	"Mimic Water Balance" is a strong objective any management plan should incorporate
16-Sep-13	Nanoose	We need to promote the natural water balance. We need to understand the local hydrology and what our aquifers can hold. The runoff into local streams that maintains our biological resources
16-Sep-13	Nanoose	How does the Drinking Water and Watershed Protection program differ from the LWMP? This particular program crosses both.
16-Sep-13	Nanoose	Are there seven different municipalities that use our water system, that use the Arrowsmith Dam? We should have an interest in the Errington River Water Supply
16-Sep-13	Nanoose	Does the piping need to be upgraded
16-Sep-13	Nanoose	It will be cost more for us if others pull out
16-Sep-13	Nanoose	Is there an initiative for developers to put in rain catchment systems on new homes? There should be! What's happening in Cedar should be applied to the rest of the region if we put it in the planning stage
16-Sep-13	Nanoose	Better infiltration through better design. Retention through design. Don't put it into pipes, let it infiltrate.

Date	Location	Feedback
16-Sep-13	Nanoose	How does this relate to standards for the roads (i.e. swales, ditch instead of curbs in front of properties). Sidewalks prevent infiltration. Have standards changed?
16-Sep-13	Nanoose	What did the new Nanoose Bay firehall do? They put in swales / a rain garden
23-Sep-13	Parksville	Protecting drinking water and watershed, especially outside of the area at higher elevations
23-Sep-13	Parksville	If you want a green lawn and to wash your car, rainwater is key
23-Sep-13	Parksville	rebates for cisterns
23-Sep-13	Parksville	When I boil water, during certain months I notice a light film on my water. Need to make the city aware of it.
23-Sep-13	Parksville	We need to stop flushing our toilet with potable water
23-Sep-13	Parksville	Need to use more greywater like Australia
23-Sep-13	Parksville	Our aquifers are depleting and summer is our busiest time of year for tourists and we use the most water then
23-Sep-13	Parksville	We should set limits and charge more for high usage (i.e. over 120 L/day). 420 L/day is too much.
23-Sep-13	Parksville	I'd like to see a non-potable water distribution system for watering City parks and store the water uphill so it can be gravity fed.
23-Sep-13	Parksville	Have onsite systems that collect and use greywater onsite
23-Sep-13	Parksville	Collect water from roofs and use it indoors like Australia
23-Sep-13	Parksville	Can city water parks reuse the water as they use so much water
23-Sep-13	Parksville	Have a reservoir and you could truck water in. To have a separate utility costs too much and creates room for errors. Deal with it at the source is the cheapest way
23-Sep-13	Parksville	Smart controllers for municipal irrigation systems so they do not water when it rains
23-Sep-13	Parksville	Put the yellow fish on stormdrains (MVIHES)
23-Sep-13	Parksville	Retrofits are costly. New construction should be targeted
23-Sep-13	Parksville	Set design requirements. Roof catchment to storage system, onsite, solar collectors, geothermal, copper piping on roofs, engage local industry but we should legislate it.
23-Sep-13	Parksville	It's a mind set
23-Sep-13	Parksville	We have more authority in rezoning. Make it desirable for builders by adding value to it and show marketability of it to buyers, sellers, regulators
23-Sep-13	Parksville	How long can you store rainwater before it has to be used?
23-Sep-13	Parksville	Mosquitoes can lay eggs after 3 days.
25-Sep-13	Qualicum Beach	Parksville just had a big storm and that water had to get out of the city so it didn't flood.
25-Sep-13	Qualicum Beach	Flooding is a function of the design failing.
25-Sep-13	Qualicum Beach	I'd rather the water go down a pipe than flood my basement
25-Sep-13	Qualicum Beach	Can we make rainwater drinkable? I'm concerned that if there is a disaster and our drinking water supply is contaminated, what are we going to drink? We should have a plan for this.

Date	Location	Feedback
26-Sep-13	Gabriola	The cistern rebate program is great, definitely
26-Sep-13	Gabriola	An awareness of water quantity and quality issues (what we are talking about)
26-Sep-13	Gabriola	Also have put on a few workshops that have been beneficial
26-Sep-13	Gabriola	Rainwater harvest handbook is great
26-Sep-13	Gabriola	Why don't we use more bioswales to control excess rain runoff? They have so many functions, groundwater recharge, filtration, etc.
30-Sep-13	Cedar	Rain Gardens
1-Oct-13	French Creek	Landscapers and people with gardens should save rainwater and use it in the summer. It saves drinking water as they are not using up treated water.
1-Oct-13	French Creek	Government buildings should collect rainwater
1-Oct-13	French Creek	Condo development
1-Oct-13	French Creek	Use rainwater in the summer, don't need it in the winter
1-Oct-13	French Creek	Could you not have a drainfield for rainwater in new construction?
1-Oct-13	French Creek	Is it feasible to encourage rock pit drain area on private sites?
1-Oct-13	French Creek	Rainwater should not be in liquid waste as it is a valuable resource. We should not put in big pipes and shuttle it away. It is not a waste or something to get rid of as fast as you can. It is something to hang onto, encourage infiltration. By including rainwater in wastewater it perpetuates the thought that it is waste.

5. Odour Control

5a) Do wastewater-related odours affect you (at your residence, on your commute, where you recreate)?

Date	Location	Feedback
26-Aug-13	Extension	Haven't smelled anything from GNPCC
26-Aug-13	Extension	When I lived behind Brooks Landing I could smell GNPCC
28-Aug-13	Bowser	FCPCC when you go by sometimes it's terrible
28-Aug-13	Bowser	We don't have any RDN infrastructure in Area H
29-Aug-13	Dashwood	On commute or while walking along Lee Road or even on the beach I smell FCPCC. It doesn't upset me as I know treatment is good, but it is noticeable
29-Aug-13	Dashwood	In March, the herring roe on the beach smells too but it's not a bad smell
29-Aug-13	Dashwood	The stinkiest thing is the composting plant in Nanaimo
5-Sep-13	Coombs	[analogy] can't complain about dairy farmers as we need milk...city people move to rural areas and then complain of the smell of manure. You can't have it both ways.
5-Sep-13	Coombs	Never in French Creek long enough to smell it
9-Sep-13	Nanaimo	I can smell FCPCC when go by
9-Sep-13	Nanaimo	I haven't smelled GNPCC, but I don't live there
9-Sep-13	Nanaimo	I once smelled effluent just off Hammond Bay area
12-Sep-13	Lantzville	Only place I really notice offensive odour is Duke Point [composting facility]
12-Sep-13	Lantzville	It used to be pretty bad on Peterson Road between October and December before they put in sewer systems. Sewage from septic systems was getting into ditches.
12-Sep-13	Lantzville	Winchelsea was bad too [before sewer was brought in]
16-Sep-13	Nanoose	Yes, when I go by FCPCC I can definitely smell it
16-Sep-13	Nanoose	Yes, I notice it too when I go by FCPCC
16-Sep-13	Nanoose	NBPCC has a foul smell at certain times of the year i.e. Dolphin Lake area
16-Sep-13	Nanoose	First thing in the morning you can smell it when you walk by
16-Sep-13	Nanoose	I'm in a walking group and I can smell it when you walk by but the smell does not cover a huge area
23-Sep-13	Parksville	I drive through French Creek
23-Sep-13	Parksville	FCPCC was bad last year. Not one or two days but 2-3 weeks
23-Sep-13	Parksville	I went to your FCPCC Open House and I could tell odour management was important to you
23-Sep-13	Parksville	I never knew that the RDN wanted us to report odours. Let the public be your eyes and ears, empower them. Have a sticker on the fridge that says "smell something, give us a call"
25-Sep-13	Qualicum Beach	My experience is that when there's an odour at French Creek, the RDN says that it's fish and they've been saying that since I moved here
25-Sep-13	Qualicum Beach	The Vernon treatment facility doesn't have the same odour issues

Date	Location	Feedback
25-Sep-13	Qualicum Beach	I live in French Creek and occasionally I turn on the shower and notice a bad smell. (I'm on Epcor water). It usually happens in the spring
25-Sep-13	Qualicum Beach	French Creek residents association deals with stink reports in the spring and other seasons when the herring are not spawning
25-Sep-13	Qualicum Beach	There is a theory that there is some improper septic hauler discharge
26-Sep-13	Gabriola	Every so often I go by a manhole by Maffeo Sutton and it smells
26-Sep-13	Gabriola	No
30-Sep-13	Cedar	Wind brings odours from the Duke Point composting facility so if DPPCC ever failed, it might waft over too
30-Sep-13	Cedar	No (4 agreed)
1-Oct-13	French Creek	Please address the odours at Morningstar Lagoon
1-Oct-13	French Creek	Morningstar golf course smells. Is it the effluent causing that stink? Answer: At Morningstar Golf Course there are two large ponds with no aeration right now. Dissolved oxygen levels are significantly lower than the effluent at the facility
1-Oct-13	French Creek	There is a terrible odour from Morningstar Golf Course. It is ruining our lives.
1-Oct-13	French Creek	Would rainwater smell that bad in the ponds?
1-Oct-13	French Creek	I contacted the provincial government with my concern and they said that it wasn't their jurisdiction
1-Oct-13	French Creek	No more buck passing, we need solutions now
1-Oct-13	French Creek	If you cut off the supply of treated effluent in the summer, Morningstar Golf Course would react
1-Oct-13	French Creek	Improve signage at Morningstar Ponds
1-Oct-13	French Creek	The pond is fuller than ever right now, never seen it so full. Is there an overflow? I'm worried that if it rains, it will spill over the edge
1-Oct-13	French Creek	How close to capacity is FCPC running, does that affect the smell?
1-Oct-13	French Creek	There are odours nearly every day in French Creek. Is it the plant? Brackish water? Fish? How do you tell?

5b) What is an acceptable level of odour? (frequency / duration / proximity)

Date	Location	Feedback
26-Aug-13	Extension	None
26-Aug-13	Extension	It is not acceptable to make people put up with long-term odours
28-Aug-13	Bowser	None
28-Aug-13	Bowser	On a hot, hot summer day with lots of tourists and no wind we may have some smell. There is a cost associated with reducing odors and maybe we should be ok with some odours
29-Aug-13	Dashwood	In the mid-1990's FCPC stunk beyond belief
29-Aug-13	Dashwood	Plant is camouflaged well, you really have to look for it...it's out of sight but not out of smell
5-Sep-13	Coombs	I guess there has to be [some smell] depending on which way the wind blows

Date	Location	Feedback
9-Sep-13	Nanaimo	If you don't live by it, you don't really smell it
9-Sep-13	Nanaimo	Bottom line is we need to accept a small level of smell
12-Sep-13	Lantzville	As long as you keep it in Nanaimo
12-Sep-13	Lantzville	I lived on Hammond Bay before and there was no smell
12-Sep-13	Lantzville	People on Gulf View Drive notice smells off and on over the past 5 years. Doesn't make you gag, it's just a smell.
12-Sep-13	Lantzville	You shouldn't notice that you live next to a sewage treatment plant
16-Sep-13	Nanoose	Currently there are no houses next to NBPCC and you'd have to do some testing to determine if there is a problem
16-Sep-13	Nanoose	I have lived by NBPCC for three years. There is a slight smell but nothing serious
23-Sep-13	Parksville	What can you do about the odours? Can you prevent them? Answer: You can theoretically prevent all odours by covering everything and creating equipment redundancy (because equipment breaks) but this would be very expensive
23-Sep-13	Parksville	You could give the existing neighbours fans
25-Sep-13	Qualicum Beach	Zero. No one likes an odour. I don't live near it but I wouldn't if there was an odour.
25-Sep-13	Qualicum Beach	One or two times a year for a short period, but not 4 days or more
25-Sep-13	Qualicum Beach	People in close proximity pay the price but a lot of people in a wider area reap the benefits. Why should we expand if French Creek has to suffer more? People 30 km away don't mind shipping their sewer to French Creek as long as they don't have to smell it.
26-Sep-13	Gabriola	Anything I can't smell
30-Sep-13	Cedar	None, because there are too many ways to stop it x 4
1-Oct-13	French Creek	None
1-Oct-13	French Creek	If you are in a residential area you should have no odours (many agreed)
1-Oct-13	French Creek	Time of year matters - summer vs. winter
1-Oct-13	French Creek	Will future expansion cause more odour? What can we realistically expect?
1-Oct-13	French Creek	If you cannot control existing odours, the plant should not expand
1-Oct-13	French Creek	Odour control is a must. It should be the number 1 concern.

6. Volume Reduction

6a) Are you aware that the RDN offers free water conservation workshops?

Date	Location	Feedback
26-Aug-13	Extension	Yes: 1; No: 7
26-Aug-13	Extension	Rural people know how to conserve water. If you are on a well you automatically conserve
28-Aug-13	Bowser	Yes: 4; No: 8
29-Aug-13	Dashwood	Yes: 1; No: 3
5-Sep-13	Coombs	Yes: 1; No: 2
9-Sep-13	Nanaimo	Yes: 3; No: 6
12-Sep-13	Lantzville	Yes: 4; No: 0
12-Sep-13	Lantzville	Is all the water supply metered? Answer: Yes
16-Sep-13	Nanoose	Yes: 6; No: 3
23-Sep-13	Parksville	Yes: 6; No: 1
25-Sep-13	Qualicum Beach	Yes: 1; No: 3
26-Sep-13	Gabriola	Yes: 3; No: 0
30-Sep-13	Cedar	Yes: 2; No: 2
1-Oct-13	French Creek	Yes: 6; No: 15
1-Oct-13	French Creek	Low flush toilets are a big conserver of water. It is important.

6b) Are there other initiatives you would like the RDN to offer in the future?

Date	Location	Feedback
26-Aug-13	Extension	Yes, native plant and xeriscaping
28-Aug-13	Bowser	Do you talk about grants, rebates at the workshops?
28-Aug-13	Bowser	How do you reach the non-converted in the bigger question
29-Aug-13	Dashwood	In rural areas our concern is water withdrawal from wells
29-Aug-13	Dashwood	In the winter time, that's when septic systems can flood
29-Aug-13	Dashwood	The process and impact on aquifers (Parksville is pumping out of the river in the winter and putting it into aquifers for use in the summer). People should be more educated on this
29-Aug-13	Dashwood	People should be more educated on the effect their water use has on our water supply (how individuals affect this)
29-Aug-13	Dashwood	People will conserve more as the cost increases
29-Aug-13	Dashwood	Sail boats and pleasure crafts - where do they dump their waste and how is it regulated
29-Aug-13	Dashwood	Is there a problem with leakage in older septic
29-Aug-13	Dashwood	If you charge more for water use in the summer, when it is scarce, and less for water in the winter, when it is plentiful, people will conserve more
5-Sep-13	Coombs	Notices at the Rodeo grounds is a good way to get the word out
9-Sep-13	Nanaimo	Grey water reuse, plant trees with people so they don't have to water their lawns as much

Date	Location	Feedback
12-Sep-13	Lantzville	Sewage system is gravity fed and requires a certain amount of liquid
16-Sep-13	Nanoose	Do you offer anything at the school level?
16-Sep-13	Nanoose	I though the workshops were just for irrigation, I didn't know you did all these. The Get Involved website is good.
23-Sep-13	Parksville	The system is designed for high volume so if we got low volumes will we have issues? Answer: This is not currently an issue.
23-Sep-13	Parksville	How do you communicate these workshops? Could be on our city webpage.
23-Sep-13	Parksville	Can advertise through a weekly "Did you know" column in the paper
23-Sep-13	Parksville	Make the info into a game, like multiple choice. Make the facts community-based.
25-Sep-13	Qualicum Beach	A home that reuses water and is totally off the grid. To use less resources. There should be a workshop on how to make our homes more self-sufficient
25-Sep-13	Qualicum Beach	Greywater reuse
25-Sep-13	Qualicum Beach	Heat on demand would save water and electricity as I run my tap for a long time waiting for it to get warm.
25-Sep-13	Qualicum Beach	Put hot water tank more centrally in the home so hot water comes out more quickly
25-Sep-13	Qualicum Beach	There's a lot of good ideas out there but they don't get talked about
25-Sep-13	Qualicum Beach	What are the opportunities to have a low flush toilet for someone without one?
25-Sep-13	Qualicum Beach	I think the problem is that some people don't know how or can't do the research on low flush toilets to find out if they work
26-Sep-13	Gabriola	In Area B, it's not always possible for people to attend, so you could have something online for workshops
26-Sep-13	Gabriola	What about a 10 minute clip with a discussion online?
26-Sep-13	Gabriola	I would get more out of a video than a slide show
26-Sep-13	Gabriola	What about a webinar
26-Sep-13	Gabriola	What about greywater or purple pipes?
26-Sep-13	Gabriola	On Gabriola, a lot of people have installed greywater reuse systems themselves
30-Sep-13	Cedar	Rain Gardens
30-Sep-13	Cedar	Greywater reuse
1-Oct-13	French Creek	No suggestions

7. What should the RDN do, if anything, to promote the reduction of I&I on private property?

Date	Location	Feedback
26-Aug-13	Extension	No answer
28-Aug-13	Bowser	The town of Qualicum Beach is concerned about I&I and about two years ago did a study in Chartwell area. As a result, corrected piping lowered operating costs
28-Aug-13	Bowser	Provide incentives for people doing rainwater harvesting

Date	Location	Feedback
28-Aug-13	Bowser	Someone who uses only rainwater would not be paying for water but would still be sending waste to the sewer system
29-Aug-13	Dashwood	Education is a big thing. What is I&I?
29-Aug-13	Dashwood	Mostly it's an engineering problem, when they find it, they fix it. It's just a problem of finding it.
29-Aug-13	Dashwood	Education is needed as a lot of people are ignorant. People most likely aren't doing it intentionally, rather just because they don't know.
29-Aug-13	Dashwood	People don't give it much thought. Once it goes down the drain, it's just gone; they don't understand the impacts it can/does have
5-Sep-13	Coombs	Make an incentive for people to fix it (i.e. provide new pipe if homeowner installs it)
5-Sep-13	Coombs	Ultimately, residents pay for volume so that's incentive to fix it.
9-Sep-13	Nanaimo	Are there any programs to help the people deal with failing pipes on their property? There should be grants to fix your system.
9-Sep-13	Nanaimo	You have to identify the problem to deal with it
9-Sep-13	Nanaimo	You need better upgrades to the infrastructure to deal with it
9-Sep-13	Nanaimo	Most people aren't aware of it. They don't care even if they did they wouldn't do anything about it.
9-Sep-13	Nanaimo	Awareness and education to bring attention to this
9-Sep-13	Nanaimo	Promote that the more efficient your system is, the lower the overall cost. Use money as a motivator.
12-Sep-13	Lantzville	Have you quantified the amount of I&I
12-Sep-13	Lantzville	You could have a local bylaw but how do you detect it?
12-Sep-13	Lantzville	You wouldn't know you had a cracked line until sewage comes to the surface
12-Sep-13	Lantzville	Most lines are new here
16-Sep-13	Nanoose	What do you do now? Do you do smoke tests to see if any Nanoose Bay storm connections go into sewer?
16-Sep-13	Nanoose	Is it a building inspection issue?
16-Sep-13	Nanoose	If rainwater is being held back [through rainwater management], it won't be entering sewer pipes and will decrease I&I
23-Sep-13	Parksville	If you want a preferential rate then you allow inspection of your private pipes (system)
23-Sep-13	Parksville	The City of Parksville is doing a storm and waste management plan soon. We can check our own system but what do you do for private systems?
23-Sep-13	Parksville	In Ontario they pay you \$25 if you take you downspout out of the ground and lay it on the surface. Trees and garden benefit but it works when you are on a high side (not a swamp). You change one thing and it affects another, you always have to look at the consequences
25-Sep-13	Qualicum Beach	What control do we have over this?
26-Sep-13	Gabriola	Rebates for private property connections.
30-Sep-13	Cedar	n/a
1-Oct-13	French Creek	What is the total percentage of I&I in FCPC influent?

Date	Location	Feedback
1-Oct-13	French Creek	Are roof drains connected to the system?
1-Oct-13	French Creek	I'm amazed that I&I can be up to 70%. Are there strategies to deal with that?
1-Oct-13	French Creek	Can RDN enforce the disconnection of downspouts into sewer systems?

8. Part 1: GNPCC. Based on the technical, social, environmental, and economic implications, which option do you prefer [2016, 2018, 2019]?

Date	Location	Feedback
26-Aug-13	Extension	No answer
28-Aug-13	Bowser	no answer
29-Aug-13	Dashwood	I don't think all the alternatives are presented. Water and unpolluted water is very important, not just for human use but also for all creatures that depend on water.
29-Aug-13	Dashwood	This is one of the primary things that the federal and provincial governments should subsidize/pay for as municipal level does not have the taxing power to pay for this. Current Canadian model is NOT good model.
29-Aug-13	Dashwood	We need solid lobbying by municipal council to federal government to pay for infrastructure. We need sufficient lobbying for pushback. What feds say is not good enough as the situation with water is too important. It should be a citizen's issue as we should all have to protect and care for our water.
29-Aug-13	Dashwood	The ability of municipalities to fund is very challenging as upper levels of government have stopped funding
29-Aug-13	Dashwood	We need a citizen's base to push this forward to federal government and provincial government
5-Sep-13	Coombs	Doesn't make a difference to me
9-Sep-13	Nanaimo	Has the RDN been putting away money for infrastructure? Yes, but the premature failure of the outfall will require most of the savings.
9-Sep-13	Nanaimo	Where will the money come from? Answer: Expansion is paid for through development cost charges (DCCs). Upgrades are paid for with tax revenue. The RDN is also pursuing grant funds.
9-Sep-13	Nanaimo	[Discussed tax increases for each scenario and why the dates were chosen (1997 commitments; recent precedent in Metro Vancouver)]
9-Sep-13	Nanaimo	2020 is too long to be pumping effluent into the Strait of Georgia
9-Sep-13	Nanaimo	The cost difference is really insignificant but if the extra time gives you more opportunity and flexibility of options, then it is worth it.
12-Sep-13	Lantzville	\$15 is not too much, that's why not many people are here. There is no incentive to get involved
12-Sep-13	Lantzville	2019 because we really want grants as Federal and Provincial government said there'd be no grants for a few years
12-Sep-13	Lantzville	I'd rather take my chances in the future than knowing there's no money
12-Sep-13	Lantzville	No opinion, I'm on septic
12-Sep-13	Lantzville	How are you going to decide the date? Answer: decision will be by the regional Board and staff recommendation to the board.
16-Sep-13	Nanoose	What is the chance of getting a grant?
16-Sep-13	Nanoose	Is it possible to look at the issue by dissecting the problem? Encourage more public acceptance? For example, use greywater systems so that we reduce the amount of pollutants and volume that

Date	Location	Feedback
		the treatment systems have to deal with. Is there a way to encourage source control at home through the Ministries? If we can reduce source control issues maybe we don't need to do this right away.
16-Sep-13	Nanoose	Existing homes are too old to retrofit. It is hard to change and expensive from a building code perspective.
16-Sep-13	Nanoose	Can we put this vision [greywater management] into the LWMP. Put grey water and source control into our homes.
23-Sep-13	Parksville	Does the outfall pipe have to be replaced in 2015. If so, why?
23-Sep-13	Parksville	Why aren't provincial funds being used or offered?
23-Sep-13	Parksville	2019 sounds good to me
23-Sep-13	Parksville	By delaying to 2019 would the pipe be paid off? Answer: Currently GNPCC carries no debt but the outfall replacement will use up most of our reserves and we will have to borrow to complete secondary treatment.
23-Sep-13	Parksville	Is this a good fit for a P3? Answer: P3 are not often used in projects like these but we could consider design-build.
23-Sep-13	Parksville	Does this consider other increases (i.e. Hydro) taxpayers will incur so the burden does not become too great? Answer: This is a project we must complete. There are hefty fines if we don't complete it. But we do look at the overall impact.
23-Sep-13	Parksville	I would like a better understanding of where you are coming from and what is being considered in the decision making process.
23-Sep-13	Parksville	In regard to economics, you will pay now or you will pay later.
25-Sep-13	Qualicum Beach	I'd like it if senior governments contributed some money
25-Sep-13	Qualicum Beach	How come the developers aren't paying? We shouldn't have to keep footing the bill just because we live here. Answer: developers pay for expansion through DCCs.
25-Sep-13	Qualicum Beach	I'd say, considering the outfall, that 2018-1019 is preferred so it's not such a big tax load
25-Sep-13	Qualicum Beach	We should have a better cost estimate before we agree on a date.
26-Sep-13	Gabriola	Interest rates are good now so now may be better
26-Sep-13	Gabriola	The cost difference in taxes doesn't seem like that much, why not do it sooner and get it done.
26-Sep-13	Gabriola	It doesn't go up much in tax cost and it would be much better environmentally to do it sooner.
30-Sep-13	Cedar	2016 x 2 - costs go up the longer you wait. It's hard to predict inflation, material and labour costs
30-Sep-13	Cedar	One preferred 2019
30-Sep-13	Cedar	No preference
1-Oct-13	French Creek	It is presumptuous to comment on this as it does not affect us much
1-Oct-13	French Creek	It affects the Strait of Georgia, which affects us all
1-Oct-13	French Creek	Does VIHA have a deadline or mandate?
1-Oct-13	French Creek	Is 2016 even feasible?
1-Oct-13	French Creek	There is a challenge because we don't want anything the Strait of Georgia but it is hard to be on a timeline

8. Part 2: NBPCC. Based on technical, social, environmental, and economic implications, which option do you prefer [2020, 2025, 2030]?

Date	Location	Feedback
26-Aug-13	Extension	No answer
28-Aug-13	Bowser	Is secondary treatment the model? i.e. Comox Valley Regional tried putting in secondary and the community uproared so they put in tertiary treatment
28-Aug-13	Bowser	As a person who floats around in the Strait of Georgia, I would think the sooner the better for water quality
28-Aug-13	Bowser	Interest rates are increasing, which will increase the cost of borrowing and the overall cost of the project. Prices are good now
29-Aug-13	Dashwood	[Not specifically answered, but generally the comments above apply]
9-Sep-13	Nanaimo	This is incentive to move to Nanaimo
9-Sep-13	Nanaimo	I'd opt for 2025 since there is not a significant cost difference between 2025 and 2030 and it would still allow sufficient time to plan
9-Sep-13	Nanaimo	This is mainly concerning Fairwinds area
12-Sep-13	Lantzville	Shouldn't Fairwinds decide as it affects them - they have to pay for it
12-Sep-13	Lantzville	Will it be possible to apply for separate grants for each treatment plant? Yes.
12-Sep-13	Lantzville	So all those detergents and chemicals go into the Strait of Georgia?
12-Sep-13	Lantzville	Any tertiary systems on the island?
16-Sep-13	Nanoose	Nanoose Bay never gets funding as it is not a municipality. Nanoose Bay should incorporate so we can get funding as it is based on property taxes
16-Sep-13	Nanoose	When Madrona tried to get sewer there was no funding
16-Sep-13	Nanoose	Is this in addition to the sewer tax we pay now?
16-Sep-13	Nanoose	The later the better as most of us won't be around then. Let our kids know so they are prepared for it.
16-Sep-13	Nanoose	Developers are responsible for water and sewer
16-Sep-13	Nanoose	If we hold off until 2030 we may have thousands of more residents to share the cost
16-Sep-13	Nanoose	I think the sooner the better but unfortunately, any tax increase is seen as bad
16-Sep-13	Nanoose	Do the current development talks include secondary treatment?
16-Sep-13	Nanoose	If we do it sooner, then we potentially pay more? Yes.
16-Sep-13	Nanoose	What input has the MOE given? Advisory Committee, staff comments on three Draft reports, meetings
23-Sep-13	Parksville	So however many units of sewage are going out now, they would decrease if secondary treatment was implemented? Answer: Yes
23-Sep-13	Parksville	I would rather choose an option based on population, rather than date
23-Sep-13	Parksville	Will this push ahead the Fairwinds Lakes District development?
23-Sep-13	Parksville	I'd be inclined to go with the later date but if the Lakes District goes

Date	Location	Feedback
		ahead then it can be moved forward but it would be hard to go the other way
23-Sep-13	Parksville	Can we use effluent for other purposes
25-Sep-13	Qualicum Beach	If I was living there I'd say 2030
25-Sep-13	Qualicum Beach	I'm speechless with the first number [2020]
26-Sep-13	Gabriola	That's a lot of money. This is the type of tax that starts to break people
26-Sep-13	Gabriola	The high taxes could be why you don't get the expected growth
26-Sep-13	Gabriola	What about the effects on the receiving environment
26-Sep-13	Gabriola	How did Nanoose Bay feel when they saw their tax increase after they saw Nanaimo?
26-Sep-13	Gabriola	I'd go for 2020
30-Sep-13	Cedar	Not affected by it
30-Sep-13	Cedar	Same answer as GNPCC
30-Sep-13	Cedar	Development would be good, so they can share the tax burden
1-Oct-13	French Creek	If you wait longer, you hope for more people to spread out the cost
1-Oct-13	French Creek	Do these figures factor in the potential growth in Fairwinds? Answer: No, it assumes minimal growth
1-Oct-13	French Creek	Are DCCs based on primary or secondary treatment?
1-Oct-13	French Creek	Solids from Nanoose are trucked to FCPCC.

8. Part 3: FCPCC. Do you have any comments for the RDN regarding the expansion of FCPCC?

Date	Location	Feedback
29-Aug-13	Dashwood	No
29-Aug-13	Dashwood	Are there more ways to mitigate/control the demand of FCPCC at the source/control the input into the system? Are there things that could decrease the demand and delay the expansion? Answer: Water conservation and a reduction in inflow and infiltration would decrease the demand and delay expansion
5-Sep-13	Coombs	Hope that estimate is right
9-Sep-13	Nanaimo	It needs to be done
9-Sep-13	Nanaimo	I think it has to be expanded if the population is increasing
9-Sep-13	Nanaimo	Have they had problems in the past year? I've noticed it smells more
9-Sep-13	Nanaimo	Do you have the land for it? Answer: Yes.
9-Sep-13	Nanaimo	It will be a completely new building? Answer: Yes
12-Sep-13	Lantzville	Did they deal with odour there?
16-Sep-13	Nanoose	I would encourage the RDN to look at the numbers and see how they can drive down costs with technology (i.e. recovering phosphorus). Push technology as much as possible to bring down costs
16-Sep-13	Nanoose	The later you push back the date, the lower the cost
16-Sep-13	Nanoose	I'd like to hear more of a push for the environment, let's not just bring it down to cost. Plan for future generations
16-Sep-13	Nanoose	I'd like more push from the RDN to bring the focus to the

Date	Location	Feedback
		environment
16-Sep-13	Nanoose	How close are we to the current capacity?
23-Sep-13	Parksville	If population growth diminishes then we'll pay more
23-Sep-13	Parksville	You are collecting DCCs already? Yes? What portion will it cover?
25-Sep-13	Qualicum Beach	People in French Creek already feel like they've paid three times over
25-Sep-13	Qualicum Beach	What if we decrease the volume into the plan (e.g. dual flush toilets, reduce summer irrigation, increase water bills)
26-Sep-13	Gabriola	Go ahead
26-Sep-13	Gabriola	To me it seems like something that should be sold to the province as it would be a huge benefit
26-Sep-13	Gabriola	We don't all share the treatment plant but we all share the environment
26-Sep-13	Gabriola	It's not like you are asking for continuous funds, it is a one shot deal, not long term or ongoing. They should get on board.
30-Sep-13	Cedar	No x 2
30-Sep-13	Cedar	Is there any novel or experimental technologies being used? Answer: About 10% of the treated effluent is pumped during the summer to storage ponds at Morningstar Golf Course. They use the treated effluent to irrigate the golf course.
1-Oct-13	French Creek	Only want to live with own odours, not new expansion odours
1-Oct-13	French Creek	Do we want the risk of a plant that's twice as big with twice the potential for odours?
1-Oct-13	French Creek	How much would cost if there was not expansion, just capital upgrades? Answer: About \$27 million for expansion, and \$5 million for upgrades
1-Oct-13	French Creek	Would this project be eligible for grants? Answer: Some but it would be difficult because the plants moving to secondary treatment will get priority
1-Oct-13	French Creek	If no expansion occurs, will we still see an increase in our taxes? Answer: The 85% expansion is not included in the figure because it is covered by DCCs
1-Oct-13	French Creek	Would we be doubling the size? Answer: No. It will be about 40% bigger.
1-Oct-13	French Creek	Tax base would be higher, costs would be spread out
1-Oct-13	French Creek	I'm not in what's being expanded, just what's being upgraded
1-Oct-13	French Creek	Are we at capacity? Answer: If all the building permits in Parksville, Qualicum Beach and French Creek were developed, then FCPC would be at capacity
1-Oct-13	French Creek	Can you relate to the OCP for a firm prediction of when it is a problem? Answer: We track figures of population growth to see when it is needed.

9. Do you have any comments regarding biosolids management in the RDN?

Date	Location	Feedback
26-Aug-13	Extension	It smells and gets on the dog when it rains
26-Aug-13	Extension	Interested in testing and monitoring requirements
26-Aug-13	Extension	Those living near Dumont road are concerned about biosolids application
26-Aug-13	Extension	Asked if there was enough application land if there is a rotation cycle
26-Aug-13	Extension	Wondered who is controlling the frequency of application, quality and area of land where biosolids is applied
26-Aug-13	Extension	Asked about biosolids treatment process
26-Aug-13	Extension	What happens when VIU runs out of land
26-Aug-13	Extension	It is important to consult the public if deciding to open up more areas to biosolids application, especially from those who live in those areas
26-Aug-13	Extension	Does VIU pay for the biosolids or do they get paid
26-Aug-13	Extension	Are biosolids used in other places? Answer: Yes
28-Aug-13	Bowser	It's a great idea
28-Aug-13	Bowser	Sold somewhere (in a store) is that feasible?
28-Aug-13	Bowser	Is generating revenue possible?
28-Aug-13	Bowser	How safe are biosolids?
29-Aug-13	Dashwood	Trees like it
29-Aug-13	Dashwood	I would like to know more about biosolids
5-Sep-13	Coombs	As long as it won't pollute the wells where it's spread. Regulations don't stop pollution
5-Sep-13	Coombs	I'm more concerned with the non-biological component (i.e. mercury, lead, copper) than the biological. Non-biological does not break down.
5-Sep-13	Coombs	What do you do with the grease? Make biodiesel?
5-Sep-13	Coombs	Is there anything that can be done with the grease? Could produce heat with it.
9-Sep-13	Nanaimo	Did biosolids all used to go to the landfill? Yes
9-Sep-13	Nanaimo	Are biosolids being used in the Nanaimo drinking watershed? No, it is off Weigles Road. We follow strict regulations regarding setbacks from wells, etc.
9-Sep-13	Nanaimo	Could we sell it?
9-Sep-13	Nanaimo	NRE is doing a fantastic job of reusing and recycling items so not much is wasted
12-Sep-13	Lantzville	Will there be more [application areas] taking the biosolids as there will be more biosolids produced after secondary treatment?
12-Sep-13	Lantzville	Any chance we can stop biosolids application on Dumont Road?
12-Sep-13	Lantzville	It's dried poop, isn't it? Nightsoil they call it in the UK
12-Sep-13	Lantzville	Keep it out of my backyard
12-Sep-13	Lantzville	You still test it for chemical composition? Yes.
12-Sep-13	Lantzville	Don't stop looking for another place as that is a high recreation area and always will be. What about Weyerhaeuser up in Qualicum Beach and their spruce lot? What about that for a site?
12-Sep-13	Lantzville	Do they check for heavy metal content? Yes, that is one of the

Date	Location	Feedback
		limitations for application frequency.
12-Sep-13	Lantzville	Do they still let it drain (covered) before they spread it. Yes, that is my understanding.
16-Sep-13	Nanoose	[Ran out of time for discussion. Mediator reviewed question and asked audience to provide feedback in the survey]
23-Sep-13	Parksville	Is there a role for private industry in this? Answer: Yes, we have a partnership with VIU and SYIVIS based on a competitive bidding process.
23-Sep-13	Parksville	It seems like it is working very well.
23-Sep-13	Parksville	In Vancouver it also works very well.
25-Sep-13	Qualicum Beach	When that place first opened up you could go get truckloads of it
25-Sep-13	Qualicum Beach	So biosolids have contaminants (heavy metals) in them? Answer: They measure before and after application and apply in concentrations that are compliant with the regulations. Answer: They measure before and after application and apply in concentrations that are compliant with the regulations
25-Sep-13	Qualicum Beach	What about antibiotics and medical waste. Is there an alternative to biosolids, like incineration? In Port Alberni they are looking at using to use it as an alternative fuel to heat hospitals and schools.
25-Sep-13	Qualicum Beach	Is the biosolids application affecting anyone's drinking water source?
26-Sep-13	Gabriola	With people putting medications down their toilet, have they found high levels of estrogen in the biosolids woodlot? Answer: No, but there is high nitrogen and low phosphorus, which produces a lot of woody tree growth, but the trees have small cones because of the nitrogen and low phosphorus
26-Sep-13	Gabriola	It looks nice so if it works, then great
26-Sep-13	Gabriola	I like that you are working with VIU, it's a good partnership
30-Sep-13	Cedar	We have friends who are concerned about the odours
30-Sep-13	Cedar	Can it be used for garden dirt? Answer: Biosolids must be treated to a higher "unrestricted" quality to be used in gardening.
30-Sep-13	Cedar	Is there an economic benefit to using biosolids on the VIU woodlot? Answer: Yes, it is cheaper than the alternative choice of disposing of it in the landfill.
1-Oct-13	French Creek	How many tonnes are put out each year? Answer: Roughly 4,500 bulk tonnes of biosolids are produced by the RDN's Pollution Control Centres every year.
1-Oct-13	French Creek	Would it be profitable to bag it and sell it? Courtenay-Comox sells out in a day. Answer: This would require a higher level of treatment, with extra costs.
1-Oct-13	French Creek	Where is the site? What are the aquifer implications? Answer: VIU woodlot on Weigles Road. Hydrogeologists have studied this twice and have determined that there is no impact. VIU also does its own ongoing monitoring.
1-Oct-13	French Creek	Is there a capacity issue at the woodlot if there is growth of PCCs and therefore biosolids? Answer: There is sufficient space to handle future

Date	Location	Feedback
		biosolids.
1-Oct-13	French Creek	People are using the garburators less because of the Green Bin.

10. What opportunities for resource recovery in the RDN would you like to see explored?

Date	Location	Feedback
26-Aug-13	Extension	District heating is good
26-Aug-13	Extension	recovery options are good but they should not affect the quality of living (smell) or harm the environment
28-Aug-13	Bowser	It's a good idea to explore
28-Aug-13	Bowser	Has RDN looked at smaller treatment plants for resource recovery options?
29-Aug-13	Dashwood	Is there a way to recover pharmaceuticals, chemicals, minerals from the wastewater and sell them? (i.e. phosphorus for fertilizers)
5-Sep-13	Coombs	District heating is a good idea as long as you heat above 6°C. If you can take heat from effluent, go for it. Hopefully it won't be made from steel (joke, in reference to the outfall corrosion). The steel was probably supplied by the lowest bidder. Don't go with the lowest bidder
5-Sep-13	Coombs	As long as the resource recovery items are not fluff
5-Sep-13	Coombs	It has to be cost effective, pay its own way.
9-Sep-13	Nanaimo	Do they have tours where you can see what's going on? If a group was interested, could we book one?
9-Sep-13	Nanaimo	I think if people could see what happens to all this stuff. I want to know, we need to know.
12-Sep-13	Lantzville	More opportunities to heat elementary schools. We all pay school taxes anyway.
12-Sep-13	Lantzville	A big wind turbine to remove the smell :)
12-Sep-13	Lantzville	Heat pump - to heat and cool a building (mall, RDN building, school, mall, etc.)
12-Sep-13	Lantzville	Chlorine and sodium thiosulfate - turns chlorine back into salt - they are two opposites. Is this too expensive? Can make your own chlorine with a chlorine pump
12-Sep-13	Lantzville	All these things have a lifespan so when they need to be replaced, do we have a future plan? We need to look at that and put a percentage of revenue aside for replacement. We haven't done it yet then? No, but there is a plan to start doing that.
16-Sep-13	Nanoose	
23-Sep-13	Parksville	I would like to see all opportunities explored and researched
23-Sep-13	Parksville	Make changes that outweigh any negatives
23-Sep-13	Parksville	Look at them all and see what would work here
23-Sep-13	Parksville	With FCPC would methane heat be made available with expansion?
23-Sep-13	Parksville	In a competitive process will you ask for certain parameters to be included in the bid?

Date	Location	Feedback
25-Sep-13	Qualicum Beach	Expand on those already used
25-Sep-13	Qualicum Beach	Can we get heat to other schools?
25-Sep-13	Qualicum Beach	I'd like to see drinking water captured. How can we make drinking water out of liquid waste?
26-Sep-13	Gabriola	Have you thought about phosphorus recovery? It's been promoted elsewhere as a money maker as there is a finite amount of phosphorus in the world
30-Sep-13	Cedar	Metal recovery
30-Sep-13	Cedar	Reclaimed water
30-Sep-13	Cedar	For biosolids to be available to the public
30-Sep-13	Cedar	Rain gardens and onsite stormwater
30-Sep-13	Cedar	All should be recovered, the more the better
30-Sep-13	Cedar	New technology may come available
30-Sep-13	Cedar	Don't be constrained by socio-political norms. Explore new innovations from around the world. Think outside the box.
1-Oct-13	French Creek	Is there a reason that other PCCs do not recover methane biogas?
1-Oct-13	French Creek	Is continuing effluent reuse in the strategy?
1-Oct-13	French Creek	Is there a significant cost to convert to anaerobic digesters?
1-Oct-13	French Creek	How much heat and energy does GNPCC generate?