



Winter 2017

Drinking Water Newsletter

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Multi-Barrier Approach: Operations and Management

Water supply systems function best when emergencies are avoided through good operations and proactive maintenance. An operations manual can help ensure your system operates consistently and effectively. There are some common elements and tasks that should be included in each manual to meet the needs of your system:

- Map that includes location of source, treatment and distribution components
- Process descriptions
- Standard operating procedures
- Maintenance schedule
- Log sheets for recording maintenance performed

A standard operating procedure allows you to:

1. Say what you do
2. Do what you say
3. Prove it

Communications Planning

In 2001, the American Water and Wastewater Association listed communication as a key to success for water utility managers. Today, a good website is one of the best ways to communicate with customers.

What information do you post on your water system website?

Submit your nominations for the best water system website in the Interior to judi.ekkert@interiorhealth.ca with a brief description of what you like about the site.

Tracking the Weather

How have the latest weather patterns affected your day-to-day operations? For some water suppliers it meant that they had warm, dry conditions for winterizing irrigation lines, and for others it meant more water main breaks.

What weather information do you record to provide context to your annual operations? Do you have a method for recording it in a way that shows the weather pattern at a quick glance?

Take a look at the format used by the Weather Network.

Could you modify this to work for your system?

Waterborne Outbreak

In Aug. 2016, over one-third of the 14,000 residents of the City of Hasting, New Zealand became ill when their drinking water was contaminated with campylobacter.

The Havelock North campylobacter outbreak has raised concerns about whether chlorination should be required for all groundwater systems. In the past five years, 88 per cent of monitored sites were more than 90 per cent compliant with E. coli indicator tests.

Weather reports show that two days before the first people were sick, the area was hit by a rain storm that poured three months' worth of rain in one weekend.

Drinking water stations set up around Havelock North during the crisis.

Photo: RNZ / Rebekah Parsons-King



Moving Forward with Glenmore Ellison Improvement District

Glenmore Ellison Improvement District (GEID) is one of the five major utilities in Kelowna and provides drinking water to approximately 18,000 customers. The GEID system, originally supplied from Mill Creek, was challenged by chronic turbidity and frequent colour issues. Recognizing the challenges with this source, GEID developed a long-term plan to improve water quality and service delivery.

A deep-water intake and a high-capacity pump station from Okanagan Lake, along with an ultraviolet treatment facility and a treated water storage reservoir (totaling nearly \$20 million in new infrastructure) means improved water quality for the Glenmore distribution area customers. The new UV reactors will allow GEID to reduce the amount of chlorine used in treating the Okanagan Lake water supply and this supply, now has two disinfection barriers in place.

The use of the airport well provides year-round well water for domestic use to the north end of Ellison. Further phased system separation plans will provide treated Okanagan Lake drinking water to Ellison residents, while retaining the existing creek source and water mains for agricultural use.

GEID's long-term capital improvement plan and continual improvement over the years demonstrates their commitment to the multi-barrier approach to providing safe drinking water. A major component to GEID's success was developing a strong financial plan that has enabled them to self-fund these improvement projects.

glenmoreellison.com



GEID new UV reactors

Permission granted per L. O'Neil, GEID

Emergency Response Plan Courses

Need help creating an emergency response plan for your water system? Register for one of the courses by contacting the instructor.

Kamloops

Feb. 15, 2017
1 - 4 p.m.

Kamloops Health Centre
519 Columbia St.

(parking at courthouse across from public health unit)

Instructor:
Katie McNamara

Register by Feb. 8
250-851-7410

Penticton

Feb. 16, 2017
9:30 a.m. - 12:30 p.m.

Penticton Health Centre
740 Carmi Ave.

Instructor:
Tristin Wilson

250-492-4000 ext.
2793

Williams Lake

March 8, 2017
1 - 4 p.m.

Williams Lake Health Centre
540 Borland St.

100 Mile House

March 9, 2017
1 - 4 p.m.

South Cariboo Health Centre
555 S. Cedar Ave.

Instructor:
Kim Porter

250-302-5047

Congratulations to J. Ivor Norlin

The Environmental Health Foundation of Canada recognized Ivor for his outstanding contribution to the promotion of safe drinking water in Canada by awarding him the 2016 Canadian Water and Wastewater Association Safe Water Award.

Ivor Norlin is the health infrastructure manager for Interior Health. Since Ivor took over the lead in 2011, he has been a supporter of the multiple barrier approach for assuring safe drinking water and was successful in raising the importance of water quality improvement in our region. This is no small task considering Interior Health is home to a complex and challenging drinking water environment with over 1900 separate drinking water systems in our 215,000 km² region.

"Ivor champions a partnership approach with water suppliers and his collaborative leadership style has strengthened our relationships with water suppliers," says Roger Parsonage, the Corporate Director of Population Health, and Ivor's direct supervisor.



From left to right, Roger Parsonage, J. Ivor Norlin, and Brian Gregory.

Medical Health Officers

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Drinking Water Program Management

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