

Investigation of Threats to Drinking Water

The [BC Drinking Water Protection Act](#) makes water suppliers ultimately responsible for ensuring users are protected from drinking water health hazards. Water suppliers must take appropriate steps to ensure water is safe, including providing treatment that meets established drinking water objectives. For typical surface water sources this means providing filtration and disinfection.

In British Columbia the shared use of watersheds is a common practice supported by government. Through the [Drinking Water Protection Act](#) a duty of care is imposed on people conducting activities within watersheds to ensure drinking water is not contaminated. A number of best management practices have been established for activities in watersheds; operations using best management practices are not typically considered as posing significant risk to drinking water safety.

Interior Health's, Environmental Public Health department responds to enquiries and complaints about environmental health hazards, including threats to drinking water. Where a drinking water health hazard exists or there is a significant risk of an imminent drinking water health hazard, Drinking Water Officers can order actions to ensure public health is protected. All complaints are handled in a fair, evidence-based, and confidential manner that recognizes the individual's right to reconsideration and appeal.

Beyond the routine complaint response service provided by Environmental Public Health, Section 29 of the [BC Drinking Water Protection Act](#) enables a person to request an investigation into a threat to their drinking water supply. Upon receiving a written request under Section 29, a Drinking Water Officer is required by law to consider whether an investigation is warranted and respond to the complainant.

Complaints and Section 29 investigation requests can be made online at [Environmental Public Health Feedback | Interior Health](#). If you have problems submitting your request please contact your local [Environmental Public Health office](#) by phone at 1-855-744-6328.

More information on how drinking water is protected in BC can be found at: <https://www2.gov.bc.ca/gov/content/environment/air-land-water/water/water-quality/drinking-water-quality/how-drinking-water-is-protected-in-bc>.