

# October 2003 Newsletter



## UP DATE ON SUN PEAKS' WATER SYSTEM

### **What happened?**

- The potable water storage and distribution systems at Sun Peaks were supplemented with non-potable water from the snowmaking reservoir during the September 5, 2003 evacuation order to meet the high demand for water for firefighting. 17 Fire Trunks pumped over two million gallons of water before our evacuation order was lifted September 11.

### **Why did the Department of Health and Sun Peaks Utilities issue a boil water 'advisory'?**

- An 'advisory' is issued by utility companies who have identified risk. In Sun Peaks' case, non-potable water was mixed throughout the resort. The Health Authority authorized the action and worked with us during the rehabilitation process.

### **Is the Utility being overly cautious?**

- Sun Peaks Utilities identified the issue, but it is the Health Authority's decision to approve the advisory and subsequent lifting of the boil water advisory. Lessons learned in Walkerton and North Battleford teach us to take the risks seriously.

### **How long did this situation last?**

- The water advisory may be lifted by the Health Authority in stages
  - Boil Water Advisory Issued by Sun Peaks Utilities on September 7<sup>th</sup>
  - Pressure Zone 1 – Burfield and the Cottages / Cabins was tested and declared safe cleared on September 19<sup>th</sup>
  - Pressure Zone 2 - Fairways, Sunburst, Village core was cleared on September 25<sup>th</sup>
  - Pressure Zone 3 – Rest of residential areas was cleared on September 29<sup>th</sup>. This meant that all areas of Sun Peaks Resort had safe good quality water to drink and use.

### **What actions did the Utility take to have the Health Authority will lift the boil water advisory?**

- We worked with Interior Health, our consulting engineers, and contractors to validate our plan to remediate the water system. We had a detailed list of 58 tasks, many with sub-tasks and time parameters to perform the work as quickly as possible.
- The following is an overview of the high level steps we took for each pressure zone:
  - Displace all snowmaking water with treated water (4 days to complete for each pressure zone)
  - Clean and refill each potable water reservoir (2 days each)
  - Flush the grid (6 days to complete)
  - Finally, test for proof of success by sending samples to an accredited Health Laboratory for testing (4 days to complete for each pressure zone)

### **What can you expect now that there is no longer a "Boil Water Advisory"?**

- You may notice a smell of chlorine. This is normal, as we have increased the levels of chlorine being added to the water during the cleaning process. Chlorine levels are now down to normal levels.
- As a homeowner or tenant, your home's or complex's water lines and system should also be flushed. To do this, turn on the highest water tap in your house and let it run for 5 – 10 minutes to clear the lines.

### **Where can you go for more information?**

[www.interiorhealth.com](http://www.interiorhealth.com)

[www.gov.bc.ca/wlap](http://www.gov.bc.ca/wlap)

[www.healthplanning.gov.bc.ca/protect/water.html](http://www.healthplanning.gov.bc.ca/protect/water.html)

[www.tnrd.bc.ca](http://www.tnrd.bc.ca)

[www.pep.bc.ca](http://www.pep.bc.ca)

[www.hc-sc.gc.ca/hecs-](http://www.hc-sc.gc.ca/hecs-)

[sesc/water/chlorinated\\_water.htm](http://sesc/water/chlorinated_water.htm)

[www.hc-sc.gc.ca/hecs-sesc/water/dwgsup.htm](http://www.hc-sc.gc.ca/hecs-sesc/water/dwgsup.htm)

*For more information on other utility matters and community announcements, see 2nd page of this newsletter*

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## ***Sun Peaks Utilities Co., Ltd.***

1280 Alpine Road, Sun Peaks, British Columbia, V0E 1Z1

Telephone: 250-578-5490 – Facsimile: 250-578-5516

Web Site: [www.sunpeaksutilities.com](http://www.sunpeaksutilities.com) -- E-Mail: [utilities@sunpeaksresort.com](mailto:utilities@sunpeaksresort.com)

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## UPDATE ON WINTER GAS SUPPLIES

For the past six years, Sun Peaks Utilities has been working a large propane purchasing group comprised of the communities of Whistler, Panorama, Revelstoke and Furry Creek. Fortunately, our supplier, MP Energy was able to secure our winter gas supply of almost two million litres.

Sun Peaks Utilities is working with our supplier and the BC Utilities Commission to review all our options on how we can mitigate higher winter as costs. We will advise you as more details become available in the November newsletter or under separate notices.

For more information on the BC Utilities Commission, please visit their web site at [www.bcuc.com](http://www.bcuc.com) or call Sun Peaks Utilities' office at 250-578-5490.

**A Winter Safety Reminder:** The winter season is in full swing and we would like to remind you and your guests to keep Gas Winter Safety in mind. Snow and Ice build-up can result in your gas meter set malfunctioning, so remember to keep your meter free of both.

**Why is it so important to keep your meter clear?** - Accumulated snow places stress on your meter piping - damage to the piping can cause a gas leak. Blocked vents in your Gas Meter Set may result in abnormal pressure, affect appliance operation, and interrupt service. A cover such as a single full sheet of plywood placed at a 45° angle over the meter set can deflect snow and ice while still allowing access to the meter. This simple precaution may prevent a hazardous situation.

If necessary, Sun Peaks Utilities will clear meters of ice, snow or other materials. The Gas Tariff's Terms and Conditions allow the charge for this work to be added to your monthly Utility bill. The charge for the first time this work is required during a one-year period is \$50 and each additional time is \$100. If you are not sure on how to safely clear your meter, please contact us at 250-578-5490 or 250-319-0638 and we would be pleased to advise you at no charge. Remember that gas is a safe commodity if treated properly. *Fridge Magnets that can be left in your unit with contact information are available free of charge at the Utilities' Burfield Offices.*

**Remember to be Safe Around Gas** - If you do detect a gas odor (similar to rotten eggs), please call the office at 578-5490 immediately. *After hours, call 578-5490 and press "2" for a list of our emergency numbers.*

## BANKING BY PHONE OR INTERNET" PAYMENT OPTION

The "Banking by Phone or Internet" payment option has proven successful with a number of our customers. The banks that currently offer this option are: (Contact your local branch for further details.)

Royal Bank  
HSBC

Toronto Dominion Bank/ TD Canada Trust  
Canadian Imperial Bank of Commerce  
Credit Unions of British Columbia

Bank of Montreal  
Bank of Nova Scotia

If you have any questions or comments on these subjects or any other utility matter, please contact the office during business hours or visit our web site at [www.sunpeaksutilities.com](http://www.sunpeaksutilities.com).

*Please join us in welcoming CIFM-FM and CKBZ-FM Kamloops to Sun Peaks – Two new FM radio transmitters at Sun Peaks effective October 6, 2003. You can find these great Kamloops radio signals on your FM radio dial at 90.1 MHz for CIFM and 91.5 MHz for B-100 at Sun Peaks.*



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