

Boil Water News Release #2

Issued August 14th, 2019 at 3:00 p.m.

Early this past Saturday, the raw water entering our drinking water treatment plant began exhibiting very high turbidity levels. Turbidity is cloudiness in the water caused by sedimentation. The target maximum level of turbidity acceptable for potable water is 1.0 NTU (Nephelometric Turbidity Units). When 2.0 NTU is reached, it is a requirement to impose a boil water notice.

In this case, the high turbidity was caused by the heavy rains from the previous week, which picked up sediment from throughout the Forster's Creek watershed.

This high level of turbidity pushed our water treatment plant to near capacity. Our filtration beds were getting clogged with sediment, and the system was struggling to keep the filtration beds clean. The demands placed upon the treatment plant led to a number of mechanical failures, which were repaired by staff. Some of these repairs are temporary, with replacement parts required.

By Monday, the turbidity levels of treated water were exceeding 1.0 NTU, and on Tuesday morning, they exceeded 2.0 NTU. At that time, we issued the boil water notice.

It is important to understand that we undertake three separate water treatment processes to purify our drinking water. First, we filter the water through our filtration beds. Next we sterilize the water with high intensity ultraviolet light. Finally, we chlorinate the water. The chlorination is important because a residual amount of chlorine stays in the water until it reaches the end user, at your homes and businesses. This residual chlorine not only kills pathogens before they leave the water treatment plant reservoir, but it also prevents the growth of new pathogens within the water distribution lines.

We sample and test the chlorination levels within our water distribution lines, at various locations within the Village, to insure that adequate levels of chlorination are maintained.

At all times during this event, residual chlorination levels have been maintained well above the minimum levels required. As such, there has been no risk of pathogens in our drinking water supply.

Turbidity levels coming out of the plant were down to 0.29 NTU as of 11:11 a.m. this morning and down further to 0.15 NTU this afternoon. However, areas within the Village continue to have readings as high as 3.0 NTU. Staff will begin flushing water mains tomorrow to begin clearing out this turbid water.

At this point in time, we estimate that the boil water notice will be lifted sometime next week, as soon as the repairs are fully completed.

The next update will be issued Friday afternoon at approximately 4:00 p.m. We hope to be able to provide an estimate of when the boil water notice will be lifted. Please check our website for updated information, at that time.