



WATER SUPPLY ADVISORY COMMITTEE

**Monday, January 9, 2023
1975 Field Road, Sechelt, BC**

AGENDA

CALL TO ORDER 3:30 p.m.

AGENDA

1. Adoption of Agenda

PRESENTATIONS AND DELEGATIONS

BUSINESS ARISING FROM MINUTES AND UNFINISHED BUSINESS

MINUTES

2. Water Supply Advisory Committee Meeting Minutes of November 8, 2022 – for receipt only Annex A
Pages 1-2

REPORTS

3. Review of WASAC Terms of Reference Verbal
4. WASAC Water Supply Questions Annex B
Pages 3-7
Manager, Strategic Initiatives
5. Draft Water Strategy Engagement Summary Annex C
Pages 8-39
Manager, Strategy Initiatives

COMMUNICATIONS

NEW BUSINESS

NEXT MEETING March 6, 2023

ADJOURNMENT

**SUNSHINE COAST REGIONAL DISTRICT
WATER SUPPLY ADVISORY COMMITTEE**

November 7, 2022

RECOMMENDATIONS FROM THE WATER SUPPLY ADVISORY COMMITTEE MEETING
HELD IN PERSON IN THE BOARDROOM OF THE SUNSHINE COAST REGIONAL DISTRICT
AT 1975 FIELD ROAD, SECHELT, BC

PRESENT:	Chair	V. Macfarlane
	Vice-Chair	J. Bell
	Members	B. Fielding S. Fitchell K. Freemantle M. Hennessy S. Leech G. Moore A. St. Clair B. Thicke

ALSO PRESENT:

(Non-voting)	GM, Infrastructure Services (In Part) Manager, Strategic Initiatives Strategic Planning Technician/Recorder	R. Rosenboom M. Edbrooke S. Rempel
	Public	4
REGRETS:	Members	L. Chivers

Directors, staff, and other attendees present for the meeting participated by means of electronic or other communication facilities in accordance with Sunshine Coast Regional District Board Procedures Bylaw 717.

CALL TO ORDER 3:30 p.m.

AGENDA The agenda was adopted as presented.

REPORTS

PRESENTATIONS AND DELEGATIONS

Manager, Strategic Initiatives, presented an orientation for new members.

Discussion included the following:

- 2019-2023 Board Strategic Plan objectives and overview
- Terms of Reference
- Roles and responsibilities of WASAC as a governance committee
- Overview of Regional District finances, service delivery, budgets and revenue

- Chapman Water System, recent droughts and climate change impacts
- Environmental Flow Needs
- SCRD Water Strategy process
- Current water supply projects, including Church Road Well Field, Langdale Well Field expansion, Gray Creek Water Treatment plant upgrades, and water meter installations

NEW BUSINESS

Election of the Water Supply Advisory Committee Chair and Vice-chair

- Vicki Macfarlane was elected Chair of the Water Supply Advisory Committee.
- John Bell was elected Vice-Chair of the Water Supply Advisory Committee.

The Chair led a discussion about meeting locations and dates.

Discussion included the following:

- The Committee requested combination of online and in-person meetings.
- SCRD prefers online or in-person, not hybrid.
- There was a request for a call-in phone number to listen.
- Committee discussed keeping the meeting dates as presented; every two months, on the first Monday, from 3:30 P.M. – 5:30 P.M. If it falls on a statutory holiday, then the meeting would be scheduled for the following week.

Manager, Strategic Initiatives, provided an overview of future meeting topics.

Discussion included the following:

- Proposed topics included Water Strategy engagement summary, long-term surface water options study, community engagement, and aquifer recharge.
- Committee members are interested in learning more about current supply projects and getting up to speed on the current water situation to provide insight to the Board.
 - Staff to send out information package.
 - Chapman Treatment Plant tour in coming months.
 - Committee encouraged to watch Board and Committee of the Whole meetings and to review previous WASAC agendas and minutes.
- Members can send proposed agenda items to the Chair.
- A past committee member gave a brief overview of WASAC projects from last year, including EFN reductions, reclaimed water, water meters, and Water Strategy.
- Request for name badges for upcoming in-person meetings.

NEXT MEETING January 9, 2022, 3:30 P.M.

ADJOURNMENT 5:26 P.M.

SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT

TO: Water Supply Advisory Committee – January 9, 2023

AUTHOR: Mia Edbrooke, Manager, Strategic Initiatives

SUBJECT: WASAC WATER SUPPLY QUESTIONS

RECOMMENDATION

THAT the report titled WASAC Water Supply Questions be received for information.

BACKGROUND

On December 3, 2022, a member of the Water Supply Advisory Committee (WASAC) sent an email to staff with suggestions for managing Sunshine Coast Regional District (SCRD) water supply. The purpose of this report is to provide responses to WASAC about water supply planning.

DISCUSSION

What is the purpose of an EOC and who is involved?

The SCRDR activated an Emergency Operations Centre (EOC) on September 27, 2022. This EOC will continue to be activated until staff are confident that there are sufficient and stable flows in Chapman Creek until the end of winter. The purpose of the EOC is to ensure a coordinated and immediate response to the current water supply challenges and allows additional resources to be more readily available to support this work. When the SCRDR no longer needs a coordinated approach, the EOC will be deactivated. Further to this, the management of long-term water supply is part of the SCRDR's base operations, rather than the EOC.

An EOC is activated to support an incident that is urgent and beyond the capacity or scope of day-to-day operations. The EOC must meet the BC Emergency Management System (BCEMS) Response Goals, including substantial risk to life, property and public safety and public health. Recent events that triggered an EOC activation include the atmospheric river event in November 2021, COVID-19 and previously, major road washouts in Roberts Creek in 2020.

The SCRDR EOC is responsible for coordinating the operational response with multiple agencies, the planning for future emergency response and recovery stages, communication with the public and media, and if required, sourcing additional resources, including materials, supplies, equipment, and personnel. For example, the EOC has allowed SCRDR staff to draw on resources internally, including staff from Planning and Development (including firefighters), Infrastructure and Finance departments, and work with staff from the Province and other local governments. The EOC is primarily staffed with the organization's employees, although staff and external support can be involved. While an EOC has many functions, not every function must be filled and an EOC can be expanded or retracted depending on the emergency status. When an EOC is activated, the Ministry of Emergency Management Climate Readiness (EMCR) will provide ongoing support as required.

Activating the 2022 SCRDR drought response EOC for an extended period has implications for work plans, particularly in the Planning and Development and Infrastructure Services departments. For example, staff responsible for water capital projects, such as the Langdale Well

Expansion, Gray Creek water treatment upgrades, raw water reservoir feasibility study, are the same staff designing and building the Edwards Lake siphon system and the temporary commissioning of the Church Road Water Treatment Plant.

You can learn more about EOCs here: https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/local-government/eoc_operational_guidelines.pdf

Is the SCRD budgeting for emergency water supply management for 2023?

The SCRD's base budget includes funding to respond to drought that has been experienced on the Sunshine Coast over the last several years. If additional funds are required, the SCRD Board can at anytime approve funding from water service area reserves. When an EOC is activated to respond to an extended drought, some of the incremental costs associated with its operations and activities can be recovered from EMBC. The SCRD continues to review and update their emergency response plans for responding to a drought in each water system. The SCRD has also applied for a grant to assist with updating the existing hazards, risk and vulnerability analysis in 2023.

Which water supply projects are planned for 2023?

The SCRD will be completing several Chapman Water System projects next year.

<i>Project</i>	<i>Work underway in 2023</i>	<i>Anticipated project completion</i>
Church Road Well Field	Receive final parts and operationalize.	Early 2023
Langdale Well Field Expansion	Complete well pump testing, which has been on hold through Stage 4 Water Conservation Regulations, to determine maximum sustainable yield and any potential impacts. Prepare and submit water licence application.	2025/2026
Gray Creek	Complete a second year of required creek monitoring data collection to determine if additional water can be drawn from this source.	2027
Maryanne West Well Development	Additional groundwater monitoring to confirm feasibility of developing a well field, in collaboration with Town of Gibsons and Squamish Nation.	2023
Potential raw water reservoir ("Site B", located above the Sechelt Airport)	Drill and collect samples, complete the geotechnical analysis by end of Q1 2023. Based on the results, SCRD can further determine the viability of this site, update cost estimates, and complete the preliminary design.	5+ years

Long-term surface and groundwater options	Review of additional potential surface and groundwater sources that could be developed to expand Chapman Water System sources.	2024
---	--	------

Questions about suggested water supply ideas

- *Expedite hooking up Langdale wells to the Chapman Water System*
 - There is only one licenced well at Langdale. Current and ongoing investigations will determine if the expansion of the Langdale Well will be a sustainable water source moving forward. If it is deemed viable, the SCRD will explore the feasibility of connecting this potential well field to the Chapman Water System through the construction of new water mains and pump stations. The design and construction of that infrastructure could take up to two years to complete. The use of fire hoses as temporary infrastructure to support supply would not meet regulatory requirements or be technically feasible.
- *Buy or rent temporary pumps for wells at Maryanne West, Dusty Road or Gray Creek*
 - Maryanne West would pump water from the same water source (Aquifer 560) as the Town of Gibsons. Additional work needs to be completed to determine any potential impacts to the sustainability of the aquifer should this source be developed. SCRD will work with the Town of Gibsons and the Squamish Nation on additional monitoring of the aquifer to confirm the feasibility of developing one or more wells at this location.
 - Dusty Road is of interest due to the test well that was drilled in 2018. However, the SCRD identified several concerns with the feasibility of this site, primarily the overlap of the aquifer with Chapman Creek, the proximity to the Sechelt Landfill, and the adjacent gravel mine operations that are planned for expansion upstream of the well site. Support from the shíshálh Nation would be required to obtain a Water Licence from the Province. The Nation has to date objected the development of a well at this location.
 - Gray Creek is used at full capacity in the summer. The challenge with Gray Creek is the water treatment equipment is not sufficient to treat turbid water when there is any amount of precipitation. The water treatment upgrade at Gray Creek will only proceed if there is adequate creek flows now and in the future. SCRD are in the second year of collecting data at Gray Creek to support this work.
- *Request homeowners in upper Roberts Creek sell water to the SCRD*
 - The SCRD would need to obtain water licences for each well, as the use would be for non-domestic purposes, which would require technical studies and could take up to two years to obtain. SCRD would also need to treat and test source water to meet BC Water Quality Standards and stay in compliance with Vancouver Coastal Health. Each well would need to be equipped with infrastructure to at least chlorinate the water, and the pressure differences between SCRD mains and private wells would also impact the overall distribution system. Managing very small systems requires staff time and is not cost effective. It should also be noted that some wells were at risk this year due to extensive drought.

- *Pump excess capacity from Granthams and Soames Wells into the Chapman System*

- The Granthams Well is an uncontrolled flowing artesian well, meaning it is constantly overflowing with no means to control the flow, and is out of compliance with the *2016 BC Water Sustainability Act*. The existing well was also vulnerable to potential influence from Soames Creek due to the location within the creek valley. The Granthams Well has been offline since November 2021 and will be decommissioned following completion of the Church Road Well Field Project.

The new Church Road Wells drilled in 2022 are using the same aquifer as the Granthams Well and Soames Well. The Soames well and the new wells are all part of the Church Road Well Field. One of the activities initiated by the EOC was the installation of pumps to use the excess flow from the existing Soames Well through the new Church Road Water Treatment Plant, which can supplement the Chapman Water System. In mid-December 2022, this interim set-up was dismantled to allow for the permanent infrastructure to be constructed. Full commissioning of this infrastructure is scheduled for early 2023.

Financial Implications

There is budget for these projects outlined in this report included in the 2023 budget requests, or within the SCRD base budget for staffing and operations and maintenance. Operating or capital water service area reserves can be used for unexpected expenses, such as emergencies.

The SCRD can recover some EOC expenses through EMBC. You can read more about EOC expenses in the [December 8 Committee of the Whole agenda](#) (page 3).

Communications Strategy

The SCRD continues to share information through the website and social media channels:

- Let's Talk as the main platform for providing water supply planning updates. You can learn more at <https://letstalk.scrd.ca/water>.
- The SCRD shares frequent updates on its website through media releases.
<https://www.scrd.ca/media-releases>
- Media releases are also shared to its Facebook page
<https://www.facebook.com/sunshinecoastrd>

The Coast Reporter writes many articles about the water supply situation for residents that are not reading the SCRD website or social media channels.

STRATEGIC PLAN AND RELATED POLICIES

The Water Strategy Engagement Plan supports the advancement of the SCRD 2019-2023 Board Strategic Plan through the Asset Stewardship goal, specifically the strategy to have a “plan for and ensure year-round water availability now and in the future.”

CONCLUSION

On December 3, 2022, a member of the Water Supply Advisory Committee sent an email to staff with various suggestions for managing water supply. The report provides responses to WASAC about water supply planning, including the purpose of the Emergency Operations Centre and work underway on water supply projects in 2023. After the WASAC meeting on January 9, 2023, staff can share this information on the SCRd website.

Reviewed by:			
Manager		Finance	
GM	X - R. Rosenboom	Legislative	
CAO		Other	

SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT

TO: Water Supply Advisory Committee – January 9, 2023

AUTHOR: Sierra Rempel, Strategic Planning Technician
Mia Edbrooke, Manager, Strategic Initiatives

SUBJECT: DRAFT WATER STRATEGY ENGAGEMENT SUMMARY

RECOMMENDATION

THAT the report titled Draft Water Strategy Engagement Summary be received for information.

BACKGROUND

The Sunshine Coast Regional District (SCRD) 2019-2023 Board Strategic Plan outlines a tactic to develop water supply plans for the SCRD Water Systems. In response, staff are developing a long-term plan called the SCRD Water Strategy and subsequent five-year action plans which will guide the strategy implementation. The Water Strategy will be a public-facing document explaining how the SCRD plans to provide safe and reliable water supply.

Staff worked with the Water Supply Advisory Committee (WASAC) in early 2022 to initiate the development of the Water Strategy, including a workshop to review the framework and initial statements (vision, guiding principles), the discussion paper and engagement plan. In late April 2022, the SCRD Board directed staff to seek public input on the discussion paper outlining the proposed Water Strategy in May and June 2022 (103/22).

This report shares the draft results of the 2022 public engagement, where staff met with residents, businesses, key sectors, and stakeholders to help inform the Water Strategy. Staff are sharing feedback from the engagement to help inform future discussions about the Water Strategy development. The engagement summary is included as Attachment A.

DISCUSSION

The draft engagement summary is included as Attachment A. The summary outlines the engagement activities undertaken in 2022 and shares feedback and responses received during the engagement through in-person and online meetings, emails and feedback form responses. Engagement occurred between May 9 and June 30, 2022. During this engagement period staff coordinated engagement events and material such as:

- Mail out to all residents on SCRD water systems
- Developed a project webpage and online feedback form
- Online presentation
- Seven roundtable discussions
- Open house
- Key sector roundtable
- Community information booths

Feedback

The SCRD received 409 feedback form responses. Staff also recorded feedback through meetings and the Open House, and comments and feedback received through correspondence (email, phone, Let's Talk Water Strategy webpage).

The following are key themes staff heard throughout the engagement that are related to both the guiding principles and specific focus areas:

- Support for the development of the Water Strategy and its framework
- Increase water supply
- Support for water efficiency such as leak resolution, pay-per-use billing and water-efficient technology
- Increasing education and outreach about drinking water, watersheds and SCRD's work on water management
- Growth and development, including need to review policies to promote low-impact development and drinking water source protection
- Cost of water services, as it relates to rates and options for pay per use billing
- The need for action to avoid future emergency situations that impact drinking water supply.

Attachment A includes a more detailed engagement summary, including the feedback form responses. Most respondents are served by the Chapman Water System, mainly in the 55-74 age bracket, and over 50% have lived in the region for less than two years.

Financial Implications

The SCRD Board approved the resources required to develop water supply plans in the 2022 budget. SCRD staff have requested budget in 2023 to further develop the Water Strategy action plans to support the implementation of the Water Strategy.

Timeline for next steps

SCRD staff will use public feedback to inform discussions with local elected officials and staff representatives from the District of Sechelt and shíshálh Nation about the development of the Water Strategy. These discussions will occur in early 2023 and will help ensure a region-wide approach to water management.

Staff will present the draft Water Strategy to the public for feedback and to the SCRD Board for their consideration in 2023, and staff will review actions under each focus area with WASAC. Staff will then draft action plans to successfully implement the strategy over the next five years.

Communications Strategy

Project updates will continue to be posted on the Let's Talk Water Strategy webpage (letstalk.scrd.ca/water-strategy). Community members are encouraged to contact the Project

Team should they have further questions or comments: infrastructure@scrd.ca. Staff will continue to consider comments until the SCRD Board makes a decision about the Water Strategy.

STRATEGIC PLAN AND RELATED POLICIES

The Water Strategy supports the advancement of the SCRD 2019-2023 Strategic Plan through the following strategies:

- The Engagement and Communications goal “to proactively engage with our residents, partners and staff in order to share information and obtain their input on issues and decisions that affect them.”
- The Asset Stewardship goal, specifically the strategy to have a “plan for and ensure year-round water availability now and in the future,” and the tactics to:
 - “Investigate and/or develop water supply plans for North and South Pender, Langdale, Soames, Granthams, Eastbourne, Cove Cay, Egmont and Chapman Creek water systems.”
 - “Investigate and/or develop water supply sources for North and South Pender, Langdale, Soames, Granthams, Eastbourne, Cove Cay, Egmont and Chapman Creek water systems.”

CONCLUSION

Staff are developing a draft Water Strategy, which will guide long-term infrastructure investment and decision-making related to SCRD Water Services. The engagement summary report, Attachment A, outlines public feedback received during May and June 2022 based on a discussion paper seeking input on the strategy framework and potential actions. All feedback received will be considered and inform the development Water Strategy. The next step is to share the draft engagement summary with District of Sechelt, shíshálh Nation and the SCRD Board. Once feedback is received and incorporated, staff will bring forward the draft Water Strategy to WASAC and the public for feedback.

Attachments

Attachment A – Draft Engagement Summary Report

Reviewed by:			
Manager		Finance	
GM	X- R. Rosenboom	Legislative	
CAO		Other	

SCRD Water Strategy

2022 Engagement Summary Report

Sunshine Coast Regional District

December 2022

DRAFT

Table of Contents

1. Introduction.....	3
1.1. Purpose of Engagement and Objectives.....	4
1.2. Engagement Approach.....	4
2. Notifications and Communications.....	4
2.1. Community, Local Governments, and Key Sector Representatives	4
2.2. Communication Methods	4
2.2.1. Social Media.....	5
3. Engagement Opportunities	6
3.1. Events and Meetings Summary	6
3.2. Let's Talk Water Strategy - Online Public Engagement Webpage	6
3.2.1. Analytics of Let's Talk Water Strategy Webpage	7
3.3. Open House	7
3.4. Online Q&A Session.....	8
3.5. Roundtable Discussions	8
4. Summary of Feedback.....	9
5. Next Steps.....	9

List of Tables

Table 1 Organizations Contacted	4
Table 2 Summary of Communication and Notification	5
Table 3 Summary of Engagement Activities	6
Table 4 Water System Roundtable Discussion Participation Summary.....	8

Appendices

Appendix A Example Engagement and Promotional Materials

Appendix B Detailed Engagement Summary

1. Introduction

The Sunshine Coast Regional District (SCRD) provides drinking water to more than 24,000 people. Residents, businesses, schools, and the hospital rely on SCR D Water Services to meet their daily water needs. As the population increases, so does the demand for drinking water. The changing climate is and will continue to put pressure on water supply systems as the region experiences longer, hotter summers with less precipitation.

The SCR D is developing a Water Strategy that sets the direction and priorities for drinking water initiatives for the next five years and seeks to ensure water supply needs are met until 2050 and beyond. The Water Strategy will support decision-making for all SCR D managed water systems, including the Chapman, Granthams Landing, Soames Point, Langdale, Eastbourne, North Pender Harbour, South Pender Harbour, Egmont, and Cove Cay water systems (**Figure 1**). The Water Strategy will be proactive to meet the community's needs in the coming decades.

Engagement on the Water Strategy will be undertaken in two phases:

Phase 1: Engagement on the Development of the Water Strategy (Spring 2022)

Seek public feedback on the development of the Water Strategy, including the proposed commitment, guiding principles, focus areas and actions. Staff will use this information to develop the draft Water Strategy which explains how the SCR D plans to provide a safe and reliable water supply.

Phase 2: Engagement on the Draft Water Strategy (Spring 2023)

Seek feedback on the draft Water Strategy, developed based on the feedback received in Phase 1. Staff will use this information to finalize the Water Strategy before it is presented to the SCR D Board for consideration.

This Engagement Summary Report documents engagement activities completed in 2022.

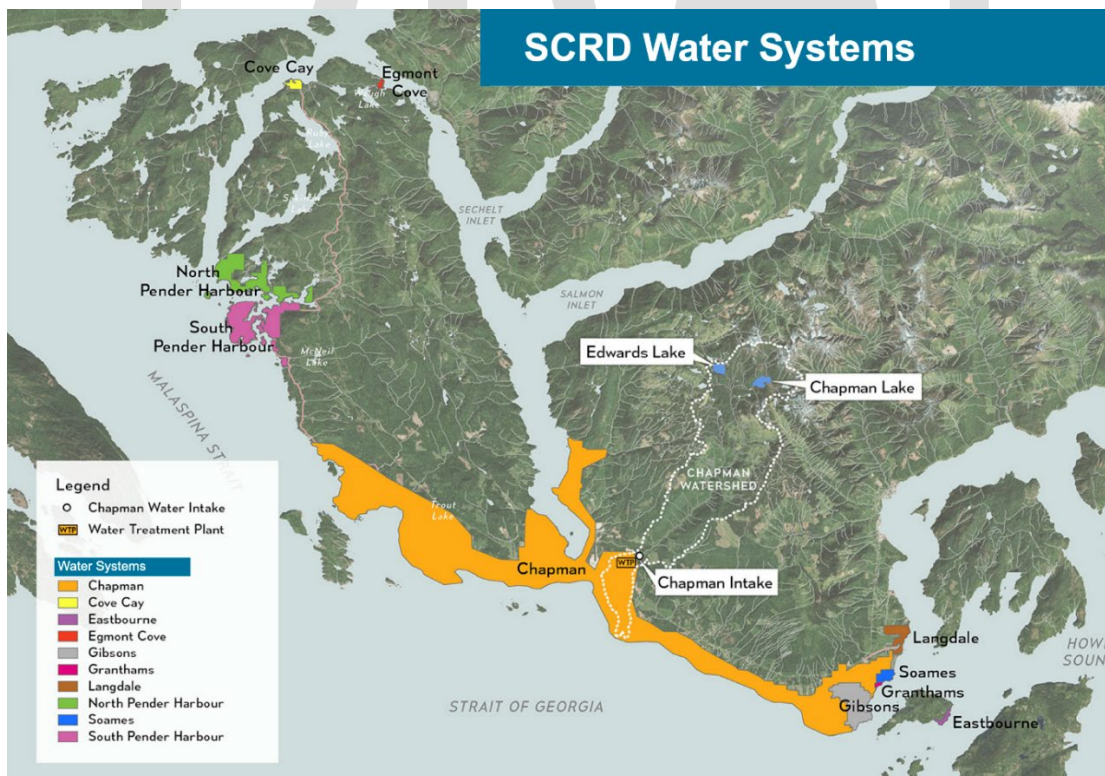


Figure 1 SCR D Water System Map

1.1. Purpose of Engagement and Objectives

The purpose of the Phase 1 engagement was to seek input on the development of the SCRD Water Strategy that will provide direction and priority for drinking water supply and initiatives. The SCRD asked for feedback about the overall framework and the specific actions under each focus area.

1.2. Engagement Approach

Staff planned in-person and online events and developed engagement materials to reach a broad range of interested SCRD water users. The four target audiences for engagement included:

- **SCRD water users:** Residents, businesses, and organizations serviced by SCRD water systems.
- **Water Supply Advisory Committee (WASAC):** A committee of volunteers who provide recommendations to the SCRD Board on the development and implementation of water supply and water conservation plans.
- **Governing authorities:** The governments in the region that have roles, stakes, or interest in the SCRD's management of water services.
- **Sector representatives:** Organizations with impacted or interested in SCRD water services, encompassing economic, social, and environmental realms.

2. Notifications and Communications

2.1. Community, Local Governments, and Key Sector Representatives

The SCRD communicated and engaged with a variety of interested groups representing businesses, member jurisdictions, public and private institutions, community organizations and business associations. A variety of methods were used during the eight-week engagement to promote opportunities to learn about and provide input on the development of the Water Strategy.

Table 1 Organizations Contacted

Member Jurisdictions	
District of Sechelt	Town of Gibsons
Advisory Committees	
Water Supply Advisory Committee (WASAC)	
Community	
16 Community Associations	
8 Community groups/clubs (i.e., gardening clubs, hiking groups, outdoor clubs, etc.)	
Residents and businesses within the SCRD Water Service Areas	
Other members of the public who expressed interest in the project	
Key Sectors Representatives	
Brickers Cider Company	Sunshine Coast Community Forests
Loon Foundation	Sunshine Coast Conservation Association
One Straw Society	Sunshine Coast Farmers' Institute
Persephone Brewing Company	Sunshine Coast Tourism
Sunshine Coast Streamkeepers	Sunshine Coast Regional Economic Development Organization

2.2. Communication Methods

Various methods were used to communicate with community members and key sector representatives in **Table 2** during the engagement to promote opportunities to learn about and provide input on the development of the Water Strategy. Communication methods were tailored to each group, and all included information on the project, how to engage, a link to the project website (letstalk.scrd.ca/water-strategy), and an invitation to participate in events/meetings. Email and phone calls were the most common communication method.

Table 2 Summary of Communication and Notification

Method	Description
Postal Walk	15,000 postcards were mailed the first week of May 2022 to properties within the SCRD water service areas.
Project Website	Information on the project was posted on Let's Talk Water Strategy (letstalk.scrd.ca/water-strategy) on May 9, 2022 and was updated through the engagement to address questions from the community.
News Release	A news release titled "Get Involved in the Future of Water on the Sunshine Coast" was posted on the SCRD website (scr.d.ca/media-releases) on May 9, 2022.
Email	The SCRD Board and WASAC received email notifications announcing the launch of the engagement, including links to the project webpage, survey and contact information to learn more. Further, emails were sent to Community Associations, non-governmental organizations, and community groups announcing the launch of the engagement and seeking their support to recruit community members for the engagement events.
SCRD Newsletter (Coast Current)	Notifications were included in the Coast Current on June 1, 2022. The Coast Current is the SCRD's monthly newsletter with 733 subscribers.
Let's Talk Newsletter	48 residents subscribed to receive project updates. Three newsletters were sent out, on May 22, June 7, and June 27, 2022.
Print Newspaper Ads	Advertisements in the Coast Reporter on May 13, May 20, and June 17, 2022.
Radio Ad	Radio Ads on Coast FM ran for five days from May 20- 24, 2022.
Social Media	SCRD Facebook Page on May 9, 18, 25, 26, 30, 31, June 3, 8, 15, 22.

2.2.1. Social Media

The SCRD Facebook Page was an important tool to advertise the project and various engagement opportunities. Some posts saw organic sharing, while other posts were boosted to reach more residents.

Figure 2 provides examples, and complete list of social media post and their reach is available in **Appendix A**.

Figure 2 SCRD Facebook Post Examples



3. Engagement Opportunities



Figure 3: Infographic of main engagement tools between May 9 to June 30, 2022.

3.1. Events and Meetings Summary

Table 3 Summary of Engagement Activities

Activity	Description	Results
Meeting with governing authorities	<ul style="list-style-type: none"> Meeting with District of Sechelt staff 	<ul style="list-style-type: none"> Two representatives from the District of Sechelt to discuss priorities and opportunities for collaboration
Key Sector Roundtable	<ul style="list-style-type: none"> Meeting with sector representatives to seek feedback on issues and priorities unique to each sector 	<ul style="list-style-type: none"> 7 participants Discussions about how key sectors are impacted by water conservation regulations, brainstorm tactics.
Water System Roundtable Discussions	<ul style="list-style-type: none"> Seven community roundtable discussions to identify issues and priorities unique to each water system 	<ul style="list-style-type: none"> 36 participants total Face-to-face discussions about topics of concern and opportunities
Open House	<ul style="list-style-type: none"> Infrastructure staff were available to talk about the Water Strategy and answer any public questions Self-guided format with information and space to provide feedback 	<ul style="list-style-type: none"> 65 attendees Information provided about the Water Strategy, water supply projects, as well as water conservation programs and regulations
Online presentation "Hey SCRD, what are you doing about water?"	<ul style="list-style-type: none"> Online event that was recorded and posted to the SCRD YouTube channel Short presentation describing current and near future water supply projects Question and answer opportunity 	<ul style="list-style-type: none"> 14 participants 16 questions asked and answered by SCRD staff
Information Booth	<ul style="list-style-type: none"> Display boards and information table available at Field Road June 28, 2022 Staff available to hear feedback 	<ul style="list-style-type: none"> 4 participants Face-to-face discussion

3.2. Let's Talk Water Strategy - Online Public Engagement Webpage

The SCRD created a project webpage called Let's Talk Water Strategy (letstalk.scrd.ca/water-strategy) using a self-directed online engagement platform that allows the reader to view project information at their own pace. The webpage included the following features:

- **Main Page:** Homepage welcoming participants and outlining the purpose of the engagement, a project summary, and instructions on how to navigate the webpage.
- **Project Information:**

- **Document Library:** Background information including the Discussion Paper, Frequently Asked Questions, Open House Display Boards, and presentation slides.
- **Timeline:** Project milestones were displayed.
- **Engagement Calendar:** Information on engagement opportunities.
- **News Feed:** 12 posts with information on events and project updates were added by staff.
- **Video:** Recording of the Q&A Session “Hey SCRD, What Are You Doing About Water?”
- **Engagement Tools:**
 - **Stay Informed:** A sign-up tool for residents to receive newsletters about the project.
 - **Question & Answer Forum:** Staff responded to all questions and posted responses to project-related questions on the public forum.
 - **Survey:** An online survey consisting of 17 questions, which was the primary tools for gathering feedback on the proposed Water Strategy.
- **Who’s Listening:** Key staff responding to feedback and questions.

Following June 30, 2022, the landing page on the Let’s Talk Water Strategy page indicated the formal engagement had closed. The project email address remained active.

3.2.1. Analytics of Let’s Talk Water Strategy Webpage

The following section summarizes the project webpage analytics between May 8 and June 30, 2022 to understand who reviewed the information and identify how the website was found.

- 3,336 page views
- 65% of visitors accessed the Let’s Talk Water Strategy page directly (letstalk.scrd.ca/water-strategy), 25% by social media, 3% by search engine, 1% by email, and 6% by referrals
- 409 surveys completed
- 8 questions posted on the Questions Forum

3.3. Open House

On Wednesday, May 25, the SCRD held an in-person Open House at the Seaside Centre in Sechelt from 3:00 PM to 6:00 PM. Residents were invited to learn more about the proposed Water Strategy and ask staff questions. There were display boards around the room that laid out elements of the Discussion Paper and survey and provided space for residents to provide feedback and propose actions that could be incorporated into the Water Strategy focus areas. Approximately 65 members of the public attended the Open House.



3.4. Online Q&A Session

Staff held an online presentation titled “Hey SCRD, What Are You Doing About Water?” to provide information about SCRD water supply projects. Anyone could join these sessions via Zoom through a mobile device, tablet, desktop computer, or by telephone.

The event format included a short presentation on the current water projects, followed by a moderated question and answer session where members of the public were able to ask questions directly to staff. The event was recorded and was posted on the SCRD YouTube account and shared on the Let’s Talk page.

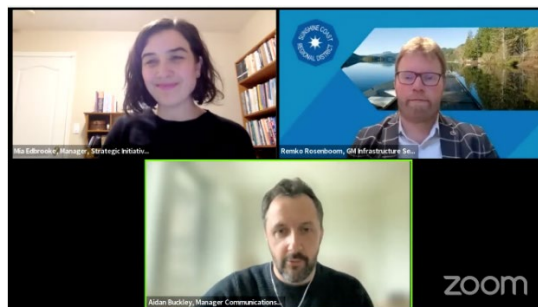
Date: June 7, 2022

Time: 7:00 PM – 8:30 PM

Location: Zoom & YouTube Live Stream

Total Number of Participants: 14

[Click here to watch the live stream recording](#)



3.5. Roundtable Discussions

Seven Community Roundtable discussion were completed with resident representative from each of the nine SCRD managed water systems. Some smaller water systems were combined, and there were two meetings held for residents on the Chapman Water System, as it services approximately 85% of the population of the Sunshine Coast. Group sizes were kept small to allow dialogue among all participants. A total of 36 residents participated in these discussions about their water system.

Table 4 Water System Roundtable Discussion Participation Summary

Water System	Date	Time	Location	Number of Attendees
South Pender Harbour	Wednesday, June 8	4:00 to 5:30 PM	Pender Harbour Community Hall	3
North Pender Harbour	Wednesday, June 8	6:30 to 8:00 PM	Pender Harbour Community Hall	9
Egmont & Cove Cay	Thursday, June 9	3:00 to 4:30 PM	Egmont Community Club	5
Soames, Granthams & Langdale	Wednesday, June 15	6:00 to 7:30 PM	Eric Cardinal Hall	8
Chapman	Wednesday, June 15	10:00 to 11:30 AM	SCRD Field Road Office	6
Chapman	Thursday, June 16	6:00 to 7:30 PM	Sechelt Aquatic Centre	5
Eastbourne	Monday, June 27	3:00 to 4:30 PM	Online via Zoom	0

4. Summary of Feedback

Comments were received throughout the engagement through the Let's Talk Water Strategy engagement webpage, Online Q&A Session, Open House, Water System Roundtables, Key Sector Roundtable, in-person meetings, email and phone. All comments received during the engagement were considered.

The following are key themes staff heard throughout the engagement:

The following are key themes staff heard throughout the engagement that are related to both the guiding principles and specific focus areas:

- Support for the development of the Water Strategy and its framework
- Increase water supply
- Support for water efficiency such as leak resolution, pay-per-use billing and water-efficient technology
- Increasing education and outreach about drinking water, watersheds and SCRD's work on water management
- Growth and development, including need to review policies to promote low-impact development and drinking water source protection
- Cost of water services, as it relates to rates and options for pay per use billing
- The need for action to avoid future emergency situations that impact drinking water supply.

A more detailed summary is included in **Appendix B**.

5. Next Steps

SCRD staff will use public feedback to inform discussions with local elected officials and staff across member jurisdictions to further inform the Water Strategy. These discussions will occur in early 2023 and will help ensure a region-wide approach to water management.

Staff will present the draft Water Strategy to the public for feedback and to the SCRD Board for their consideration in 2023. Staff will then draft action plans to successfully implement the strategy over the next five years.

Project updates will continue to be posted on the Let's Talk Water Strategy webpage (letstalk.scrd.ca/water-strategy). Community members are encouraged to contact staff should they have further questions or comments: infrastructure@scrd.ca. Staff will continue to consider comments until the SCRD Board makes a decision about the Water Strategy.


The SCRD would like to thank all residents for providing valuable feedback and input into the development of the Water Strategy.

Appendix A: Example Promotional and Engagement Materials



Postcard Mailout

HEY SCRD,
WHAT ARE YOU DOING ABOUT WATER?




You're invited!

Want to know more about what the Sunshine Coast Regional District is doing to increase water supply in the region?

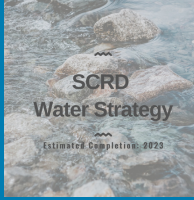
The SCRD is hosting an online meeting to share updates about water projects.

Tuesday, June 7, 2022
7:00 P.M. via Zoom


Zoom link available at
letstalk.scrd.ca/water-strategy



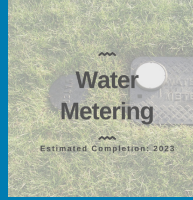
Church Road Well Field
Estimated Completion: Fall 2022



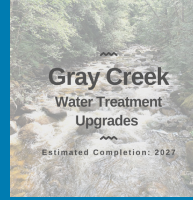
SCRD Water Strategy
Estimated Completion: 2023




Langdale Well Field Expansion
Estimated Completion: 2025



Water Metering
Estimated Completion: 2023



Gray Creek Water Treatment Upgrades
Estimated Completion: 2027



Exploring a Raw Water Reservoir

Coast Reporter Ad

NORTH PENDER HARBOUR WATER SYSTEM BACKGROUNDER



CONTEXT

The North Pender Harbour (NPH) Water System is in the northern part of the Sunshine Coast Regional District (SCRD), within Electoral Area A (Egmont/Pender Harbour). The system provides water to properties in Garden Bay, Irvine's Landing, Daniel Point, and Sakinaw Ridge. This water system is located on the territory of the shíshálh Nation. In 2006, the SCRCD assumed ownership of the NPH Water System.

The NPH Water System is a separate Water Service Area with its own budget and water rates. It is one of nine independent water systems within the SCRCD, and is not connected to any other water systems.

WATER SOURCE

The NPH Water System has both a primary and emergency water source. Garden Bay Lake is the primary water source for the system. The lake has a surface area of approximately 62 hectares, with a maximum depth of 52 metres. Garden Bay lake flows into Katherine and Sakinaw Lakes before reaching the ocean. The Garden Bay Watershed provides water to Garden Bay Lake, and includes the northwest side of Mt. Daniel and the east face of Harbour Peak. Hotel Lake is an emergency source for this system that is not currently needed or used. Significant infrastructure improvements would be required to treat and distribute this water from Hotel Lake for drinking water use.

SUPPLY INFRASTRUCTURE

The NPH Water System provides potable water to approximately 583 water service connections including residents, businesses, farms, and institutions. The system consists of a water treatment plant, one pump station, six pressure reducing stations, one re-chlorination station, three reservoirs, 25 km of watermains, 150 hydrants, and residential water meters.

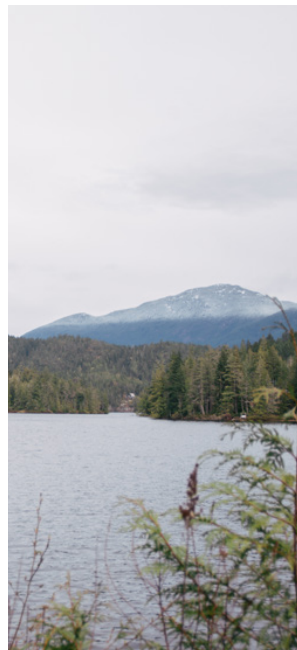
Water from Garden Bay Lake is pumped from the lake through an ultraviolet disinfection system and is then chlorinated to sterilize and kill bacteria and viruses.

Treated water is stored in the Garden Bay or Daniel Point Reservoirs, which hold 260,000 litres (L) and 460,000 L respectively. In 2021, Garden Bay Lake provided 241 million L of water, with the average North Pender water user using 534 L per day.

System upgrades began in 2019. The SCRCD will be developing a water model for all water systems that will analyze system capacity, working pressures, fire flow availability, and source and system redundancy, and identify associated upgrades if required. In North Pender Harbour, these upgrades could include watermain replacements and water treatment plant filtration upgrades.

FUNCTIONALITY

The NPH Water System is currently operating within its designed capacity set out by the current water licences. The system is subject to raw water quality fluctuations due to the lake turnover events. The number of warm weather increases the number of lake turnover events, which mixes lake bottom sediments into the water, increasing turbidity and resulting in discolouration. Lake turnover is the result of changing temperatures and may be more common with climate change.



FAST FACTS

Water Source:
Garden Bay Lake

Number of Connections:
583

Total Water Distributed:
60,736,000L per year

Average Daily Household use:
534 Litres per day



WE WANT TO HEAR FROM YOU!

Help shape a **Water Strategy** for the Sunshine Coast

The Sunshine Coast Regional District is developing a long-term plan that sets the direction and priorities for drinking water projects and initiatives in our communities.

HOW TO GET INVOLVED

Online

Visit the public engagement webpage to learn more about the project, ask questions, and complete a survey.

letstalk.scrd.ca/water-strategy

Open House

Wednesday, May 25 2022, 3-6pm
Seaside Centre, 5790 Teredo Street, Sechelt

Drop by to learn more about the Water Strategy. There will be display boards and two short presentations at 4pm and 5pm. SCR D staff will be available to answer any questions you may have.

Roundtable Discussions

Small group roundtable discussions will be held in each water system throughout May and June to hear community member ideas for the Water Strategy.

To learn more and register for a roundtable discussion, please visit letstalk.scrd.ca/water-strategy.

We invite you to provide feedback until June 30 2022.

GET CONNECTED

letstalk.scrd.ca/water-strategy

waterstrategy@scrd.ca

604-885-6806

Scan this code with
a smartphone
to learn more!



Newspaper Ad, and poster put up in SCR D facilities.

Social Media Posts and Engagement

"Impressions" are the number of times the content enters a person's screen (can be multiple times on the same person's screen).

"Reach" is the number of people who saw the content.

"Reactions" allows people to share different reactions to a post, including: Like, Love, Care, Haha, Wow, Sad or Angry.

Facebook Post	Engagement
<p>May 9, 2022</p> <p><i>Get Involved in the Future of Water on the Sunshine Coast</i></p> <p><i>The SCRD is developing a long-term plan that sets the direction and priorities for drinking water projects and initiatives in our communities. Visit letstalk.scrd.ca/water-strategy to take the survey and learn more about the project.</i></p>	<p>47,179 Impressions</p> <p>12,568 Reach</p> <p>101 Reactions</p> <p>204 Comments</p> <p>30 Shares</p>
<p>May 19, 2022</p> <p><i>The Water Strategy Open House is coming up on May 25 from 3:00 to 6:00 p.m. at the Seaside Centre in Sechelt. Drop-in to participate in a self-guided open house to learn more about the project, and ask questions to SCRD staff. Participate online through letstalk.scrd.ca/water-strategy</i></p>	<p>362 Impressions</p> <p>343 Reach</p> <p>1 Reactions</p> <p>0 Comments</p> <p>0 Shares</p>
<p>May 25, 2022</p> <p><i>Join us at the Water Strategy Open House today - May 25 from 3:00 to 6:00 p.m. at the Seaside Centre in Sechelt. Drop-in to view the project display boards and ask questions to SCRD staff. A short presentation on the project will take place at 4:00 p.m. and be repeated at 5:00 p.m. You can also participate online through letstalk.scrd.ca/water-strategy</i></p>	<p>227 Impressions</p> <p>213 Reach</p> <p>2 Reactions</p> <p>0 Comments</p> <p>0 Shares</p>
<p>May 26, 2022</p> <p><i>Registration is now open for Water System Roundtable Discussions! The SCRD is hosting small group discussions throughout June in each water system area to hear your ideas for the Water Strategy. To view the dates and locations, please visit letstalk.scrd.ca/water-strategy. Email us today at waterstrategy@scrd.ca to register.</i></p>	<p>358 Impressions</p> <p>338 Reach</p> <p>2 Reactions</p> <p>0 Comments</p> <p>0 Shares</p>
<p>May 30, 2022</p> <p><i>Wondering what the SCRD is doing to meet current water demand? Staff will give a short presentation about projects we are working on right now that will increase water supply and reduce the likelihood of escalating water conservation regulations to Stage 4 in the summer months. Q&A to follow. For event info, go to https://letstalk.scrd.ca/water-strategy/widgets/121500/key_dates...</i></p>	<p>19,210 Impressions</p> <p>6,994 Reach</p> <p>52 Reactions</p> <p>62 Comments</p> <p>9 Shares</p>
<p>May 31, 2022</p> <p><i>Join us in Pender Harbour on Friday, June 3 to chat about the Water Strategy. We'll have an information booth at the Madeira Park IGA from 2-4pm to answer questions about the Water Strategy. This is also a great time to sign up for one of the upcoming water system roundtable discussions:</i></p> <ul style="list-style-type: none"> <i>South Pender Harbour water system: 4-5:30pm on June 8 at the Pender Harbour Community Hall</i> <i>North Pender Harbour Water System: 6:30-8:00pm on June 8 at the Pender Harbour Community Hall</i> 	<p>583 Impressions</p> <p>438 Reach</p> <p>1 Reaction</p> <p>0 Comments</p> <p>1 Share</p>

<ul style="list-style-type: none"> <i>Egmont and Cove Cay Water Systems: 3-4:30pm on June 9 at the Egmont Community Hall</i> <i>Visit letstalk.scrd.ca/water-strategy to learn more about the project and submit your feedback by June 30, 2022.</i>	
<p>June 3, 2022</p> <p><i>We want to hear from you! The SCRD is hosting small group roundtable discussions in June to hear your ideas for the Water Strategy. Registration is required to participate in the events, which are organized by water system.</i></p> <p><i>For more information about the roundtables or to register, email waterstrategy@scrd.ca or visit letstalk.scrd.ca/water-strategy - dates and locations of the events are available.</i></p>	<p>31,197 Impressions</p> <p>8,634 Reach</p> <p>10 Reactions</p> <p>60 Comments</p> <p>4 Shares</p>
<p>June 3, 2022</p> <p><i>Hi everyone - we were hoping for sun, instead its been bucketing down rain on the Sunshine Coast for the past two hours so we have cancelled this outdoor tabling event.</i></p> <p><i>Stay tuned for further updates - if you live in Area A and are interested in getting involved in the Water Strategy you can register for a community roundtable discussion - further information is available at letstalk.scrd.ca/water-strategy</i></p>	<p>432 Impressions</p> <p>419 Reach</p> <p>0 Reactions</p> <p>0 Comments</p> <p>0 Shares</p>
<p>June 8, 2022</p> <p><i>Wondering what the SCRD is doing to meet current water demand? Last night, staff gave a short presentation about projects we are working on right now that will increase water supply and reduce the likelihood of escalating Water Conservation Regulations to Stage 4 in the summer months.</i></p> <p><i>Watch the presentation here: www.youtube.com/watch?v=fXh5XUXBuXE</i></p> <p><i>For more information about projects underway, visit https://letstalk.scrd.ca/water</i></p>	<p>262 Impressions</p> <p>249 Reach</p> <p>2 Reactions</p> <p>0 Comments</p> <p>0 Shares</p>
<p>June 15, 2022</p> <p><i>Roundtable discussions are taking place this morning on the water strategy from 10:00 AM until 11:30 AM at the SCRD administration building at 1975 Field Road. Staff are here to answer any questions you may have about the water strategy & to hear your views on the future of water on the Sunshine Coast</i></p> <p><i>Learn more at https://letstalk.scrd.ca/water-strategy</i></p>	<p>291 Impressions</p> <p>281 Reach</p> <p>0 Reactions</p> <p>0 Comments</p> <p>0 Shares</p>
<p>June 22, 2022</p> <p><i>June 30, 2022 is the last day to provide feedback on the development of the Water Strategy. Take the online survey, ask a question and read the discussion paper at letstalk.scrd.ca/water-strategy</i></p> <p><i>What's next? SCRD staff will incorporate what we heard into the draft Water Strategy, which will be presented back to the public by early 2023.</i></p>	<p>792 Impressions</p> <p>740 Reach</p> <p>9 Reactions</p> <p>4 Comments</p> <p>15 Shares</p>
<p>June 22, 2022</p> <p><i>We want to hear from you! The SCRD is hosting small group roundtable discussions in June to hear your ideas for the Water Strategy. Registration is required to participate in the events, which are organized by water system. For more information about the roundtables or to register, email waterstrategy@scrd.ca or visit letstalk.scrd.ca/water-strategy - dates and locations of the events are available</i></p>	<p>15,992 Impressions</p> <p>6,253 Reach</p> <p>42 Reactions</p> <p>13 Comments</p> <p>10 Shares</p>
<p>July 4, 2022</p>	<p>306 Impressions</p>

<p><i>Thank you to everyone who participated in the development of the SCRD Water Strategy! We received over 400 surveys and had many great conversations with community members.</i></p> <p><i>Staff are reviewing all the feedback received and look forward to creating a draft Water Strategy to present to the public in early 2023.</i></p> <p><i>Want to stay involved? Application for the Water Supply Advisory Committee (WASAC) are now open for the 2022 to 2024 term.</i></p> <p><i>For more information: www.scrd.ca/wasac</i></p>	<p>288 Reach</p> <p>0 Comments</p> <p>0 Shares</p>
---	--

Appendix B: Detailed Water Strategy Summary

The following provides a summary of feedback heard during the different Water Strategy engagement activities undertaken in May and June 2022.

Local Government Staff

Staff contacted staff at the District of Sechelt and the Town of Gibsons to discuss the development of the SCRD Water Strategy.

SCRD and District of Sechelt staff met on June 28, 2022. Staff discussed the current water capacity and challenges, approaches for increasing public understanding about water and the Water Strategy, and opportunities for coordination. In addition, the meeting covered available tools for water efficiency, such as water rate structure, leak resolutions, new subdivision requirements, and opportunities for greywater reuse.

SCRD received written feedback from staff at ToG, mainly related to the source protection focus area and the 2022 SCRD Watershed Feasibility Business Case. ToG made suggestions for potential projects where the two jurisdictions could collaborate, such as watershed and restoration studies, Mount Elphinstone climate station, and aquifer monitoring wells to better understand infiltration and recharge. ToG shared several projects that are completed or are underway, such as the Source to Sea Project, creek monitoring stations, and updates to ToG Development Permit Areas that could support the SCRD's work. ToG also provided suggestions on how governing authorities in the region could further collaborate on watershed governance, such as representatives from each authority meetings quarterly to provide the SCRD Board with recommendations and topics such as data sharing, project and cost sharing collaboration, and water management planning. ToG would also like to see the SCRD incorporate risk mitigation and adaptation strategy using natural asset management, as this may support future efforts in creek restoration and watershed management. Finally, ToG provided priorities based on potential watershed protection activities identified in the business case, including where the SCRD and other organizations could take the lead. For example, developing a forum to coordinate watershed protection activities in the region, including partners and the provincial government, was rated very high.

SCRD will continue to reach out to all local governments as the Water Strategy is developed.

Key Sector Representatives

Seven of 11 sector representatives notified of the Key Sector Roundtable Discussion participated in the meeting. The following is a summary of the key themes discussed.

Small business

- Local businesses struggle to plan around water conservation regulations that can impact revenue.
- Businesses need early notification of changes to commercial water rates.
- Businesses are concerned about operating and not how water is provided.
- Water use factors into many different businesses that serve both tourists and residents.
- Recommendation to provide incentives to businesses who are reducing water use.

Collaboration

- Allow sector representatives to join WASAC to improve transparency and dialogue.
- Consider supporting a social enterprise to lead water-based initiatives such as supporting residents to understand their water meter data or increasing water efficiency.
- SCRD should bring together diverse organizations to build understanding and discuss approaches to addressing water supply issues.
- Sunshine Coast Tourism could work with the SCRD to organize small group dialogues with business owners to identify ways for businesses to reduce water use.

Engagement and outreach

- SCRD should balance the need for consultation on water supply against taking action.
- Support community organizations that are already educating youth and residents on water use and sustainability, rather than have the SCRD lead these initiatives (e.g., rural grant-in-aid program).
- SCRD should increase messaging to the community about water. In 2021, during Stage 4 Water Conservation Regulations, the SCRD provided weekly water supply in a clear and accessible format.
- SCRD should continue working with the tourism sector to educate visitors and businesses.
- Sunshine Coast Tourism could work with the SCRD to improve educational signage for residents and visitors about our drinking water sources and source water protection.

Water meters

- SCRD should allow renters to access their water use data (not only property owners).
- Support for water meters and volumetric rates to increase water efficiency.
- Seek support from community organizations to help communicate to residents the transition from paying a flat rate for water to volumetric.
- Add a water rates calculator to the website to help residents, businesses and farmers plan.

Agriculture

- Recognition that regional district population is not large enough to justify a separate water system to provide raw (untreated) water for agriculture.
- The agriculture sector is dependent on a reliable water supply. The SCRD should view food producers as a service provider, not as a commercial water user seeking to making money.
- Recognition that treated water for agriculture is not ideal. Without a regional non-potable source and the financial burden of well drilling, the SCRD should provide a reliable water supply to food producers.

Source water protection

- SCRD should strengthen the protection of trees on private lands to support stormwater management.

Public

Staff heard from almost 500 individuals during the engagement through:

- the online feedback form (Section 3.3.1)
- water system roundtable discussions (Section 3.3.2), and
- other correspondence (email, phone, Let's Talk Water Strategy).

Comments were grouped by how feedback was submitted and summarized by theme. Some comments only mentioned one theme, while other comments covered several themes.

Comments were analysed using the following steps: familiarization with data, identifying a thematic framework, indexing the data, sorting the data according to the themes, and finally summarising the interpretations.

Water Strategy Feedback Form Responses

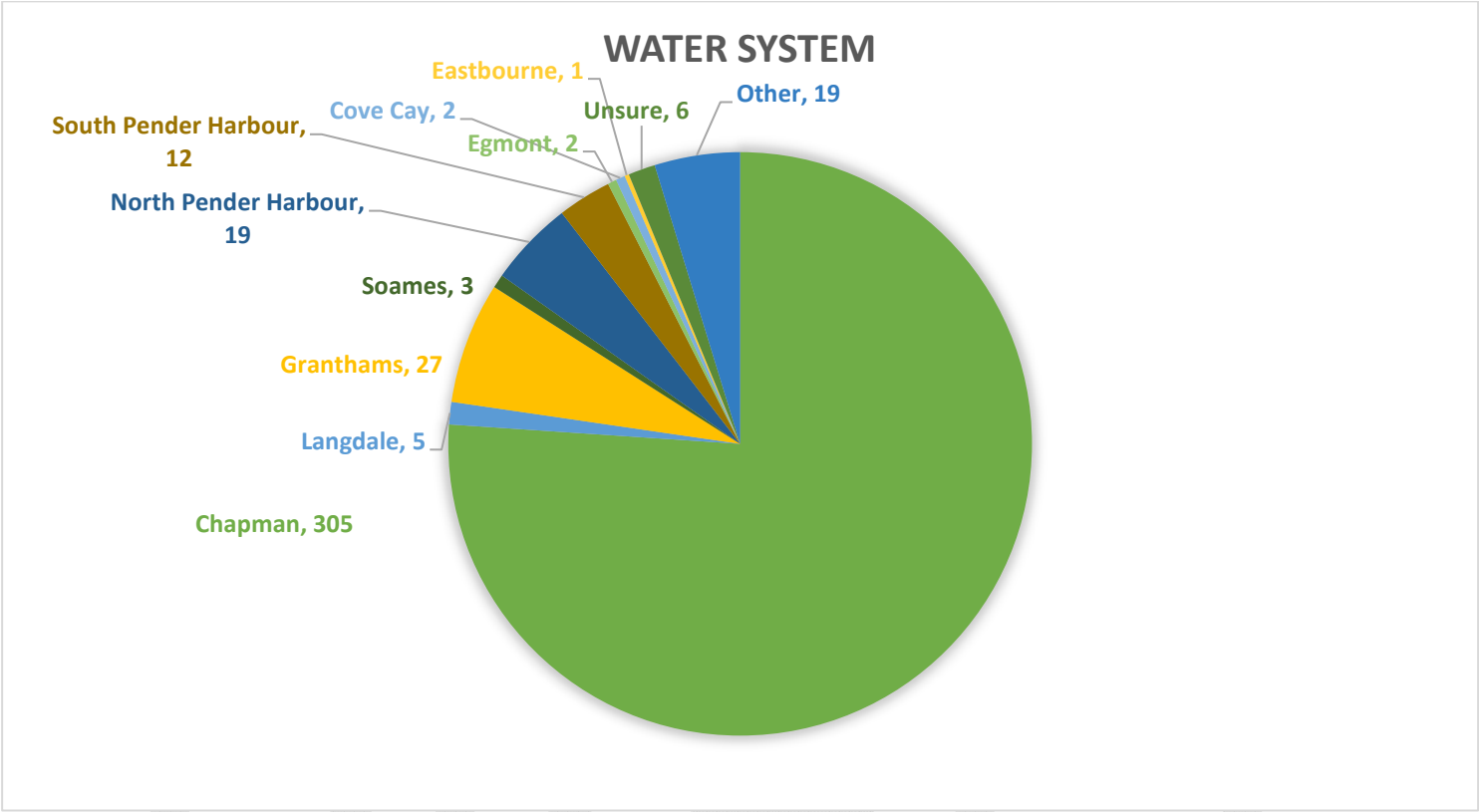
See below for a high-level summary of feedback. This summary reflects the top quantitative results and the most frequent recurring themes for qualitative comments.

Responses to the feedback form were open to the public and were completed by interested members of the community. This allowed anyone who wanted to participate in the feedback form to learn more about the project and share their ideas and concerns. The SCRD recognizes the responses are not representative of the entire community.

Some respondents skipped a question. This number is noted and is not included in the charts below.

Question 1: Which SCRD water system are you served by?

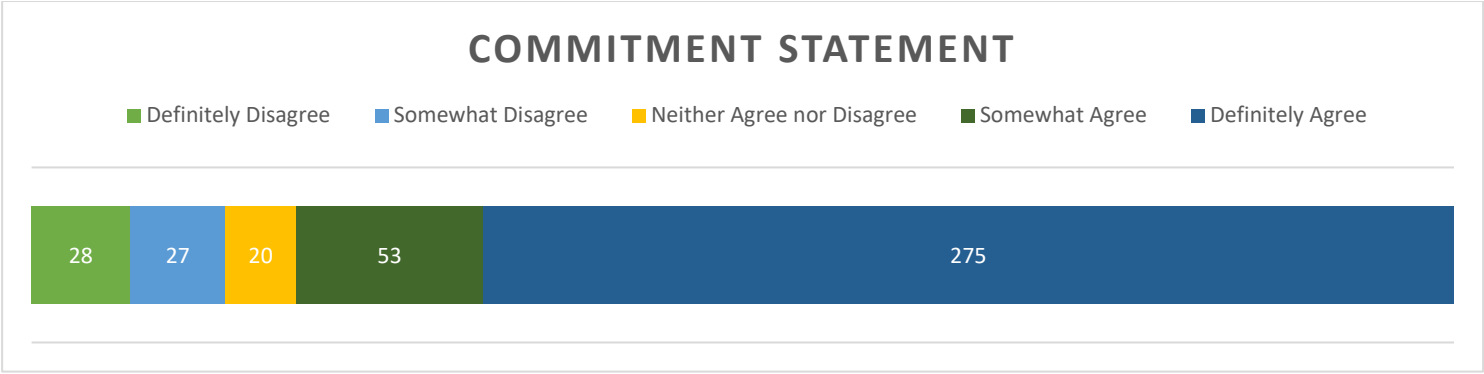
400 responses, 9 skipped the question.



Question 2: The commitment statement outlines the SCRD's intent for the Water Strategy. Do you agree with the proposed commitment statement?

Proposed commitment statement: The Sunshine Coast Regional District commits to providing a safe and reliable water supply.

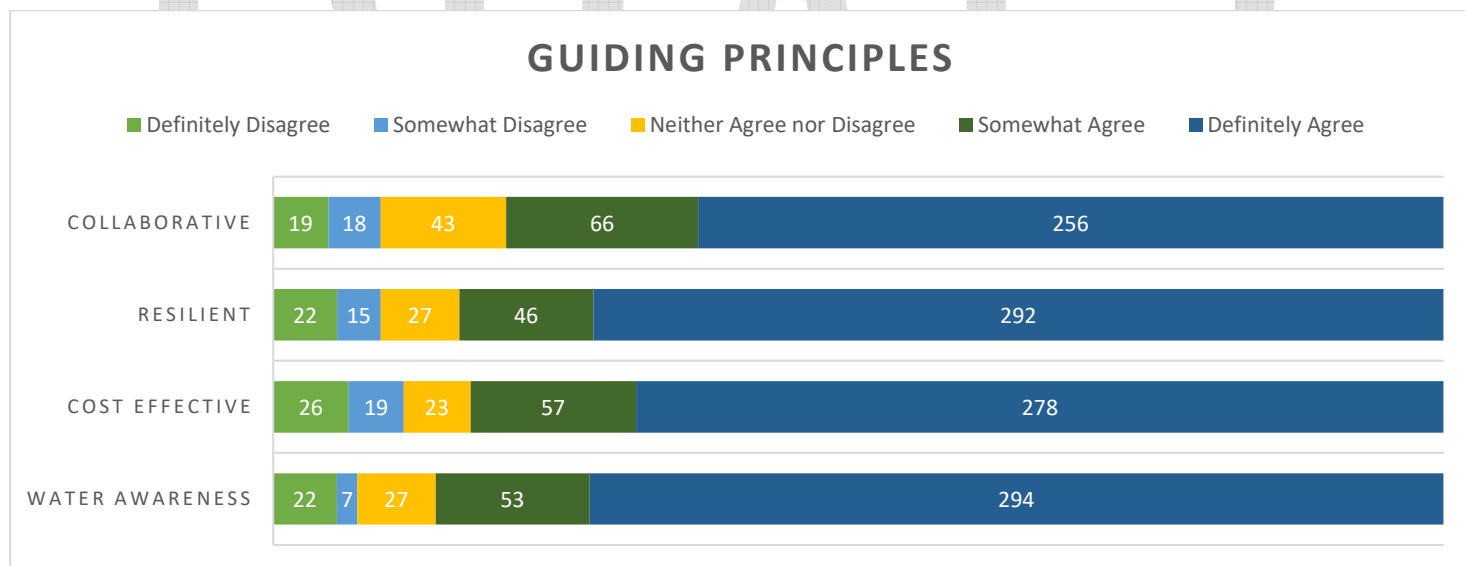
402 responses, 7 skipped the question.



Question 3: The Water Strategy will be informed by a set of guiding principles that represent values the SCRD commits to upholding around the provision of drinking water in the region. Do you agree with the following proposed guiding principles?

Water Awareness	Share what the SCRD does to deliver water services and why we need to use water sustainably.
Cost-effective	Plan ahead to maintain infrastructure, compare alternative water supply approaches, set appropriate rates for long term cost recovery, and avoid excessive debt to meet set service levels.
Resilience	Reduce our vulnerability from external threats and pressure to our water systems, including the harmful effects of climate change.
Collaborative	Work with First Nations, local governments, the Province, and other governing authorities with responsibility for water management to deliver services in a coordinated and collaborative manner.
Think and Act like a Region	Make decisions about water system planning and policy that are in the best interest of the Sunshine Coast community as a whole.

404 responses, 5 skipped the question.



Question 4: These guiding principles are the lens through which the Water Strategy and tactics will be developed. Do you have any comments or other suggestions for the Water Strategy guiding principles?

213 responses, 196 skipped the question.

Table 1 Comments Received for Question 4

Key Themes	Summary of Public Responses	Frequency
"Water Awareness" Guiding Principle	<ul style="list-style-type: none"> Awareness should include transparency in decision-making and financing for water services, including rate increases Public education focused on water efficiency and watersheds 	16
"Cost-effective" Guiding Principle	<ul style="list-style-type: none"> Further define cost-effective Develop the most cost-effective options, not least expensive Users should expect to pay for true cost of the service Water user fees need to be fair and affordable for everyone 	14
"Resilience" Guiding Principle	<ul style="list-style-type: none"> Infrastructure must withstand flooding and natural disasters Continue upgrading and adopting best practices Concern about the impacts of climate change Resiliency should include not adversely impact environment 	19
"Collaborative" Guiding Principle	<ul style="list-style-type: none"> SCRD should learn from and collaborate with other small regional districts that have small tax bases 	6
"Think and Act like a Region" Guiding Principle	<ul style="list-style-type: none"> A regional approach should benefit all member jurisdictions, including policies and projects Some concern about thinking and acting like a region 	18
New guiding principles recommended	<ul style="list-style-type: none"> Add guiding principle for sustainability, environmental responsibility. 	19
	<ul style="list-style-type: none"> Add guiding principle for managing growth through strategies, policies, and bylaws 	25
	<ul style="list-style-type: none"> Add guiding principle for swift action to address the water supply deficit and implement the Water Strategy 	22
General support for the Guiding Principles		12
General opposition to the Guiding Principles		6
General suggestions about guiding principles	<ul style="list-style-type: none"> Guiding principles should be weighted based on priority The Water Strategy needs to explain how guiding principles will guide decision-making in plain language 	16

Question 5: Do you have any comments or other suggestions for the Water Strategy focus areas?

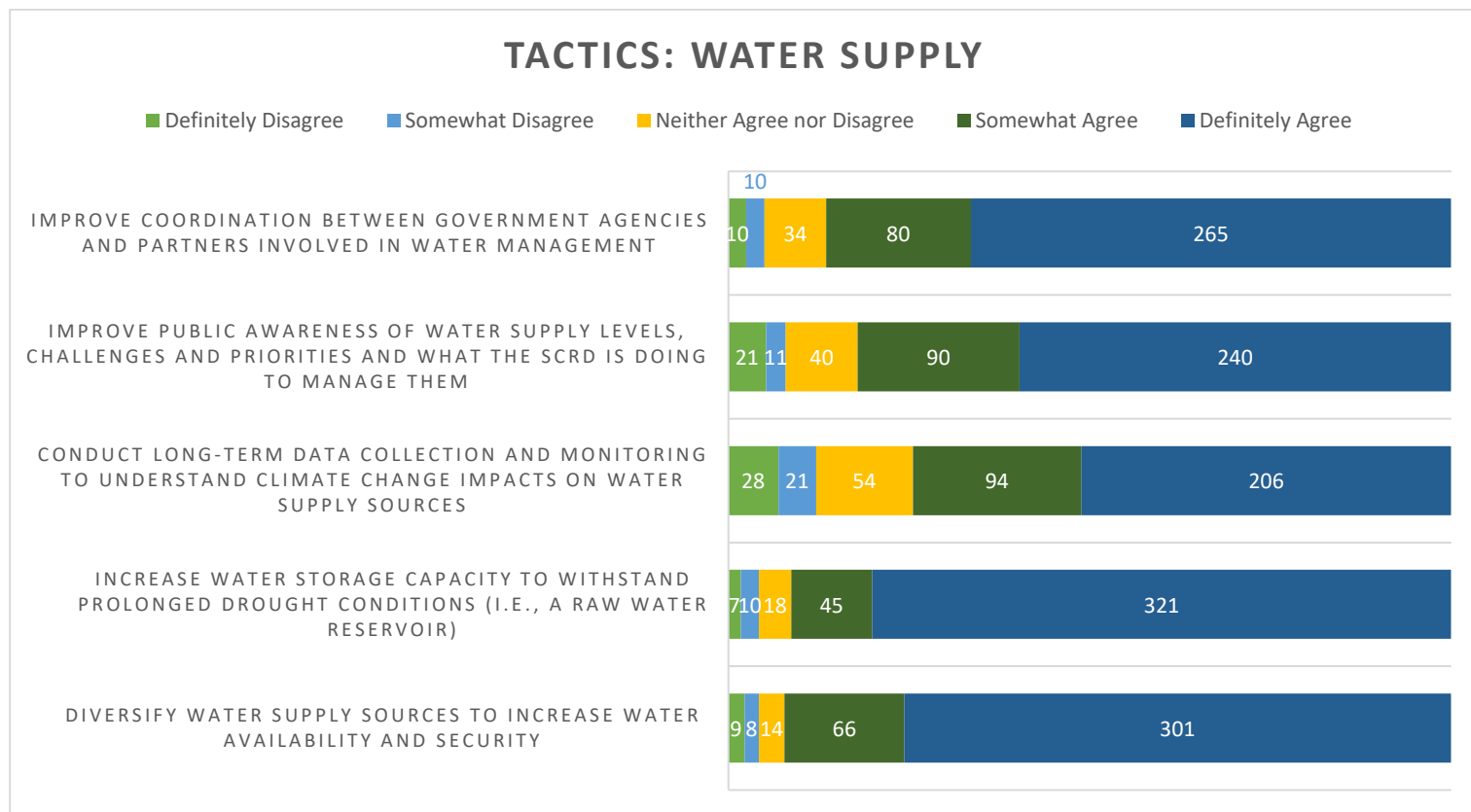
204 responses, 205 skipped the question.

Table 2 Comments Received for Question 5

Key Themes	Summary of Public Responses	Frequency
Support for “Water Supply” focus area	<ul style="list-style-type: none">• Suggestions to build a large reservoir, increase water storage options, drill more wells, seek new sources	62
Support for “Water Efficiency” focus area	<ul style="list-style-type: none">• Change water “efficiency” to “demand”• Install water meters now• Use water efficient technology in new and existing homes• Improve and expand water conservation programming	48
Support for “Water Quality and Source Water Protection” focus area	<ul style="list-style-type: none">• Increase wells and groundwater source protection• Protect drinking watersheds from logging, industrial activity	22
Support for “Water Infrastructure” focus area	<ul style="list-style-type: none">• General support for maintaining and improving water infrastructure across the water systems	12
Development and related policy	<ul style="list-style-type: none">• Advocacy for region-wide long-term planning and policies, including integrated water and land-use planning• Suggestions to update policies and bylaw related to water conservation and use• Use innovative solutions to reducing water use• Develop a growth plan• Stop development	56
Affordability	<ul style="list-style-type: none">• General comments regarding affordability, taxes and use of funds	10
General support for all focus areas		7
General opposition to focus areas		2

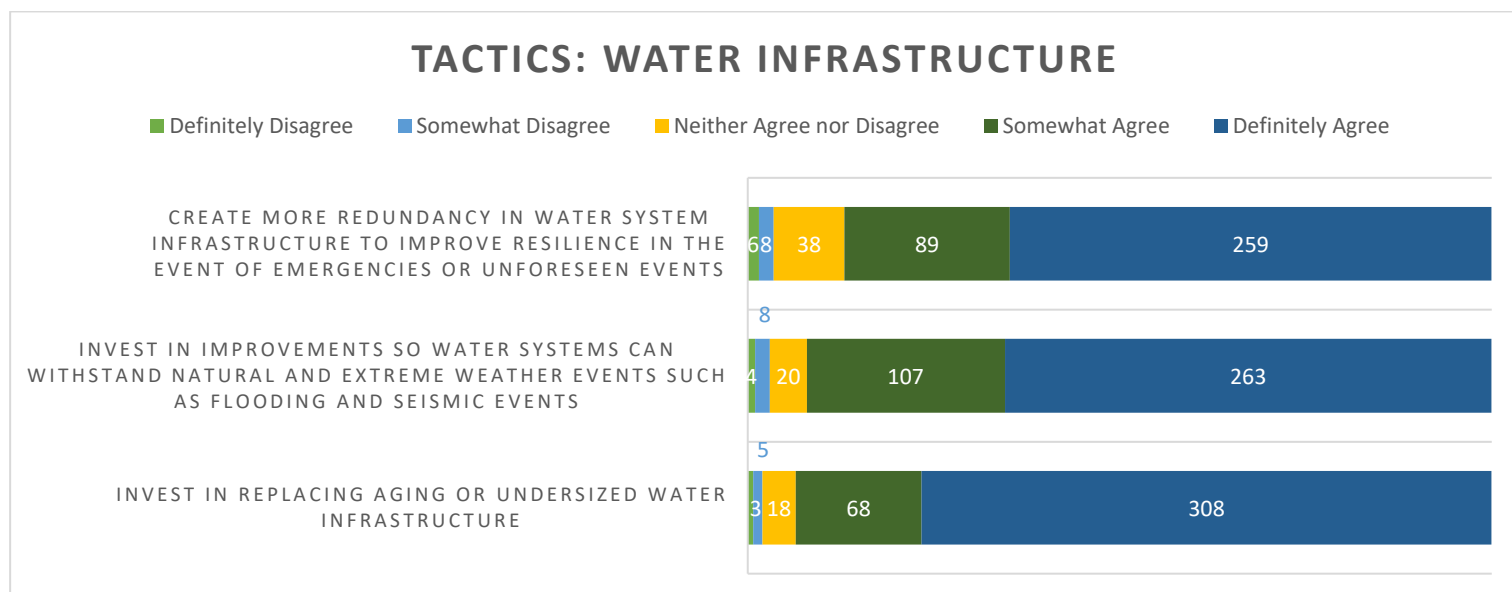
Question 6: Under the focus area for “Water Supply”, should the SCRD undertake any of the following tactics and include them in the Water Strategy?

405 responses, 4 skipped the question.



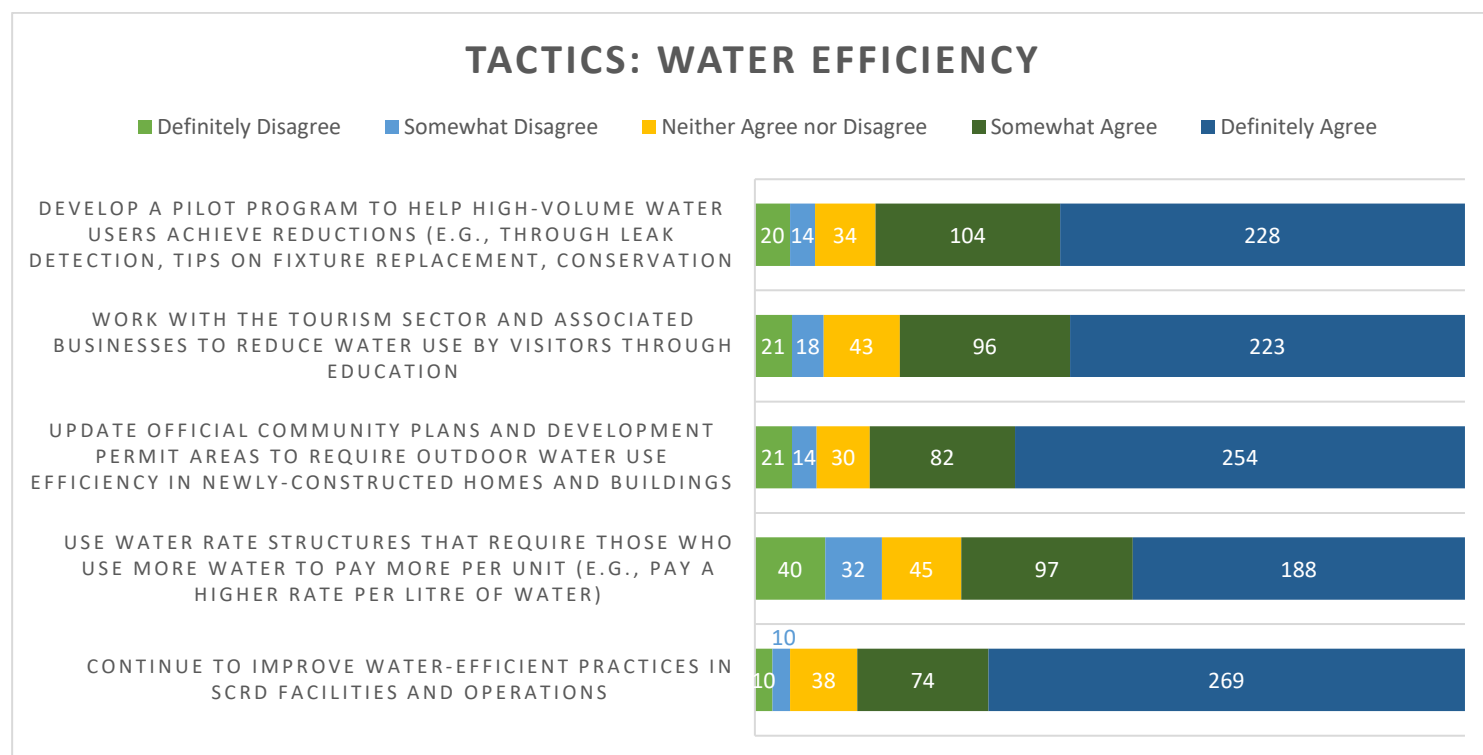
Question 7: Under the focus area for “Water Infrastructure”, should the SCRD undertake any of the following tactics and include them in the Water Strategy?

403 responses, 6 skipped the question.



Question 8: Under the focus area for “Water Efficiency”, should the SCRD undertake any of the following tactics and include them in the Water Strategy?

404 responses, 5 skipped the question.



Question 9: What do you see as the biggest opportunities to improve the efficiency of water use?

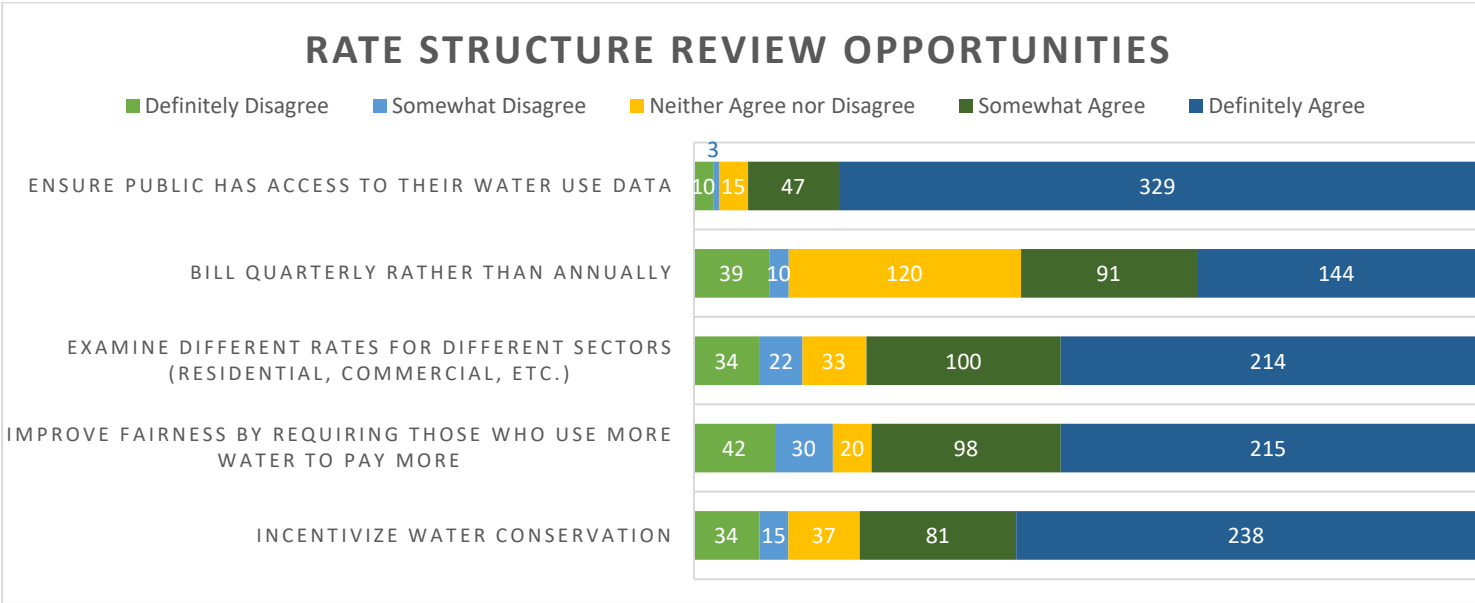
301 responses, 196 skipped the question.

Table 3 Comments Received Related to Question 9

Key Themes	Summary	Frequency
Water meters	<ul style="list-style-type: none"> General support for water meters to identify leaks, charge users by their water use, and to raise awareness on individual water use 	68
Water conservation programs	<ul style="list-style-type: none"> Expand water conservation programs and public education/outreach Ban lawn watering Provide financial incentives for households using water efficiently 	59
Long-term planning	<ul style="list-style-type: none"> Need for long-term water infrastructure and land-use planning Update bylaws and policies to include a water conservation lens 	52
Volumetric billing	<ul style="list-style-type: none"> Support of pay-per-use billing for water users to facilitate efficiency, encourage leak resolution, and disincentivize short-term rentals 	47
Water efficient technologies	<ul style="list-style-type: none"> Support for water efficient technologies and systems such as rainwater harvesting systems, grey water systems and green roofs through policy 	43
Fix leaks	<ul style="list-style-type: none"> Advocacy for leak detection and resolution on public, private property. 	25
Incentives, rebates	<ul style="list-style-type: none"> Recommendations to expand the rebate program for water efficient technologies like drip irrigation and water efficient features 	20
Enforcement	<ul style="list-style-type: none"> Support to increase the enforcement through patrols and fines 	16
Agriculture	<ul style="list-style-type: none"> Stop supplying SCRD water to farms, nurseries, cannabis growers. Develop a separate non-potable irrigation system for agriculture and help agricultural users transition to wells through grants and incentives. 	3

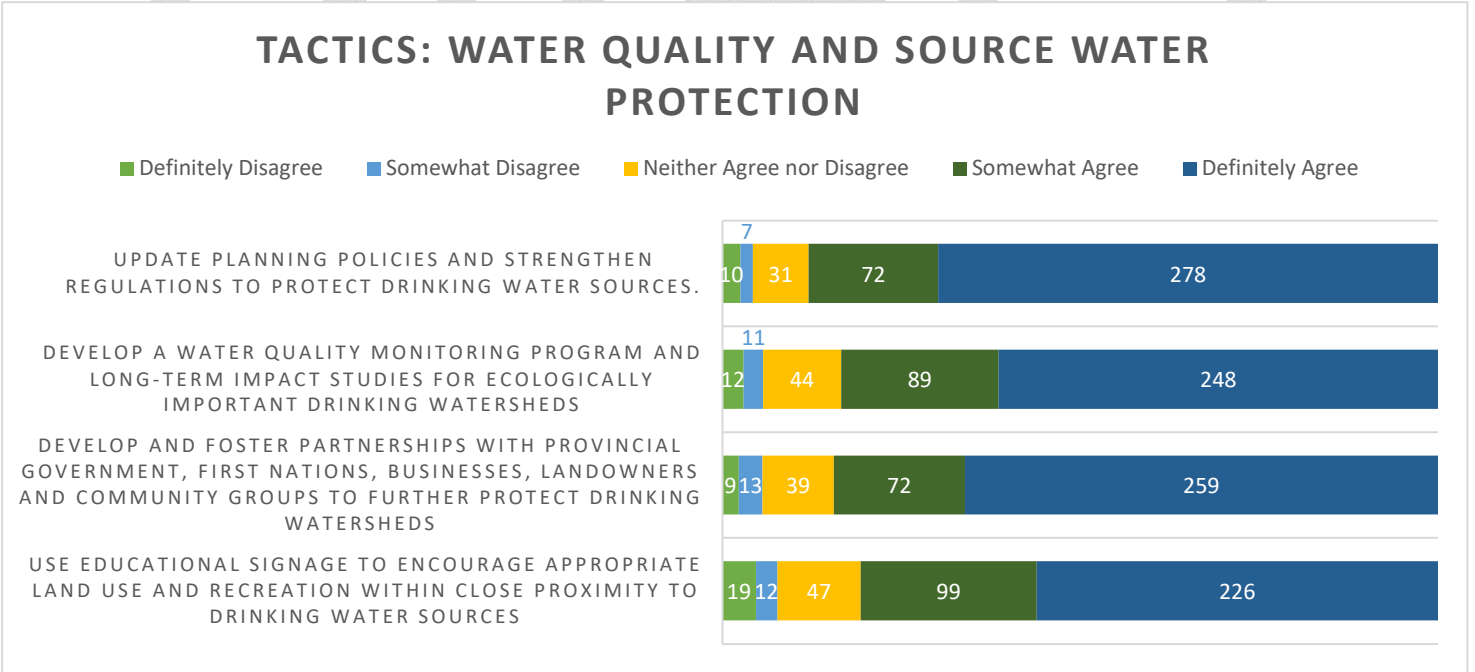
Question 10: The installation of water meters for all customers will be completed in 2024, and the SCRD will be exploring new water rate structures. A list of possible objectives for a new rate structure is below. Note that regional district services must operate at cost recovery. Do you agree with the objectives below?

407 responses, 2 skipped the question.



Question 11: Under the focus area Water Quality and Source Protection, should the SCRD undertake any of the following tactics and include them in the Water Strategy?

404 responses, 5 skipped the question.



Question 12: Do you have any other suggestions for tactics in any of the Water Strategy focus areas, or comments you'd like to share on the potential Strategy tactics above?

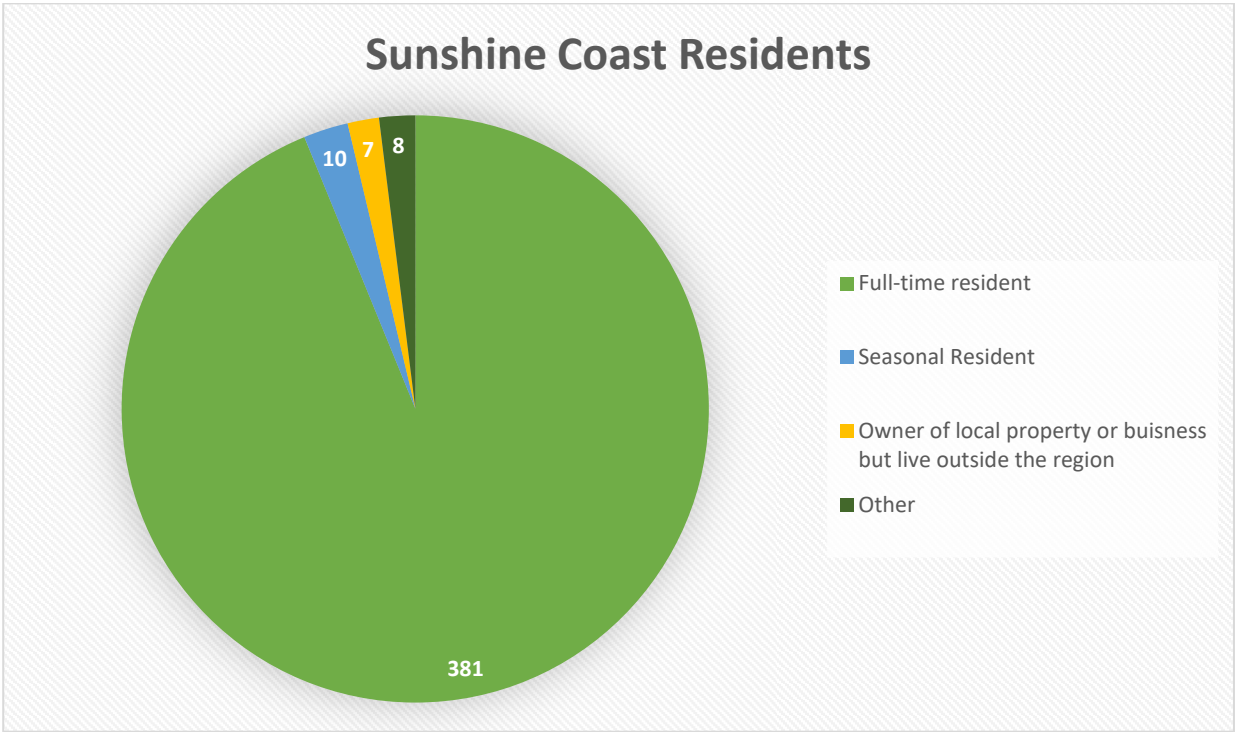
192 responses, 217 skipped the question.

Table 4 Comments Received Related to Question 12

Focus Area	Summary of Proposed Tactics from Public Responses	Frequency
Water Supply	<ul style="list-style-type: none"> Water supply upgrades <ul style="list-style-type: none"> Build a reservoir to increase water storage Increase water supply with existing surface water sources (lakes, streams), new groundwater sources Connect SCRD water systems to increase diversity Increase the height of the Chapman Lake Dam Protect and restore wetlands to help maintain flow and supply Use reclaimed water Limit development Supply enough water for residential farmers and commercial farmers Create long-range plans and water modelling to predict anticipated development capacity for freshwater supplies 	48
Water Infrastructure	<ul style="list-style-type: none"> Increase infrastructure Invest in region-wide non-potable water system for agriculture Increase development cost charges (DCCs) 	6
Water Efficiency	<ul style="list-style-type: none"> Finalize water meter installation, ensure access to water use data Implement pay-per-use water or seasonal rates Increase public educational programs and communications for residents, tourist, short-term rental property owners Increase enforcement of Water Conservation Regulations through patrolling, fines and water shut-offs due to unresolved leaks Expand the rebates/incentives component to encourage residents to adopt technologies and systems, such as greywater and rainwater Implement a complete ban on lawn watering Review and update SCRD bylaws to support water conservation initiatives to support the use of innovative technologies and best practices Against investment in water meters 	48
Source Water Protection and Water Quality	<ul style="list-style-type: none"> Develop a drinking water source protection program Limit logging in drinking water watersheds Restrict access to water supply sources through actions such as: <ul style="list-style-type: none"> Remove parking lots, private docks Ban motorized water vessels Limit access for recreation purposes 	23
Fairness	<ul style="list-style-type: none"> Develop fair and equitable rate structures 	15
Action	<ul style="list-style-type: none"> Act now to improve the water service Comments about the personal impacts of SCRD inaction Prioritize and speed up Water Strategy work 	11

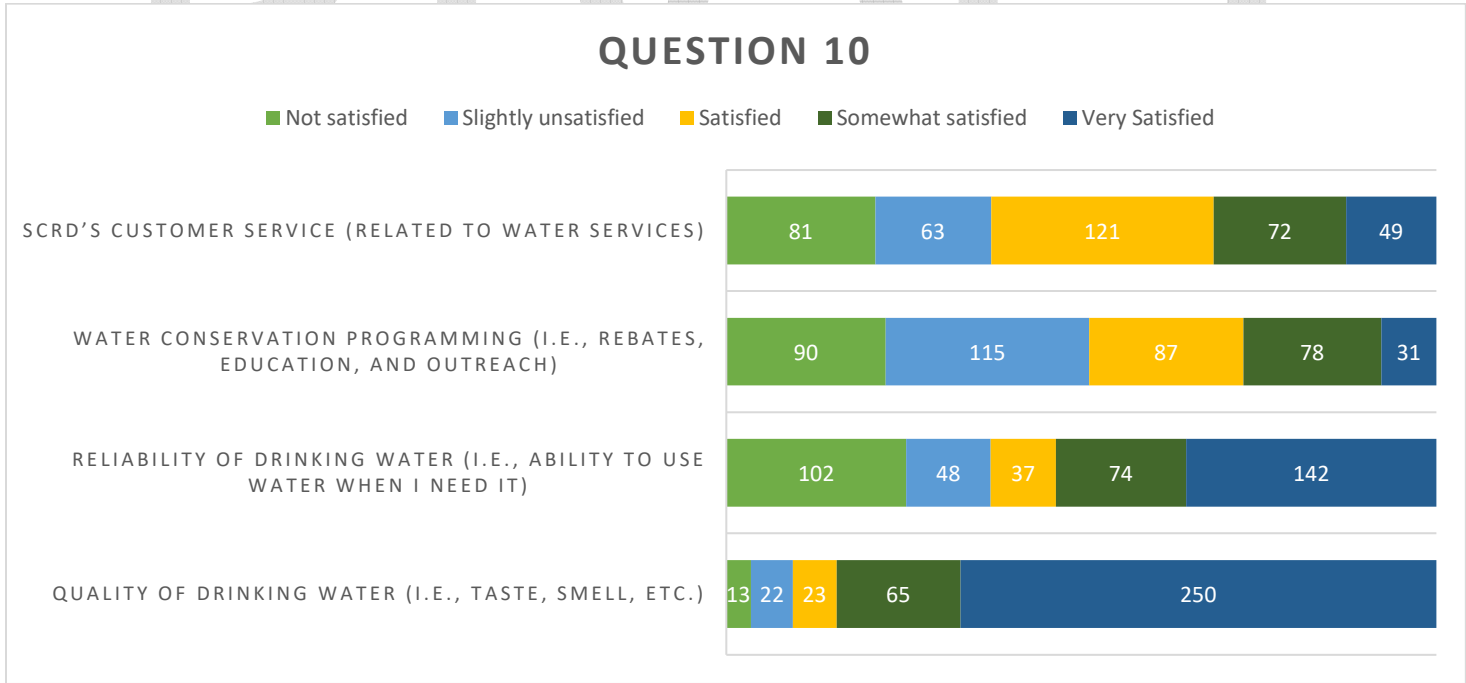
Question 13: Do you identify as a full-time or seasonal resident of the Sunshine Coast?

405 responses, 4 skipped the question.



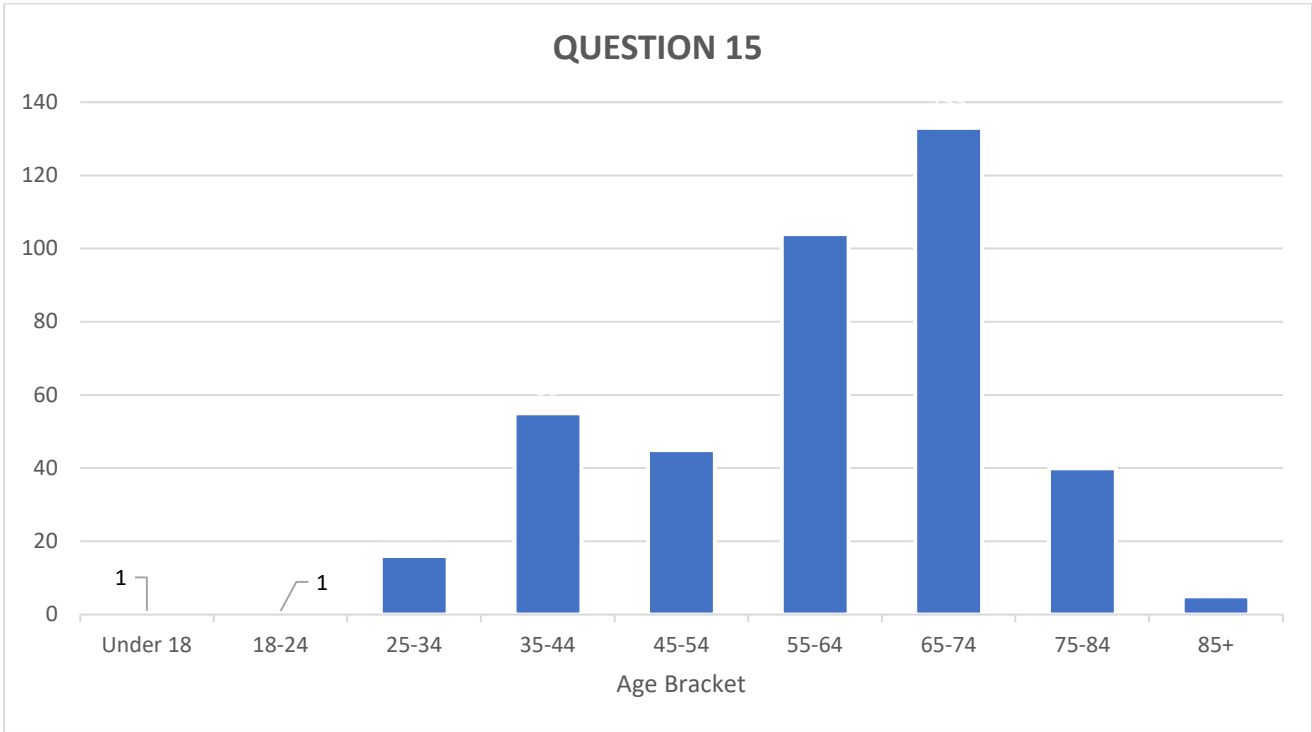
Question 14: Overall, how satisfied are you with each of the following:

405 responses, 4 skipped the question.



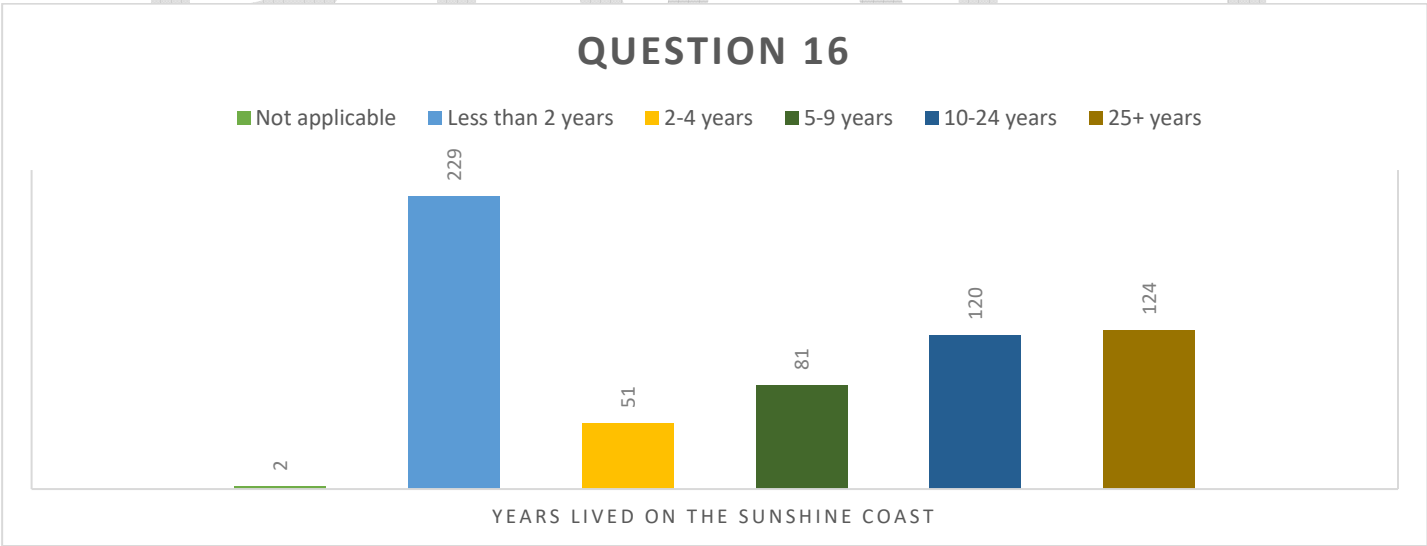
Question 15: What age bracket are you in?

400 responses, 9 skipped the question.



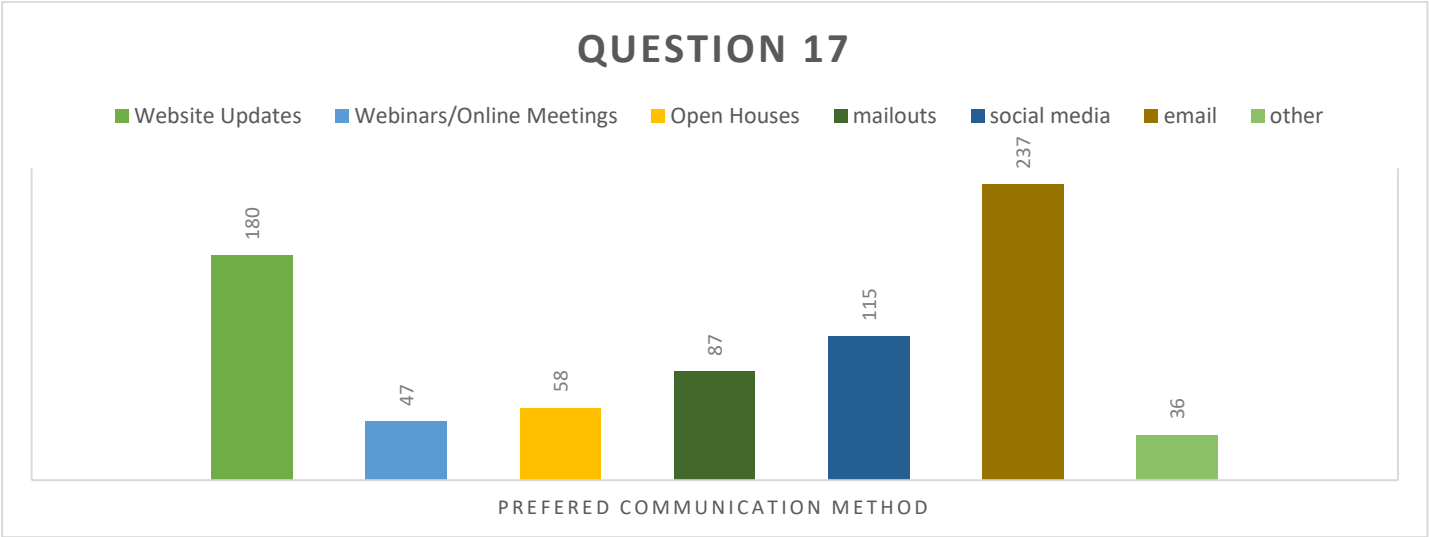
Question 16: How long have you been a resident of the Sunshine Coast?

406 responses, 3 skipped the question.



Question 17: How would you prefer to be kept up-to-date on activities related to your water services and water management in the region?

392 responses, 17 skipped the question.



4.3.2. Water System Roundtable Discussions

Table 5 provides a high-level summary of the comments received from community members at each Water System Roundtable Discussion.

Table 5 Summary of Feedback from the Water System Roundtable Discussions

Roundtable	Summary of Public Comments Received
South Pender Harbour	<ul style="list-style-type: none"> • Satisfied with water quality since the treatment plant was built. • Discussion about using Sakinaw Lake to increase redundancy. • Support for fairness and pay-per-use rates since meters are already installed. • Support for the SCR D to apply for grants to complete water projects.
North Pender Harbour	<ul style="list-style-type: none"> • Concerns regarding low DCC costs for developers. • General satisfaction with water quality and quantity. • Purchasing a backup generator is a high priority. • Discussion regarding connecting North and South Pender for use only during emergencies (ex. fires, system failure). • Concerns regarding public access and use of drinking water lake, proximity to roadways, parking, and potential contamination.
Egmont & Cove Cay	<ul style="list-style-type: none"> • Questions regarding system expansion. • Concern regarding fire suppression and access to hydrants. • Concerns regarding water contamination and ability to clean up the lake after a potential spill from roadway. • Would like more water data available. • Discussion about using other surface water for water supply (Klein, Ruby Lake).
Chapman Meeting #1	<ul style="list-style-type: none"> • Priority is more supply. • Concerns about the impacts of growth. • Questions about where the system gets water from, how much water there is, and what the SCR D is doing to increase supply. • Generally in favour of fair volumetric billing. • More information about SCR D water sources, e.g. groundwater recharge
Chapman Meeting #2	<ul style="list-style-type: none"> • Concerns about overuse of water by tourists and rental houses. • Concerns about the impacts of growth. • Increase requirements for greywater, rainwater collection within bylaws and collaboration with Vancouver Coastal Health and the District of Sechelt. • Discussion about volumetric billing and if it would result in water conservation. • Discussion related to sufficient water for farmers. • Increase of public education about Water Treatment Plant.
Soames, Granthams & Langdale	<ul style="list-style-type: none"> • Questions and concerns about a new water source for Granthams Landing, although new well will be drawing from the same aquifer. • Support for system redundancy, but concerns about future of water supply. • Discussion on pay-per-use billing, and how commercial users should pay more for water. Support for mock billing. • Need for more communication regarding water meters and their use.
Eastbourne	No attendees