

Water Supply Update

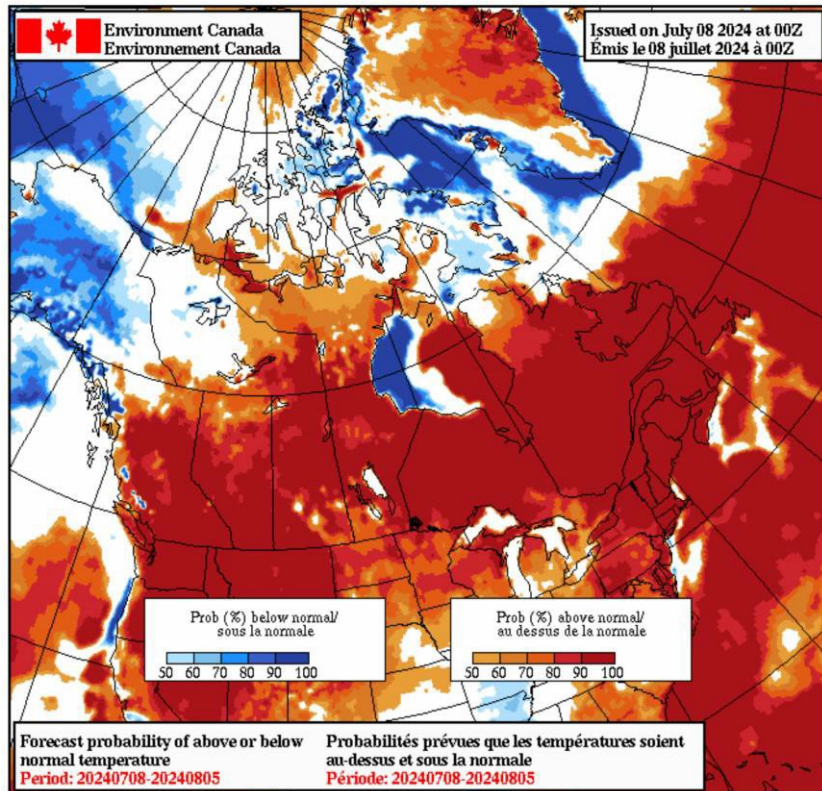


Committee of the Whole – July 11, 2024

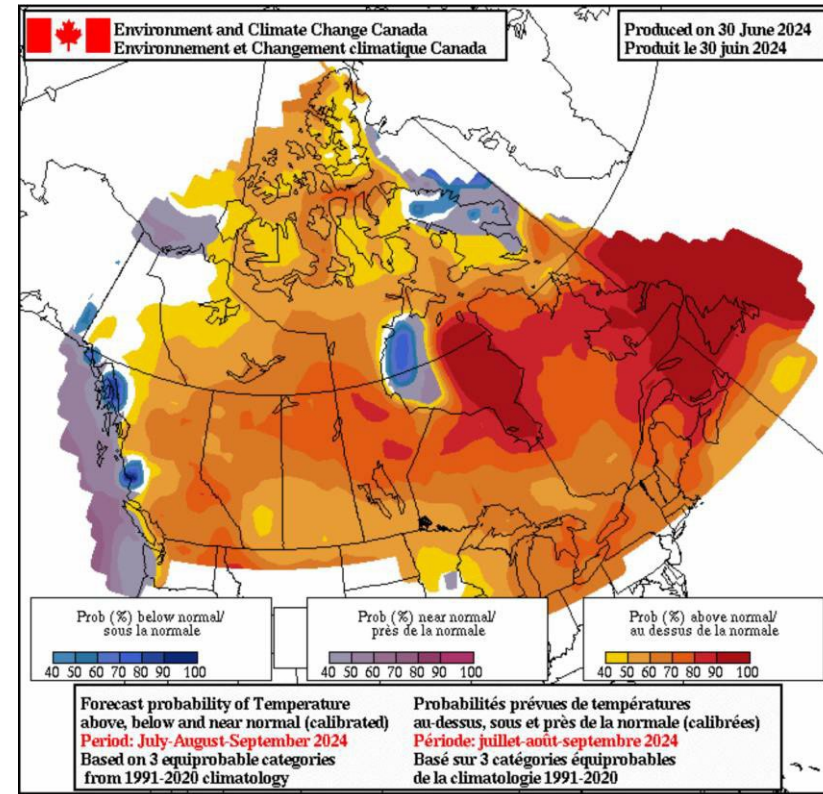


Weather Outlook

July: Warmer than normal weather expected for almost all of Canada.



July to September: Uncertainty about long term weather outlook.



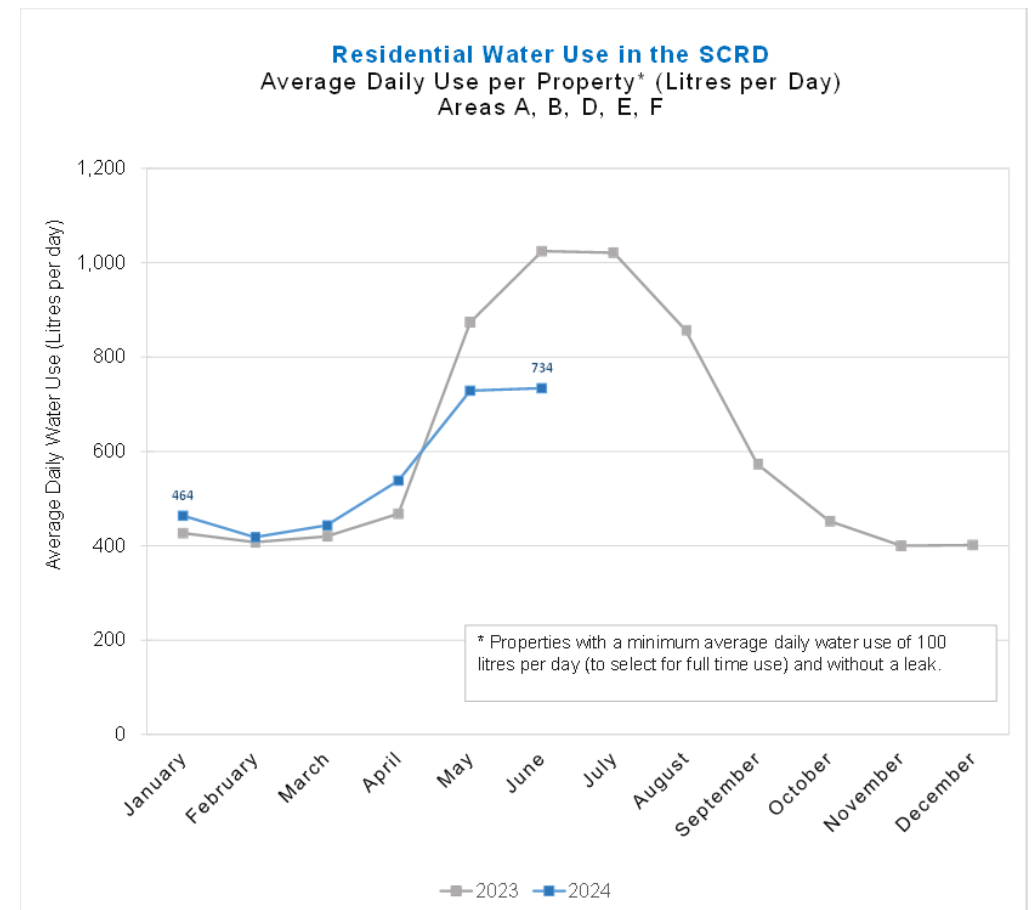
Water Demand

Water demand substantially lower in June

- Lower temperatures and rainy, resulting in reduced outdoor watering, including lawn watering.
- Leak resolution and reduced use by high water users could be contributing factors.

Substantial increase since early July:

- About 25% increase up to 19,000,000 liters per day on July 6.



Water Conservation Regulations

Current Status

All water systems at Stage 1 since May 1.

Chapman Water System and Eastbourne Water System at Stage 2 since July 5:

- Chaster Well and Church Road Wellfields are online
- Gray Creek not online due to new Vancouver Coastal Health (VCH) requirement for issuance of Water Quality Advisory:
 - Not fully meeting Provincial treatment requirements, only used with explicit permission from VCH
 - Treatment process has not changed – same process as previous years
 - Water Quality Advisory: low risk to health for some people in community, those people may want to consider taking precautionary measures
 - Water only to be distributed in Sandy Hook and Tuwanek (10-15% reduction in overall supply)
 - Communication in upcoming weeks
 - Reconsideration of activating Gray Creek at Stage 3
- No Environmental Flow Needs reduction

Water Conservation Regulations

Outlook

South Pender Harbour Water System could be moving to Stage 2 in upcoming weeks.

Timing of advancing Chapman Water System and Eastbourne Water System to Stage 3 is dependent upon changes to demand and supply.



Leak Resolution

360 Leak Letters mailed this week.

3 Shut-off Letters send in June, 1 resolved, 2 outstanding.

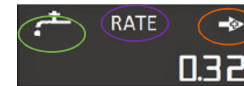
16 more properties are being considered for a shut-off notification.

Staff updated the information brochure to better assist residents in locating and resolving their potential leaks.

Staff continue to communicate with residents with ongoing large leaks.

How to read a water meter

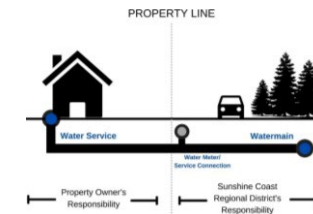
1. **Locate the water meter box**, where your property water line connects to the SCRD water main. An in-ground box with a green plastic or metal lid. Open the meter box. You may need to use a screwdriver to lift it.
2. **Shine a flashlight** on the solar panel to activate the screen.



3. Check for the **Leak Notification Icon**.
Icon On: Continuous flow over 24 hours
Flashing icon: Flow over 12 hours
No icon: No leak
4. Use the **RATE** to observe real time water use. The water meter may use:
LPM = litres per minute
No units = cubic meters (1000 litres) per minute
5. The **Flow Indicator Arrow** will be ON when water is flowing and FLASHING during low flow.

Responsibilities

The SCRD is responsible for treating and distributing water to each water meter. Maintenance of all water piping and fixtures beyond the water meter is **the responsibility of the property owner**. If you're unable to find and fix a leak yourself, a plumber can assist with isolating and repairing the leak. Never tamper or interfere with the water meter servicing your property.



The SCRD can provide:

- Emergency Water Shut Off at the property owner's request (a \$50 fee, this includes turning the water back on)
- Personalized Monthly Water Use Update email, visit scrd.ca/water-use

604-885-6806

infrastructure@scrd.ca

with the subject line: "Leak Letter at YOUR ADDRESS"

scrd.ca/fix-leaks

Water Leaks
Tips for Property Owners



Communication

- Monthly News Release: Water Supply Projects Update
- Created and launched new [interactive water supply project map](#).
- Continuing to promote “200 litres per person, per day, when it’s hot and dry” via social media and printed media.
- Staff are updating the scrd.ca/water-updates page weekly to show Chapman Lake levels, water conservation tips, and more.



TARGET when it's **HOT and DRY**
200 litres
Per Person, Per Day

Knowing how much water you use
is the first step to water efficiency.

Sign up for your monthly water use
update and find out.

www.scrd.ca/water-use



Questions?

For current information on water supply and Water Conservation Regulations, visit www.scrd.ca/water-updates.

Bylaw complaints can be submitted online.