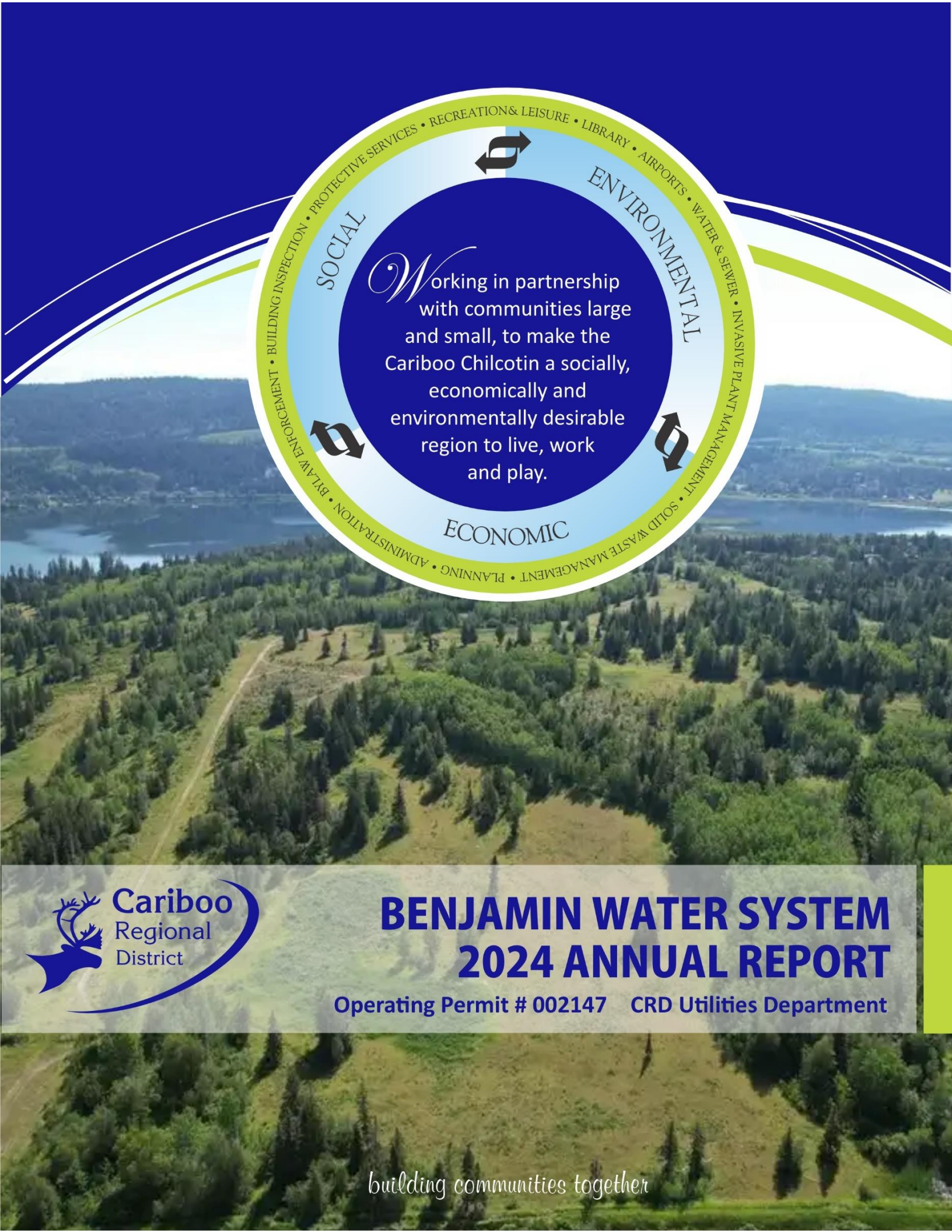

Cariboo Regional District

BENJAMIN WATER SYSTEM 2024 ANNUAL REPORT

Operating Permit # 002147 **CRD Utilities Department**

building communities together

Cariboo Regional District
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File: 5600-20-06-01

January 14, 2025

Loreen Ngwenya
Environmental Health Officer
Northern Health
543 Front Street
Quesnel, BC V2J 2K7

Dear Loreen Ngwenya:

Re: Transmittal of the 2024 Annual Report for the Benjamin Water System

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We are pleased to submit the 2024 Annual Report for the Benjamin Water System. This report is prepared to provide a comprehensive summary of the key developments, activities, and achievements of 2024, as well as to outline plans for the water system.

The report has been developed with consideration for public engagement and transparency, ensuring it meets the information needs of Northern Health, the Cariboo Regional District Board of Directors, and particularly the Benjamin Bells community, as represented by Electoral Area A Director Mary Sjostrom.

We trust this report will serve as a valuable resource in understanding the progress and direction of the Benjamin Water System.

Sincerely,

Kelly McDonald
Manager of Utilities

KM/cm

Contents

Tables and Figures

1. Executive Summary

The Benjamin Water System, acquired by the Cariboo Regional District (CRD) in 2019 at the request of subdivision residents, serves 43 connections and remains the only CRD-operated utility overseen by Northern Health. Despite being untreated and lacking disinfectant residual, CRD Operators diligently maintain and monitor the system to safeguard water quality.

Key activities in 2024 included regular bacteriological sampling, comprehensive water quality analysis, and weekly system checks. Although a Boil Water Advisory was issued following coliform detections, prompt chlorine disinfection and flushing resolved the issue without further recurrence.

Addressing water quality challenges remains a priority. Efforts are underway to find a cost-effective treatment to remove manganese and organic compounds from the source water, with reservoir enhancements planned for 2025. Asset management initiatives, including a 2025 Master Plan, aim to improve preventive maintenance, budgeting, and access to grant opportunities.

The CRD is committed to sustaining the Benjamin Water System through proactive maintenance, regulatory compliance, and long-term planning, ensuring safe and reliable water service for its users.

1.1. Key Information:

System key facts:

- 43 service connections serving approximately 107 residents
- Single source well
- Small clear well reservoir
- Single pump station

2. Introduction

The CRD acquired the Benjamin Water System on January 1, 2019, at the request of subdivision residents. This small water system consists of 43 service connections originally installed by the subdivision developer. Located in the northern utility service region, it is operated alongside the Red Bluff collection system by two CRD Operators. The Benjamin Water System is the only water utility under CRD management overseen by the Northern Health Authority. Currently, it does not have a disinfectant residual and remains untreated.

3. Maintenance

CRD Operators follow a structured maintenance and monitoring schedule approved by Northern Health Authority to ensure water quality. Key activities include:

- Collecting 48 bacteriological water samples annually and sending them to an accredited laboratory to confirm potability and detect potential issues.
- Conducting full-spectrum water quality analysis, including tests for organic compounds, with the most recent comprehensive sampling completed in 2024.
- Performing weekly inspections and maintenance of system equipment to monitor performance and ensure operational reliability.

3.1. Water Disinfection and Compliance

Plans are underway to introduce chlorine disinfection to prevent contamination and minimize biofilm buildup in pipe walls. However, this initiative is currently on hold as the CRD seeks a cost-effective solution to address organics and manganese present in the source water. Treatment will be necessary to reduce these contaminants. This will help ensure chlorine disinfection by-products, such as trihalomethanes, remain at safe levels in compliance with regulatory standards.

3.2. Boil Water Advisory

In 2024, laboratory testing of repeat water samples identified the presence of coliform bacteria—indicator organisms that signal potential vulnerabilities in the system, such as aquifer contamination, backflow, or leaks. Although coliforms themselves are not harmful, their presence prompted Northern Health and the CRD to issue a Boil Water Advisory.

To resolve the issue, the CRD disinfected the system by administering a chlorine shock treatment followed by a thorough system flush. Subsequent testing confirmed the safety of the water supply. Two compliant samples collected within 24 hours allowed the advisory to be lifted. No further coliforms were detected after the corrective actions were completed.

This proactive response and ongoing monitoring underscore the CRD's commitment to maintaining the safety and reliability of the Benjamin Water System.

4. Projects and Planned Activities

4.1. Treatment

Efforts are underway to identify a suitable treatment process to remove manganese from the source water, allowing the Water Quality Advisory to be lifted permanently. The key challenge is finding a solution that can also effectively remove organic

compounds while remaining within the financial constraints of this small system. Additionally, a surface coating for the small reservoir is planned for installation in 2025 to enhance system protection.

4.2. Asset Management

Throughout 2024, asset management inventory and implementation efforts have been ongoing across all Cariboo Regional District utilities, including the Benjamin Water System. This initiative is designed to support more efficient budgeting for system improvements and strengthen preventive maintenance practices. A system Master Plan is scheduled for development in 2025 to assist with long-term budgeting and improve eligibility for grant funding opportunities.

5. Environmental Operator's Certification Program (EOCP)

The CRD has been active in 2024, with staff completing numerous training courses and achieving certification levels in the Environmental Operator's Certification Program (EOCP). The northern region systems have two certified Operators *(table 1).*

The Operators are responsible for operating the Benjamin Water System along with the Red Bluff sewer system in the North Cariboo.

Table 1: Environmental Operator Certification Levels

Operator	***Region***	***Water Distribution***	***Water Treatment***	***Small Water Systems***
Tyler Olsen	*North*	0	0	
Philip Wilkins	*North*	1	1	☑
Ken Heidema / Chuck Howes	*Central*	Backup		
Manager	*Central*	4	1	

Operators have worked diligently to maintain the level of service our residents expect while safeguarding public health. We anticipate improvements in 2025 through additional staff and continued training.

6. Water Sampling

The 2024 sampling schedule consisted of a full chemical analysis as well as twice monthly bacteriological sampling at two locations. In addition, chlorine residuals and turbidity are monitored by the Operators in real time.

* *Sample results attached.*

7. Water Quality

Manganese levels in the source well exceed the maximum acceptable concentration of 0.12 mg/L established by Health Canada in 2019. As a result, Benjamin remains under a permanent Water Quality Advisory (WQA), which will be addressed through planned treatment.

8. Events

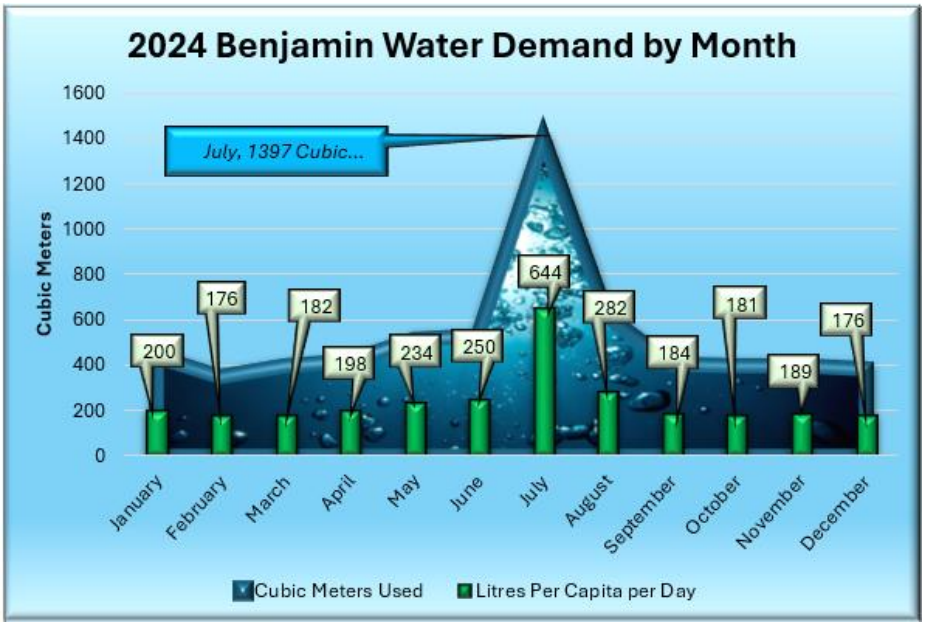
In June of 2024, laboratory testing of repeat water samples identified the presence of coliform bacteria — indicator organisms that signal potential vulnerabilities in the system, such as aquifer contamination, backflow, or leaks. Although coliforms themselves are not harmful, their presence prompted Northern Health and the CRD to issue a Boil Water Advisory.

A routine inspection of the Benjamin system was conducted on August 27, 2024 by our Northern Health Environmental Health Officer, Loreen Ngwenya. This inspection confirmed the need for treatment to remove manganese as well as a disinfection residual maintained.

8.1. Water Demand

The average per capita per day demand in 2024 for the Benjamin water system was 241 litres per person per day with a total use of 6,203 cubic meters (6,203,000 litres). A peak average was reached in July at 644 litres per person a day while the minimum demand was seen in February and December where it averaged 176 litres per person a day. Figure 1 illustrates this:

Figure 1: Per Capita Water Demand by Month



9. Emergency Planning

A new Emergency Response and Contingency Plan (ERCP) for the Benjamin Water System is currently being developed to enhance preparedness and ensure quick, coordinated responses to potential emergencies affecting the water supply.

The process began with a risk assessment to identify potential hazards, such as equipment failures, natural disasters, contamination events, and power outages. Stakeholder input, including feedback from Operators, community members, and regulatory bodies, helped shape the plan to address specific vulnerabilities and local conditions.

9.1. Key Elements of the ERCP

The key elements of the ERCP include:

- Clear Response Protocols: Step-by-step actions for various emergency scenarios.
- Roles and Responsibilities: Defined roles for Operators, management, and external agencies.
- Communication Strategies: Procedures for notifying residents, government agencies, and media.
- Resource Allocation: Identification of equipment, backup systems, and personnel required during emergencies.
- Training and Drills: Regular exercises to ensure staff are familiar with the plan and can respond efficiently.

The plan will be reviewed and approved by local health authorities to ensure compliance with provincial regulations. Updating the ERCP ensures that emergency procedures align with the current operational capacity.

In addition, a drought management plan is also currently being developed in line with best practice.

** Plans attached.*

10. Conclusion

The Benjamin Water System continues to face challenges associated with water quality, system improvements, and regulatory compliance. However, the CRD remains committed to delivering safe and reliable drinking water through diligent maintenance, proactive monitoring, and strategic planning. Ongoing efforts to identify suitable treatment solutions and develop a comprehensive Master Plan demonstrate the CRD's focus on long-term sustainability. Future initiatives, including enhanced staff training and system upgrades, will further strengthen the resilience and reliability of this essential utility.

11. References

- *Health Canada (2019, May 21). Guidance on Natural Organic Matter in Drinking Water. Retrieved from https://www.canada.ca/en/health-canada/programs/consultation-organic-matter-drinking-water/document.html#es*
- *Environmental Operators Certification Program (2024). Retrieved from https://eocp.ca/*
- *Sample results, Northern Health. Retrieved from https://www.northernhealth.ca/services/environmental-health/drinking-water/water-sampling-and-results*
- Statistics Canada (2021). *Survey of Drinking Water Plants – The Daily.* https://www150.statcan.gc.ca/n1/daily-quotidien/231114/dq231114d-eng.htm

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Thank you to:

- *Cheryl McMullen*
- *Jourdy Ouellette*
- *Colin Brusic*
- *Ken Heidema*
- *Chuck Howes*
- *Phil Wilkins*
- *Tyler Olsen*

for their contribution.

Appendix A: Links

Northern Health:

- *Drinking Water Quality and Sample Results – Northern Health*

Cariboo Regional District:

- *Water Notices and Advisories - Cariboo Regional District*
- *Sewer and Water Services - Cariboo Regional District*

Notification App (VoyentAlert!):

- *Emergency Notification System - Cariboo Regional District*

Environmental Operators Certification Program (EOCP):

- *EOCP Homepage | EOCP*
- *Backflow Prevention, Cross Connection Control, and the Environmental Operators Certification Program | EOCP*

Appendix B: Sample Results

Facility and Sample Site: **Benjamin Water System** **2531 Gook Road, Quesnel, BC**	**Test Type:** **Drinking Water – Bacteriological** **Unit of Measure: CFU per 100 ml**	**Value**	**Date Collected**	**Results**
Distribution Sample Station	Sample Parameter: E. coli	<1	24 Jan 2024	Acceptable
	Sample Parameter: Total Coliform	<1	24 Jan 2024	Acceptable
Benjamin Bell Reservoir	Sample Parameter: E. coli	<1	24 Jan 2024	Acceptable
	Sample Parameter: Total Coliform	<1	24 Jan 2024	Acceptable
Distribution Sample Station	Sample Parameter: E. coli	<1	21 Feb 2024	Acceptable
	Sample Parameter: Total Coliform	<1	21 Feb 2024	Acceptable
Benjamin Bell Reservoir	Sample Parameter: E. coli	<1	21 Feb 2024	Acceptable
	Sample Parameter: Total Coliform	<1	21 Feb 2024	Acceptable
Distribution Sample Station	Sample Parameter: E. coli	<1	19 Mar 2024	Acceptable
	Sample Parameter: Total Coliform	<1	19 Mar 2024	Acceptable
Benjamin Bell Reservoir	Sample Parameter: E. coli	<1	19 Mar 2024	Acceptable
	Sample Parameter: Total Coliform	<1	19 Mar 2024	Acceptable
Distribution Sample Station	Sample Parameter: E. coli	<1	23 Apr 2024	Acceptable
	Sample Parameter: Total Coliform	<1	23 Apr 2024	Acceptable
Benjamin Bell Reservoir	Sample Parameter: E. coli	<1	23 Apr 2024	Acceptable
	Sample Parameter: Total Coliform	<1	23 Apr 2024	Acceptable
Distribution Sample Station	Sample Parameter: E. coli	<1	22 May 2024	Acceptable
	Sample Parameter: Total Coliform	<1	22 May 2024	Acceptable
Benjamin Bell Reservoir	Sample Parameter: E. coli	<1	22 May 2024	Acceptable
	Sample Parameter: Total Coliform	<1	22 May 2024	Acceptable
Distribution Sample Station	Sample Parameter: E. coli	<1	18 Jun 2024	Acceptable
	Sample Parameter: Total Coliform	1	18 Jun 2024	Unacceptable
Benjamin Bell Reservoir	Sample Parameter: E. coli	<1	18 Jun 2024	Acceptable
	Sample Parameter: Total Coliform	5	18 Jun 2024	Unacceptable
Distribution Sample Station	Sample Parameter: E. coli	<1	24 Jun 2024	Acceptable
	Sample Parameter: Total Coliform	<1	24 Jun 2024	Acceptable
Benjamin Bell Reservoir	Sample Parameter: E. coli	<1	24 Jun 2024	Acceptable
	Sample Parameter: Total Coliform	1	24 Jun 2024	Unacceptable
Distribution Sample Station	Sample Parameter: E. coli	<1	02 Jul 2024	Acceptable
	Sample Parameter: Total Coliform	<1	02 Jul 2024	Acceptable
Benjamin Bell Reservoir	Sample Parameter: E. coli	<1	02 Jul 2024	Acceptable
	Sample Parameter: Total Coliform	<1	02 Jul 2024	Acceptable
Distribution Sample Station	Sample Parameter: E. coli	<1	08 Jul 2024	Acceptable
	Sample Parameter: Total Coliform	<1	08 Jul 2024	Acceptable
Benjamin Bell Reservoir	Sample Parameter: E. coli	<1	08 Jul 2024	Acceptable
	Sample Parameter: Total Coliform	<1	08 Jul 2024	Acceptable
Distribution Sample Station	Sample Parameter: E. coli	<1	18 Jul 2024	Acceptable
	Sample Parameter: Total Coliform	<1	18 Jul 2024	Acceptable
Benjamin Bell Reservoir	Sample Parameter: E. coli	<1	18 Jul 2024	Acceptable
	Sample Parameter: Total Coliform	<1	18 Jul 2024	Acceptable
Distribution Sample Station	Sample Parameter: E. coli	<1	14 Aug 2024	Acceptable
	Sample Parameter: Total Coliform	2	14 Aug 2024	Unacceptable
Benjamin Bell Reservoir	Sample Parameter: E. coli	<1	14 Aug 2024	Acceptable
	Sample Parameter: Total Coliform	3.1	14 Aug 2024	Unacceptable
Distribution Sample Station	Sample Parameter: E. coli	<1	22 Aug 2024	Acceptable
	Sample Parameter: Total Coliform	<1	22 Aug 2024	Acceptable
Benjamin Bell Reservoir	Sample Parameter: E. coli	<1	22 Aug 2024	Acceptable
	Sample Parameter: Total Coliform	<1	22 Aug 2024	Acceptable
Distribution Sample Station	Sample Parameter: E. coli	<1	25 Sep 2024	Acceptable
	Sample Parameter: Total Coliform	<1	25 Sep 2024	Acceptable
Benjamin Bell Reservoir	Sample Parameter: E. coli	<1	25 Sep 2024	Acceptable
	Sample Parameter: Total Coliform	<1	25 Sep 2024	Acceptable
Distribution Sample Station	Sample Parameter: E. coli	<1	29 Oct 2024	Acceptable
	Sample Parameter: Total Coliform	<1	29 Oct 2024	Acceptable
Benjamin Bell Reservoir	Sample Parameter: E. coli	<1	29 Oct 2024	Acceptable
	Sample Parameter: Total Coliform	<1	29 Oct 2024	Acceptable
Distribution Sample Station	Sample Parameter: E. coli	<1	20 Nov 2024	Acceptable
	Sample Parameter: Total Coliform	<1	20 Nov 2024	Acceptable
Benjamin Bell Reservoir	Sample Parameter: E. coli	<1	20 Nov 2024	Acceptable
	Sample Parameter: Total Coliform	<1	20 Nov 2024	Acceptable
Distribution Sample Station	Sample Parameter: E. coli	<1	05 Dec 2024	Acceptable
	Sample Parameter: Total Coliform	<1	05 Dec 2024	Acceptable
Benjamin Bell Reservoir	Sample Parameter: E. coli	<1	05 Dec 2024	Acceptable
	Sample Parameter: Total Coliform	<1	05 Dec 2024	Acceptable

Page	:	3 of 5
Work Order	:	VA24B0272
Client	:	Cariboo Regional District
Project	:	Northern Health Package

Analytical Results

Sub-Matrix: **Water**
(Matrix: **Water**)

				Client sample ID	**Benjamin Bell Water System Deep Well**	----	----	----	----
				Client sampling date / time	08-May-2024 09:40	----	----	----	----
Analyte	*CAS Number*	*Method/Lab*	*LOR*	*Unit*	**VA24B0272-001**	--------	--------	--------	--------
					Result	----	----	----	----
Physical Tests									
Alkalinity, total (as CaCO3)	----	E290/VA	1.0	mg/L	500	----	----	----	----
Colour, true	----	E329/VA	5.0	CU	<5.0	----	----	----	----
Conductivity	----	E100/VA	2.0	µS/cm	961	----	----	----	----
Hardness (as CaCO3), from total Ca/Mg	----	EC100A/VA	0.60	mg/L	540	----	----	----	----
Langelier index (@ 15°C)	----	EC105A/VA	0.010	-	1.56	----	----	----	----
Langelier index (@ 20°C)	----	EC105A/VA	0.010	-	1.64	----	----	----	----
Langelier index (@ 25°C)	----	EC105A/VA	0.010	-	1.70	----	----	----	----
Langelier index (@ 4°C)	----	EC105A/VA	0.010	-	1.39	----	----	----	----
Langelier index (@ 60°C)	----	EC105A/VA	0.010	-	2.14	----	----	----	----
Langelier index (@ 77°C)	----	EC105A/VA	0.010	-	2.33	----	----	----	----
pH	----	E108/VA	0.10	pH units	8.51	----	----	----	----
Solids, total dissolved [TDS]	----	E162/VA	10	mg/L	573	----	----	----	----
Turbidity	----	E121/VA	0.10	NTU	6.33	----	----	----	----
pH, saturation (@ 4°C)	----	EC105A/VA	0.010	pH units	7.12	----	----	----	----
pH, saturation (@ 15°C)	----	EC105A/VA	0.010	pH units	6.94	----	----	----	----
pH, saturation (@ 20°C)	----	EC105A/VA	0.010	pH units	6.87	----	----	----	----
pH, saturation (@ 25°C)	----	EC105A/VA	0.010	pH units	6.80	----	----	----	----
pH, saturation (@ 60°C)	----	EC105A/VA	0.010	pH units	6.37	----	----	----	----
pH, saturation (@ 77°C)	----	EC105A/VA	0.010	pH units	6.18	----	----	----	----
Anions and Nutrients									
Ammonia, total (as N)	7664-41-7	E298/VA	0.0050	mg/L	0.0895	----	----	----	----
Chloride	16887-00-6	E235.Cl/VA	0.50	mg/L	32.1	----	----	----	----
Fluoride	16984-48-8	E235.F/VA	0.020	mg/L	<0.100 DLDS	----	----	----	----
Kjeldahl nitrogen, total [TKN]	----	E318/VA	0.050	mg/L	0.161	----	----	----	----
Nitrate (as N)	14797-55-8	E235.NO3-L/VA	0.0050	mg/L	0.0376	----	----	----	----
Nitrite (as N)	14797-65-0	E235.NO2-L/VA	0.0010	mg/L	<0.0050 DLDS	----	----	----	----
Nitrogen, total organic	----	EC363/VA	0.050	mg/L	0.072	----	----	----	----

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Work Order	:	VA24B0272
Client	:	Cariboo Regional District
Project	:	Northern Health Package

Analytical Results

Sub-Matrix: Water
(Matrix: Water)

Analyte	CAS Number	Method/Lab	LOR	Unit	Client sample ID	Benjamin Bell Water System Deep Well	----	----	----	----
					Client sampling date / time	08-May-2024 09:40	----	----	----	----
						VA24B0272-001	--------	--------	--------	--------
						Result	----	----	----	----
Anions and Nutrients										
Sulfate (as SO4)	14808-79-8	E235.SO4/VA	0.30	mg/L		29.6	----	----	----	----
Organic / Inorganic Carbon										
Carbon, total organic [TOC]	----	E355-L/VA	0.50	mg/L		2.73	----	----	----	----
Microbiological Tests										
Coliforms, total	----	E010/VA	1	MPN/100mL		<1	----	----	----	----
Heterotrophic plate count [HPC]	----	E020/VA	1	CFU/mL		<1	----	----	----	----
Coliforms, Escherichia coli [E. coli]	----	E010/VA	1	MPN/100mL		<1	----	----	----	----
Total Metals										
Aluminum, total	7429-90-5	E420/VA	0.0030	mg/L		<0.0030	----	----	----	----
Antimony, total	7440-36-0	E420/VA	0.00010	mg/L		<0.00010	----	----	----	----
Arsenic, total	7440-38-2	E420/VA	0.00010	mg/L		0.00616	----	----	----	----
Barium, total	7440-39-3	E420/VA	0.00010	mg/L		0.0280	----	----	----	----
Beryllium, total	7440-41-7	E420/VA	0.000100	mg/L		<0.000100	----	----	----	----
Bismuth, total	7440-69-9	E420/VA	0.000050	mg/L		<0.000050	----	----	----	----
Boron, total	7440-42-8	E420/VA	0.010	mg/L		0.040	----	----	----	----
Cadmium, total	7440-43-9	E420/VA	0.0000050	mg/L		<0.0000050	----	----	----	----
Calcium, total	7440-70-2	E420/VA	0.050	mg/L		84.6	----	----	----	----
Cesium, total	7440-46-2	E420/VA	0.000010	mg/L		<0.000010	----	----	----	----
Chromium, total	7440-47-3	E420/VA	0.00050	mg/L		<0.00050	----	----	----	----
Cobalt, total	7440-48-4	E420/VA	0.00010	mg/L		0.00020	----	----	----	----
Copper, total	7440-50-8	E420/VA	0.00050	mg/L		0.00232	----	----	----	----
Iron, total	7439-89-6	E420/VA	0.010	mg/L		0.593	----	----	----	----
Lead, total	7439-92-1	E420/VA	0.000050	mg/L		0.000064	----	----	----	----
Lithium, total	7439-93-2	E420/VA	0.0010	mg/L		0.0028	----	----	----	----
Magnesium, total	7439-95-4	E420/VA	0.0050	mg/L		79.8	----	----	----	----
Manganese, total	7439-96-5	E420/VA	0.00010	mg/L		0.145	----	----	----	----
Mercury, total	7439-97-6	E508/VA	0.0000050	mg/L		<0.0000050	----	----	----	----
Molybdenum, total	7439-98-7	E420/VA	0.000050	mg/L		0.00353	----	----	----	----
Nickel, total	7440-02-0	E420/VA	0.00050	mg/L		0.00081	----	----	----	----

Page	:	5 of 5
Work Order	:	VA24B0272
Client	:	Cariboo Regional District
Project	:	Northern Health Package

Analytical Results

Sub-Matrix: **Water**
(Matrix: **Water**)

Analyte	CAS Number	Method/Lab	LOR	Unit	Client sample ID	Benjamin Bell Water System Deep Well	----	----	----	----
					Client sampling date / time	08-May-2024 09:40	----	----	----	----
						VA24B0272-001	--------	--------	--------	--------
						Result	----	----	----	----
Total Metals										
Phosphorus, total	7723-14-0	E420/VA	0.050	mg/L		0.064	----	----	----	----
Potassium, total	7440-09-7	E420/VA	0.050	mg/L		7.02	----	----	----	----
Rubidium, total	7440-17-7	E420/VA	0.00020	mg/L		0.00337	----	----	----	----
Selenium, total	7782-49-2	E420/VA	0.000050	mg/L		<0.000050	----	----	----	----
Silicon, total	7440-21-3	E420/VA	0.10	mg/L		16.0	----	----	----	----
Silver, total	7440-22-4	E420/VA	0.000010	mg/L		<0.000010	----	----	----	----
Sodium, total	7440-23-5	E420/VA	0.050	mg/L		21.6	----	----	----	----
Strontium, total	7440-24-6	E420/VA	0.00020	mg/L		0.691	----	----	----	----
Sulfur, total	7704-34-9	E420/VA	0.50	mg/L		11.9	----	----	----	----
Tellurium, total	13494-80-9	E420/VA	0.00020	mg/L		<0.00020	----	----	----	----
Thallium, total	7440-28-0	E420/VA	0.000010	mg/L		<0.000010	----	----	----	----
Thorium, total	7440-29-1	E420/VA	0.00010	mg/L		<0.00010	----	----	----	----
Tin, total	7440-31-5	E420/VA	0.00010	mg/L		<0.00010	----	----	----	----
Titanium, total	7440-32-6	E420/VA	0.00030	mg/L		<0.00030	----	----	----	----
Tungsten, total	7440-33-7	E420/VA	0.00010	mg/L		<0.00010	----	----	----	----
Uranium, total	7440-61-1	E420/VA	0.000010	mg/L		0.00184	----	----	----	----
Vanadium, total	7440-62-2	E420/VA	0.00050	mg/L		<0.00050	----	----	----	----
Zinc, total	7440-66-6	E420/VA	0.0030	mg/L		0.0098	----	----	----	----
Zirconium, total	7440-67-7	E420/VA	0.00020	mg/L		<0.00020	----	----	----	----

Please refer to the General Comments section for an explanation of any result qualifiers detected.

Please refer to the Accreditation section for an explanation of analyte accreditations.

Appendix C: Emergency Plans

2025 Cariboo Regional District

Emergency Response & Contingency Plan

Benjamin Water System

Utilities, Communications, and Emergency Operations Departments
1-1-2025

By Kelly McDonald, Cheryl McMullen, Gerald Pinchbeck, Tyler Olsen and Philip Wilkins

Contents

SECTION 1: Emergency Plan Goals

The Objective of the Cariboo Regional District (CRD) Emergency Response and Contingency Plan (ERCP) is to provide staff and regulatory agencies with a guideline for potential water utility related emergencies.

This Emergency Response and Contingency Plan (ERCP) serves as a guideline to address various emergency situations, recognizing that no two emergencies are exactly alike. Each emergency is described with a general sequence of steps to follow, providing both a structured approach to response and a consistent method for documenting actions taken. Task lists within each emergency section also function as checklists to remind staff of critical items to consider and complete during an emergency. This ERCP includes specific protocols and considerations for the CRD water supply system.

This plan has been prepared to guide the Cariboo Regional District to respond to an emergency arising in the operation of the Benjamin Water System. The purpose of the ERCP is to:

- ✓ Ensure staff and the public's safety in carrying out emergency tasks.
- ✓ Provide the earliest and safest response to an emergency condition.
- ✓ Ensure that water quality and public health are not compromised.
- ✓ Ensure that water for firefighting is available.
- ✓ Restore normal water system operation.
- ✓ Protect the natural environment from impacts associated with the system operation in the event of an emergency.
- ✓ Contain property damage.

1.1. Resiliency in Operations

Operational resiliency refers to the capability of an operation to adjust, adapt, and maintain service delivery under emergency conditions. The objective for the CRD Water Utility is to achieve high operational resiliency. Indicators of operational resiliency include the following:

1.1.1. **Emergency Response Plan**: A comprehensive ERP is essential in building resilience within operations, providing structured guidance for handling emergencies effectively. This document is an integral part of that resiliency framework.

1.1.2. **Regional Agency Coordination**: The ERCP must be shared with regional emergency response agencies, ensuring cohesive support. The CRD Emergency Operations Department serves as the local staging agency for the Provincial Emergency Program.

1.1.3. **Mutual Aid Agreements**: In certain emergencies, the CRD may need support from neighboring water utilities. Quesnel is a nearby utility from which the CRD may seek

assistance in the future. The CRD is working toward a formal mutual aid agreement based on community protection principles.

1.1.4. **Emergency Power**: The Benjamin Water System can operate on gravity-fed supply. A standard battery pack is on hand to maintain disinfection if the power grid fails.

1.1.5. **Ability to Meet Water Demands**: While the water system meets current demands, the reservoir is small, and there are no fire hydrants in the service area.

1.1.6. **Critical Parts Inventory:** Appendix B provides a list of critical parts and their availability. Appendix A includes contact names for Cariboo support agencies offering specialized parts or services.

1.1.7. **Critical Staff Resiliency:** Staff's ability to respond and remain calm during extreme events is only evident when tested. Training and reinforcement of sound decision-making at all levels will support preparedness for emergency situations.

SECTION 2: How to Use This Plan

The Water System Emergency Response and Contingency Plan (ERCP) is a guide for handling water system emergencies. The “Actions” section outlines various potential emergencies and provides steps to help minimize further damage.

After an emergency, the CRD will complete a Post Incident Report (see Appendix D). Regular review exercises and updates will strengthen our emergency response capabilities. We ask all plan holders to participate and offer recommendations to continually improve the ERCP.

Remember, the ERCP is only effective if everyone reviews, understands, and contributes to its ongoing development.

SECTION 3: Emergency Planning Definitions

This section provides emergency planning definitions used in this document, following *AWWA Manual 19: Emergency Planning for Water Utilities*.

Emergency: An unexpected event that may compromise water quality or reduce the availability of domestic, irrigation, or fire flow water for the community.

Minor Emergency: A localized, routine incident impacting a small number of customers, such as a small pipe break, vehicle collision with a hydrant, brief power outage, or minor service repair. Minor emergencies should be manageable without special resources and, if effectively handled, can be prevented from escalating into major emergencies.

Major Emergency: A significant event affecting a large portion of the water system, posing risks to water quality or quantity and potentially endangering community health and safety. Major emergencies are rare but impactful.

Natural Disaster: Events caused by natural forces beyond human control, including wildfires, earthquakes, floods, tornadoes, heat domes, freezing, and other severe weather-related incidents.

Human-Caused Disaster: Disasters resulting from human actions, whether accidental or intentional. These may include human error, accidents, labor disputes, negligence, vandalism, sabotage, terrorism, biological contamination, or chemical spills.

Hazard: A source of potential harm or danger linked to a disaster, such as unstable slopes from a creek wash-out or ground shaking from an earthquake.

Lifeline Supply: Essential community services that support health, safety, and sustenance. Lifeline utilities include water, wastewater, electricity, and natural gas, as well as critical transportation, communication, healthcare, and emergency operations centres.

SECTION 4: Emergency Scenarios

4.1. Introduction

Sections 5 and 6 list potential water system emergencies related to the physical components of the water supply. Section 7 describes the steps for a cyber threat or vandalism.

4.2. Emergency Scenario Format

Each emergency scenario in this ERCP follows a consistent format:

4.2.1. **Description of Emergency**: Describes each potential emergency for easy reference. Sections 5 and 6 cover physical water service issues, while Section 7 addresses cyber incidents and vandalism.

4.2.2. **Indicators**: Outlines how each emergency can be recognized, either by CRD staff or external contacts.

4.2.3. **Actions**: Lists response steps for CRD staff, generally in recommended order. This list serves as a guideline, and the lead Water Operator can use the provided checklist to verify all necessary actions are taken.

4.2.4. **Contacts**: Lists relevant contact agencies; specific contacts are found in the ERCP's Communications Section.

4.2.5. **Event Record**: A checklist at the page bottom summarizes the event, records whether photos were taken, and tracks emergency reporting.

All events, including minor repairs and leaks, should be documented and sent to the CRD Office for electronic filing. Each event should be recorded by date. Large events should have dedicated folders containing photos and data, following a standardized naming protocol.

SECTION 5: Water Supply Contamination

Description of Emergency: Contamination has been detected or possible contamination is present.

Indicators: Public notification (taste, odour or colour observations), poor water sample results, visible observations made by Water Operators, cross connection with potential contamination.

5.1. Potential Causes

5.1.1. Chemical Spill (e.g. transport truck, industry)
5.1.2. Flood Event
5.1.3. Confirmed Cross Connection
5.1.4. System Breach (e.g. water main break) *see 6.2.
5.1.5. Positive Sample Result (e.g. E. coli or other immediate threat to public health contaminant)
5.1.6. Vandalism

Actions:

1) Notify Water Operator.
2) Notify Drinking Water Officer (DWO).
3) Assess threat level (see Appendix B).
4) Notify Communications Department.
5) Water Operators to investigate site and inform Manager of Utilities of possible situation. Manager to contact Northern Health.
6) Confirm that the source of contaminant is mitigated.
7) If chemical contamination confirmed or highly suspected to be present:
    a) Attempt to isolate.
    b) Discuss with Engineer, Biologist/Chemist (Lab) and DWO to develop a reasonable and representative sampling program.
    c) Contact Lab and arrange bottles if required and collect samples for rush analysis.

8) Report any spills to the Provincial Agency responsible (see Appendix A).

9) In an extreme situation of contamination, consider shutting down all supply pumps.

    a) Pump station would shut off and "Do Not Use" notices would be provided to the public. CRD senior management would make this call.

10) Communication: Begin public notification if required and follow Water Quality Notification Procedures.

11) Continue discussion with appropriate experts for moving forward.

12) Discussions to consider alternate water source if needed. Involve Emergency Operations Department and Notify Fire Department.

13) Continue monitoring until water quality is back to normal and NH gives approval to lift advisory or notice.

14) Complete documentation:

    a) Record of events, include times and dates.
    b) Complete a comprehensive damage assessment.
    c) Investigate potential causes.
    d) After action report.

SECTION 6: Supply Disruption

6.1. Equipment Failure

Description of Emergency: This type of emergency is typically caused by extreme weather events that place a very high demand on the Water Treatment Plant, or any other situation where water demands are high, and equipment or infrastructure reduces the ability to maintain maximum output.

Indicators: Visual observations by Water Operators. Failure of equipment as identified by SCADA and alarms.

Actions:

1) Document Situation: Note date, time, location and means of event recognition.

2) Notify Water Operator.

3) Notify Manager.

4) Notify Communications Department.

5) If cause is identified as a main break, see section 6.2.
6) Well Site Investigation: Generally, this problem is caused by high flows and overheating VFD's.
7) Check in the pumphouse for mechanical issues such as temperatures on variable frequency drive (VFD) displays.
8) Check all SCADA pages and trends to determine what is operational, what has failed, or what is at risk of failure.
9) Check on alarms.
10) Note status of chlorine disinfection, reservoir level, source pump status, chemical dosing status, and raw water flows.
11) Check all necessary equipment to confirm proper functionality.
12) Check inventory for parts that may be available to aid in necessary repairs. If necessary, contact Quesnel Public Works for assistance.
13) If the issue stems from the VFD's, allow to cool and contract electrician if necessary.
14) If issue is due to drawdown in Supply Well, consult Drought Management Plan (Appendix C) and proceed to next step.
15) If problem persists:
    - ✓ Communicate with Northern Health, issue an advisory as recommended (see Section 1).
    - ✓ Implement emergency water restrictions (Communications Department).
    - ✓ Contact Quesnel Fire Department and CRD Protective Services Department to inform them of the situation.
16) Complete documentation:
    a) Record of events, include times and dates.
    b) Complete a comprehensive damage assessment.
    c) Investigate potential causes.

6.2. Supply Main Break

Description of Emergency: Failure or damage to a water supply main causing loss of water and/or pressure.

Indicators: SCADA alarms indicating pressure loss, calls from residents or staff observations.

Actions: Steps to be taken by CRD staff:

1) Contact Manager of Utilities.
2) Contact Water Operator.
3) Determine location.
4) Stop the flow of water by closing valves and isolating the break, depending on the scale of the break (see chart in Appendix B); attempt to maintain positive pressure.
5) Contact Manager and describe the emergency.
6) Determine what section of the system has been affected by the depressurization.
7) If there is a potential that the system has been contaminated, the Manager of Utilities will contact Northern Health for recommendations on issuing a Water Advisory. See Appendix E (follow Communications procedures).
8) Make the site safe by implementing traffic control: block road, if necessary, contact traffic control contractor (see Appendix A).
9) If possible, mitigate danger to the public and further damage of infrastructure or property. If necessary and feasible, set up sediment control measures and de-chlorinated water released.
10) Assess immediate damage.
11) Coordinate repair plans with appropriate contractors (see contacts).
12) Contact the Provincial Agency responsible (see Appendix) for large discharges of chlorinated water; or if there is significant sediment or chlorinated water in streams.
13) Call Fire Department to inform them when hydrants are in or out of service.
14) Complete documentation:
    a) Record of events, include times and dates.
    b) Complete a comprehensive damage assessment.
    c) Investigate potential causes.
    d) After action report.

6.3. Extended Loss of BC Hydro Power Supply

Description of Emergency: The loss of power will stop the pumping systems to supply water to the distribution system and from filling the reservoir. With no power, a full reservoir has approximately 48 hours of water available.

Indicators: SCADA alarms

Actions:

1) Source a generator.
2) Change system settings if necessary to keep reservoirs topped up.
3) If sudden phase loss or total power loss causes equipment failure see Section 6.
4) If issues with power supply persist:
   - ✓ Contact BC Hydro for information on the timelines for power restoration.
   - ✓ Communicate with Northern Health, issue an advisory as recommended (see Section 1).
   - ✓ Implement emergency water restrictions (Communications Department).
   - ✓ Potentially throttle down the pressure within the distribution to reduce water loss (always above 20 psi).
   - ✓ Contact Quesnel Fire Department and CRD Protective Services Department to inform them of the situation.

6.4. Operator Transportation Routes Compromised

6.4.1. Potential Causes

- Forest fire
- Accident
- Mechanical issues with vehicle
- Construction

Description of Emergency: The usual transportation route to the Benjamin area is blocked (e.g., by a forest fire or accident), and no operator can be onsite to perform duties.

Actions:

1) Contact Manager of Utilities.
2) Manager will inform Northern Health Officer of situation.
3) Continue to monitor system using SCADA.
4) If issue persists:
   - ✓ Contact Quesnel or other Regional Operators for assistance.
   - ✓ Reach out to local contact if physical checks are needed. Preferably local contractor with system experience (see Appendix A).

- ✓ Contact the Communications Department to issue applicable advisories (at the recommendation of Northern Health).

5) Complete documentation:

   a) Record of events, include times and dates.
   b) Complete a comprehensive damage assessment.
   c) Investigate potential causes.

SECTION 7: Cyber Incident

7.1. Introduction

Cyberspace and its underlying infrastructure are vulnerable to a wide range of hazards from both physical attacks as well as cyberthreats. Sophisticated cyber actors and nation-states exploit vulnerabilities to steal information and money and are developing capabilities to disrupt, destroy or threaten the delivery of essential services such as drinking water and wastewater. As with any critical enterprise or corporation, drinking water and wastewater utilities must evaluate and mitigate their vulnerability to a cyber incident and minimize impacts in the event of a successful attack.

Cyber incidents can compromise the ability of water and wastewater utilities to provide clean and safe water to customers, erode customer confidence and result in financial and legal liabilities. The following sections outline actions drinking water and wastewater utilities can take to prepare for, and respond to, cyber incidents.

Indicators: Can include:

a) Loss of ability to access or use SCADA system.
b) Visible signs of SCADA network tampering.

Actions:

1) If possible, disconnect compromised computers from the network to isolate breached components and prevent further damage, such as the spreading of malware. Do not turn off or reboot systems – this preserves evidence and allows for an assessment to be performed.

2) Assess any damage to utility systems and equipment, along with disruptions to utility operations.

3) Notify utility personnel, take action to restore operations of mission critical processes (e.g., switch to manual operation if necessary), and public notification (if required).

4) Report the cyber incident as required to law enforcement and regulatory agencies.

7.2. IT and/or IT Contractor Steps

1) Notify any external entities (e.g., vendors, other government offices) that may have remote connections to the affected network(s).

2) Document key information on the incident, including any suspicious calls, emails, or messages before or during the incident, damage to utility systems, and steps taken in response to the incident (including dates and times).

3) Review system and network logs and use virus and malware scans to identify affected equipment, systems, accounts and networks.

4) Document which user accounts were or are logged on, which programs and processes were or are running, any remote connections to the affected IT systems or network(s) and all open ports and their associated applications. If possible, take a "forensic image" of the affected IT systems to preserve evidence. Tools to take forensic images include Forensic Tool Kit (FTK) and EnCase.

5) If possible, identify any malware used in the incident, any remote servers to which data may have been sent during the incident, and the origin of the incident. Canadian Centre for Cyber Security can assist. contact@cyber.gc.ca or 1-833-CYBER-88.

6) Research and identify if any employee or customer personally identifiable information (PII) was compromised.

7) Check the system back-up time stamp to determine if the back-up was compromised during the incident.

8) Document all findings and avoid modifying or deleting any data that might be attributable to the incident.

SECTION 8: Drought

8.1 Introduction

Drought is often caused by a long duration of inadequate rainfall or snowmelt to replenish the level of the water source. It can also be the result of a breakdown in a crucial piece of a water system's infrastructure; or a prolonged issue with water quality that prevents the supply of potable water for an extended period. All of these circumstances can result in a significant depletion in the source capacity or even a complete loss of source. The Cariboo Regional District's

Drought Management Plan for the Benjamin Water System serves as a guide to monitoring, managing and conserving water use in the event of an impending drought. The objectives of this Plan are to:

1) Identify the priority users of the water supply.
2) Provide direction on water conservation before and during the drought period.
3) Establish a guideline for communicating issues and instructions to users and other key contacts.
4) List supplemental or alternate sources of potable water in the event of a prolonged drought.

Appendix C outlines the Cariboo Regional District's Drought Management Plan.

Appendix A: Contacts

Cariboo Regional District Administrative Staff Emergency Contact Numbers

Title	Contact	Work #	Cell #
Manager of Utilities	Kelly McDonald	(250) 305-2179	(250) 855-8340
Manager of Communications	Gerald Pinchbeck	(250) 392-3351 Ext. 213	(250) 305-7576
Manager of Emergency Programs	Irene Israel	(250) 392-3351 Ext. 274	
Chief Administrative Officer	Murray Daly	(250) 392-3351 Ext. 214	
Manager of Fire Administration	Cody Braaten	(250) 392-3351 Ext. 265	
Regional Fire Chief	Roger Hollander	(250) 392-3351 Ext. 204	
Environmental Services Assistant	Cheryl McMullen	(250) 392-3351 Ext. 250	

Cariboo Regional District Water Operators

Region	Operator	Work #	Cell #
Central (WL)	Ken Heidema	1-800-665-3456 (press 5 when prompted)	(250) 855-4097
Central (WL)	Chuck Howes		(250) 855-8563
South (100 Mile)	Jourdy Ouellette		(250) 945-5661
South (100 Mile)	Larry Perry		(250) 945-4756
South (100 Mile)	Colin Brusic		(250) 945-4312
North (Quesnel)	Tyler Olsen		(250) 255-7697
North (Quesnel)	Phil Wilkins		(250) 255-0910

Provincial and Federal Contacts

Organization	Contact	Work #	Emergency #
Northern Health	Loreen Ngwenya, Environmental Health Officer	(250) 565-7322	(250) 255-3354
Northern Health	MHO (after hours on-call)		1-866-457-5648
BC 1 Call	Locate Request	1-800-474-6886	1-800-474-6886
BC Environmental Emergency Branch	(Report a Spill)	(250) 398 4530	1-800-663-3456
BC Hydro (Electrical)	Office	1-888-769-3766	1-800-224-9376
Canadian Centre for Cyber Security		1-833-CYBER-88	
FortisBC (Gas)	Office	1-888-224-2710	1-800-663-9911
School District No. 28	Dan Lowndes, Superintendent	(250) 992-8802	
Quesnel Fire Dept.	Chief	(250) 992-5121	911
Quesnel RCMP	Office	(250) 992-9211	911

Contractors

Company	Contact	Work #	Cell #
Electrical and Instrumentation: Service Electric	Terry McIntyre	(250) 992-7091	(250) 983-5848
Excavating / Plumbing: Quesnel Septic All Haul		 (250) 747-5126 (250) 255-4285	
Chlorine Pumps:			
Instrumentation and SCADA: Exceed Electrical Engineering	Adam Cook	(250) 434-9489	(250) 267-2895
Laboratory: ALS Environmental	Caitlin Fountain	(250) 372-3588	(250) 572-1458
Snow Removal: McNabb Skid Steer Service		(250) 255-3673	
Well Pump Installer:	Rob	(250) 296-4115	(250) 302-1334

Municipalities

Municipality	Contact	Work #	Cell #
Quesnel	Derek Kitamura, Director of Public Works	(250) 992-6330	
Williams Lake	Manager of Public Works	(250) 392-2311	
100 Mile House	Manager of Public Works	(250) 395-2434	
100 Mile House	Todd Conway, Director of Community Services	(250) 395-2434	

Media (Communications Department Leads)

Name	Type	Contact	Work #
CFFM The Goat	Radio/Digital		(250) 392-6551
CBC Kamloops	Radio/Digital		(250) 374-6802
Quesnel Cariboo Observer	Newspaper/Digital		(250) 992-2121
Global News	Television		(778) 945-9399

Appendix B: Charts

Water Main Break

Water Main Break Severity Chart				
Class 1	*Class 2*	*Class 3*	*Class 4*	*Class 5*
Routine	*Minor*	*Substantial*	*Major*	*Catastrophic*
Small enough to leave until repairs are convenient	Water Pooling	Isolation Needed	Large area needs to be isolated	Complete Distribution System Shut down
Positive Pressure Maintained	Positive Pressure Maintained	Positive Pressure may not be possible	Loss of Pressure in large area of distribution system	Complete system pressure loss (e.g. drained reservoir)
Consult with DWO if any concerns.	Advisory may be required, consult with DWO.	Advisory Needed, contact Northern Health. Assess damage.	Advisory needed, contact Northern Health. Assess damage	Advisory needed, contact Northern Health. initiate EOC.
Flush line (localized)	sample for bacteriological contamination after flushing lines as per C651-14 (localized)	Sample for bacteriological contamination after flushing lines as per AWWA C651-14	Chemical and bacteriological sampling may be needed. Possible unidirectional flushing and super chlorination needed as per AWWA C651-14	Chemical and bacteriological sampling needed at various points in the system. System wide flushing needed. Super chlorination required as per AWWA C651-14

Critical Parts Inventory

Critical Parts Inventory							
Part	Use	Location Stored	Vendor	Part	Use	Location Stored	Vendor

Appendix C: Drought Management Plan

DROUGHT MANAGEMENT PLAN

Priority Users

The area served by the Benjamin Water System is comprised of an estimated 107 residents. In a drought situation, the provision of water will be prioritized as follows:

Priority Level	User	Comments
1	Residents	The CRD is obligated to provide water to the residents served by the Benjamin Water System for basic health and sanitation needs.

Water Restrictions and Conservation Measures

The following restrictions will be imposed and conservation measures recommended to Benjamin Water System users at various stages prior to and during a drought:

STAGE 1: PREPAREDNESS	
Permitted Uses	**Restrictions**
Drinking water Bathing Handwashing dishes or using dishwasher Washing machine Watering plants with a hose or watering can Bathing pets. Washing vehicles.	May 1 to Oct. 1: Lawn watering on reduced days for reduced hours, per bylaws.
	Conservation Measures
	Install water-saving devices.
STAGE 2: IMPENDING DROUGHT – CONSERVATION	
Permitted Uses	**Restrictions**
Drinking water Bathing Handwashing dishes or using dishwasher Washing machine Watering plants with a hose or watering can	Lawn watering days and hours restricted further. Wash vehicles only if absolutely necessary.
	Conservation Measures
	Bathe pets only as needed. Use washing machine for full loads only. Use dishwasher for full loads only.
STAGE 3: DROUGHT – RESTRICTIONS	
Permitted Uses	**Restrictions**
Drinking water (all users) Bathing Handwashing dishes or using dishwasher Washing machine	No watering of lawns or watering of plants, per bylaws. No bathing of pets unless absolutely necessary. No washing of vehicles. No filling of swimming pools. No power-washing.
	Conservation Measures
	Bathe only as needed and/or reduce time in shower. Use washing machine for full loads only. Use dishwasher for full loads only.

Communication Plan

Communication between the CRD and users of the Benjamin Water System, as well as with key operational contacts, is imperative during an emergency situation. Providing timely and clear

information and instructions greatly reduces confusion, frustration and anxiety, and enables outside agencies to provide assistance more effectively if needed.

STAGE 1: PREPAREDNESS	
Water use is routinely higher from mid-Spring to the end of Summer each year due to less rainfall, increased lawn and garden maintenance, swimming pools, more frequent car-washing and showers, etc. Water levels are constantly monitored, and watering restrictions are put in place annually from May 1 to October 1 as a preventative measure to minimize depletion of the water supply during these months.	
Procedures (Concurrent)	Target
Finance Dept. mails notice of water restrictions and water conservation recommendations with annual utility bills in April of each year.	Residents
Communications Dept. posts notice of water restrictions and water conservation recommendations on website and social media.	All users of the Benjamin Water System
Communications Dept. sends notice of water restrictions and water conservation recommendations by email.	Subscribed users.
Water Operators post notice of water restrictions and water conservation recommendations on bulletin boards at 108 Mall, gas station, mailboxes	Users of the Benjamin Water System who don't have access to a computer.

STAGE 2: POTENTIAL THREAT – DIMINISHED WATER SUPPLY		
If there is little snowmelt in the Spring and rainfall in the Spring/Summer is not enough to bring the source of the water supply to an adequate level, further restrictions on water use may be required. Prolonged water quality issues may result in having to obtain water from an alternate source until rectified. Any significant or ongoing issues would indicate that action is required to prevent the possibility of a water supply crisis.		
Procedures		**Target**
1.	Inform key contacts of possible threat to water source: Water Operators notify Manager of Utilities Manager of Utilities informs other key contacts	Manager of Utilities Drinking Water Officer Electoral Area Director Manager of Fire Administration
2.	At Northern Health's direction, Manager of Utilities and Communications Dept. have public notice mailed to users, posted on website, social media, and on local bulletin boards.	All users of the Benjamin Water System
	Communications Dept. sends public notice by email.	Subscribed users
3.	Manager of Utilities notifies CRD Managers involved in Emergency Planning as a precautionary measure.	Chief Administrative Officer Manager of Communications Manager of Emergency Programs
4.	Manager of Utilities, Water Operators and Electoral Area Director hold public meeting to discuss potential drought, further restrictions required and recommended conservation measures.	All users of the Benjamin Water System
5.	Manager of Utilities notifies other agencies as a precautionary measure that assistance may be required if situation can't be rectified.	City of Quesnel Ministry of Water, Land and Resource Stewardship Ministry of Emergency Management and Climate Readiness

STAGE 3: EMERGENCY – SIGNIFICANT DEPLETION OR LACK OF SOURCE		
The following situations are considered critical: • An inability to keep the water supply at a level that will provide enough water to meet the basic health and sanitation needs of the users. • A prolonged issue with the water system infrastructure that results in the inability to provide water to the users. • A severe or prolonged water quality issue that cannot be easily rectified. • The inability to provide an adequate water supply for fire protection. • An ongoing water supply issue that results in significant losses for businesses in the service area.		
Procedures		**Target**
1.	Inform key contacts of crisis situation. Discuss further steps: Water Operators inform Manager of Utilities. Manager of Utilities notifies other key contacts.	Manager of Utilities Drinking Water Officer Electoral Area Director Chief Administrative Officer Manager of Fire Administration Manager of Communications Manager of Emergency Programs
2.	At Northern Health's direction, Manager of Utilities and Communications Dept. have public notice mailed to users, and posted on website, social media, and local bulletin boards.	All users of the Benjamin Water System
	Communications Dept. sends notice of emergency situation by email and via Voyent Alert.	Subscribed users
3.	Manager of Utilities and Communications Dept. post notice in local newspaper; make radio announcements.	All users of the Benjamin Water System
4.	Manager of Utilities, Water Operators and Electoral Area Director hold public meeting to discuss further steps.	All users of the Benjamin Water System
5.	Manager of Utilities notifies other agencies. Discuss what assistance may be available.	City of Quesnel Ministry of Water, Land and Resource Stewardship Ministry of Emergency Management and Climate Readiness

Supplemental or Alternate Sources of Potable Water

Supplemental or Alternate Source	Contact Information	Capacity Available	Estimated Time To Deliver	Estimated Cost
Backup Water Source				
Reservoir Rental Company				
Bulk Haul Water				
Other Water Supplier				
Supplemental or Alternate Source	**Contact Information**	**Capacity Available**	**Estimated Time To Deliver**	**Estimated Cost**
Bottled Water				

Operational Procedures

Action		Person Responsible
1	Ensure pump is shut off (to protect pump).	Water Operator
2	Notify all users by social media, email distribution, radio and public bulletins. High risk users to be notified by telephone call. Situationally assessed for best means of communication process.	Manager of Utilities Manager of Communications
3	Contact government agencies (see below) for advice and assistance.	Manager of Utilities
4	Arrange alternate source (e.g. bottled water, bulk hauler and storage tank).	Manager of Utilities

Government Agency Contacts:

- Drinking Water Officer
- Local government's Emergency Program Coordinator
- Ministry of Forests, Lands and Natural Resource Operations
- Others as necessary, depending on severity (ie. Fire Department)

Appendix D: Templates

Damage Assessment Summary (EOC 415)

DAMAGE ASSESSMENT SUMMARY				
	Event:	**Time:**		**Date:**
	Operational Period:	**PEP Task #:**		**Position:**
		Number	**Estimated Value**	**Comments**
Public Property	▪ Municipal Facilities Damaged			
	▪ Municipal Facilities Destroyed			
	▪ Public Facilities Damaged			
	▪ Public Facilities Destroyed			
	▪ Provincial Facilities Damaged			
	▪ Provincial Facilities Destroyed			
	▪ Federal Facilities Damaged			
	▪ Federal Facilities Destroyed			
	▪ Roads Damaged			
	▪ Roads Destroyed			
	▪ Bridges Damaged			
	▪ Bridges Destroyed			
	▪ Railroads Damaged			
	▪ Railroads Destroyed			
	▪ Water Supply Damaged			
	▪ Sewers Damaged			
	Total Public Damage:			
Private Property	▪ Residential Buildings Damaged			
	▪ Residential Buildings Destroyed			
	▪ Businesses Damaged			
	▪ Businesses Destroyed			
	▪ Agriculture Damaged			
	▪ Agriculture Destroyed			
	Total Public Damage:			
Priority Repairs/Restoration:				
Prepared By:			**Date and Time:**	

Action Plan (EOC 502)

EOC ACTION PLAN			
Event:		**Date:**	**Time:**
Operational Period:	**PEP Task #:**	**Prepared By:**	

Objectives: (In priority order, for the designated operational period)

Tasks/Action Items:	Function Assigned	Estimated Completion Time

Attachments: (Check if attached)

☐	Organization Chart	☐	Public Information Plan	☐	Communication Plan
☐	EOC Floor Plan	☐	Transportation Plan	☐	
☐	Situation Map	☐	Evacuation Plan	☐	

Recommended By (Planning Section Chief):	**Approved By** (EOC Director):

Distribution:

- ☐ EOC Director
- ☐ Risk Management Officer
- ☐ Liaison Officer
- ☐ Information Officer
- ☐ Posted for ALL EOC Personnel
- ☐ Operation Section Chief
- ☐ Planning Section Chief
- ☐ Logistics Section Chief
- ☐ Finance/Administration Section Chief
- ☐ Other _____

Situation Report (EOC 501)

EOC Situation Report

Community / Local Authority: _____

Date and Time: _____

PEP Task Number: _____

Prepared By: ☐ Community / Local Authority
☐ PREOC Operational Area Coordinator

Approved By: _____
(Name and Position)

EOC Contact:	**Report Type:**
Name: _____	☐ Initial
Position: _____	☐ Update #_____
_____	☐ Final
Phone #: _____	**Situation Forecast:**
Fax #: _____	☐ Improving
E-mail: _____	☐ Unchanged
	☐ Deteriorating

Highlights (*Situational Overview – Key Points*):

Current Priority Needs: (*Resources / Information / Support*):

Resource Request Attached: ☐ Yes ☐ No

People Impacted (*Estimated / Confirmed*):

# Evacuated	# Injured	# Homeless*	# Missing	# Dead	# Hospitalized

* *As a result of the emergency event*

Event Log (EOC 414)

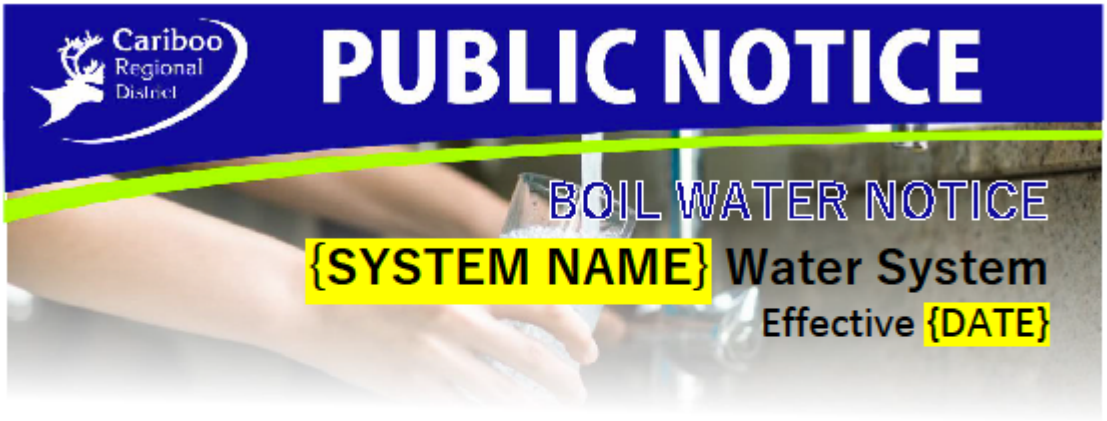
POSITION LOG

Event:	Section:	Position:
Operational Period:	PEP Task #:	Date:

LOG

Time (24 Hr.)	To	From	Action	Follow-Up	Closed

Appendix E: Communications Templates



The Cariboo Regional District has issued a Boil Water Notice to users of the {SYSTEM NAME} Water System, pursuant to a request of a Drinking Water Officer under Section 14 of the *Drinking Water Protection Act*. This Notice remains in effect until further notice.

The Cariboo Regional District's water systems are tested regularly to ensure they meet public health regulations. This boil water notice is being issued because {REASON}. This notice is being issued {CHOOSE: as a precautionary measure to protect public health. OR in order to protect public health and safety from significant health risks presented by pathogens in the water supply.}

All users of the {WATER SYSTEM NAME} Water System are asked to bring water to a rolling boil for a minimum of one minute before using water from the system for:

Drinking (or use an alternate, safe source of water)
Cooking (if not boiled)
Brushing teeth
Washing Dishes
Washing fruits or vegetables to be eaten raw
Watering animals

Also, please use hand sanitizer after washing hands.

If you have further questions, please call Environmental Services at 1-800-665-1636 during regular office hours.

For more information about boil water advisories and service interruptions in the CRD and what to expect, visit cariboord.ca/water-notices-and-advisories. To receive updates on CRD water systems and other relevant information within the CRD, residents are reminded to subscribe to the latest news on our website at cariboord.ca/subscribe. Residents can also sign up the Cariboo Chilcotin Emergency Notification System to be notified directly of emergency orders and alerts or utility service interruptions at cariboord.ca/EmergencyNotifications.

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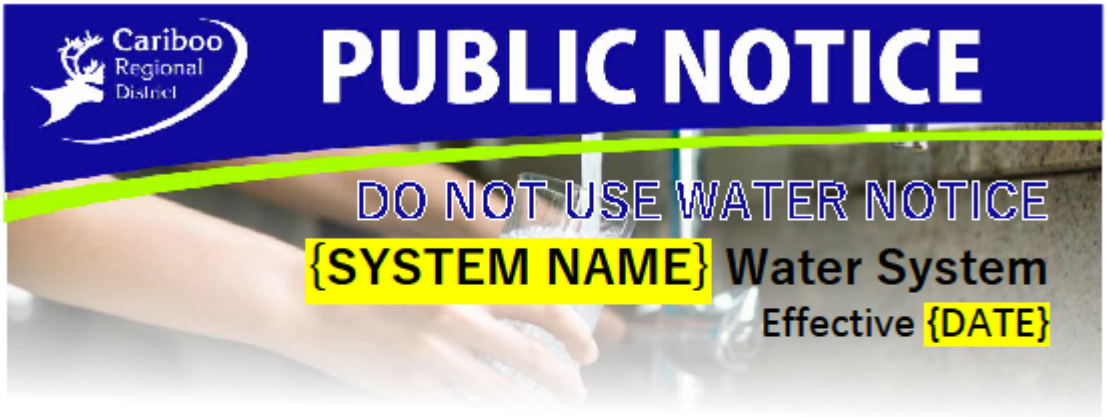

The Cariboo Regional District has issued a Do Not Use Notice to users of the {SYSTEM NAME} Water System, pursuant to a request of a Drinking Water Officer under Section 14 of the *Drinking Water Protection Act*. This Notice remains in effect until further notice.

The Cariboo Regional District's water systems are tested regularly to ensure they meet public health regulations. Due to the presence of {if known, be specific, or if unknown say "contaminants in the water supply posing an immediate threat to resident's safety}, the Cariboo Regional District is implementing this until further notice. Follow all instructions below:

All users of the {WATER SYSTEM NAME} Water System are asked to immediately stop using water from the system for any purpose. This includes: drinking, making beverages or ice, brushing teeth, preparing or washing food, bathing, water for animals, washing anything (including vehicles), and watering plants.

Do not turn your taps on for any reason. Boiling water will NOT make it safe! Water from your hot water tank may also be unsafe, and you are advised to consult a qualified plumber before draining the tank.

The Cariboo Regional District has contacted Interior Health and the Ministry of Environment to request their cooperation in investigating this matter. In addition, the Cariboo Regional District is taking immediate acton to find another source of water supply for residents of {WATER SYSTEM NAME}.

During this time, an alternate water source will be available at {ADDRESS AND OPERATING HOURS}.

If you have further questions, please call Environmental Services at 1-800-665-1636 during regular office hours.

For more information about boil water advisories and service interruptions in the CRD and what to expect, visit cariboord.ca/water-notices-and-advisories. To receive updates on CRD water systems and other relevant information within the CRD, residents are reminded to subscribe to the latest news on our website at cariboord.ca/subscribe. Residents can also sign up the Cariboo Chilcotin Emergency Notification System to be notified directly of emergency orders and alerts or utility service interruptions at cariboord.ca/EmergencyNotifications.

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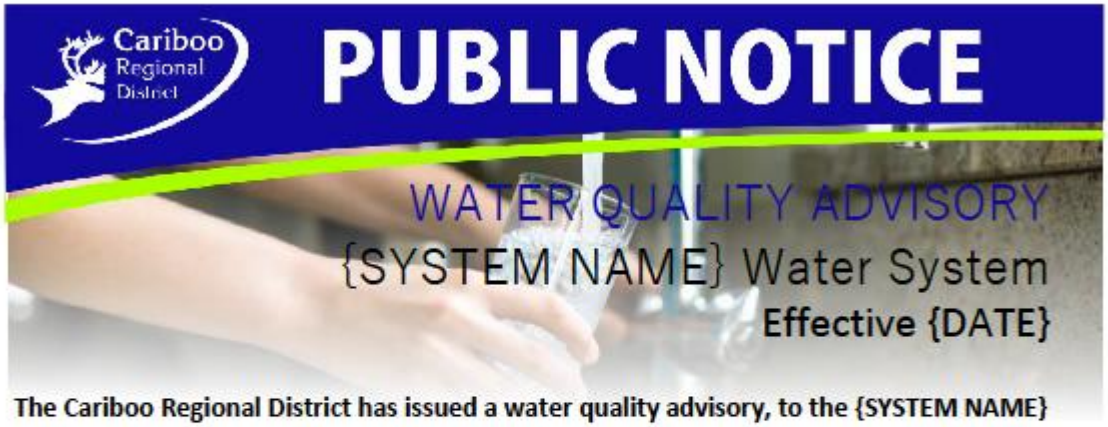

The Cariboo Regional District has issued a water quality advisory, to the {SYSTEM NAME} Water System users because of {issue} levels exceeding the *Guidelines for Canadian Drinking Water Quality*. This Advisory remains in effect until further notice.

The Cariboo Regional District's water systems are tested regularly to ensure they meet public health regulations. Health Canada's Guidelines for Drinking Water has established a maximum acceptable concentration (MAC) for {issue} in drinking water of {standard}. Recent water samples submitted show {issue} concentrations that exceed the MAC.

Add information provided by Health Canada or Interior Health about the nature of the water quality advisory. This section requires approval from a Drinking Water Officer.

{Other safety instructions or advisories. I.e. is the water safe for other non-consumption purposes, how does boiling water impact it, etc.}

If you have further questions, please call the Environmental Services department at 1-800-665-1636 during regular office hours.

*For more information about boil water advisories and service interruptions in the CRD and what to expect, visit **cariboord.ca/water-notices-and-advisories**. To receive updates on CRD water systems and other relevant*

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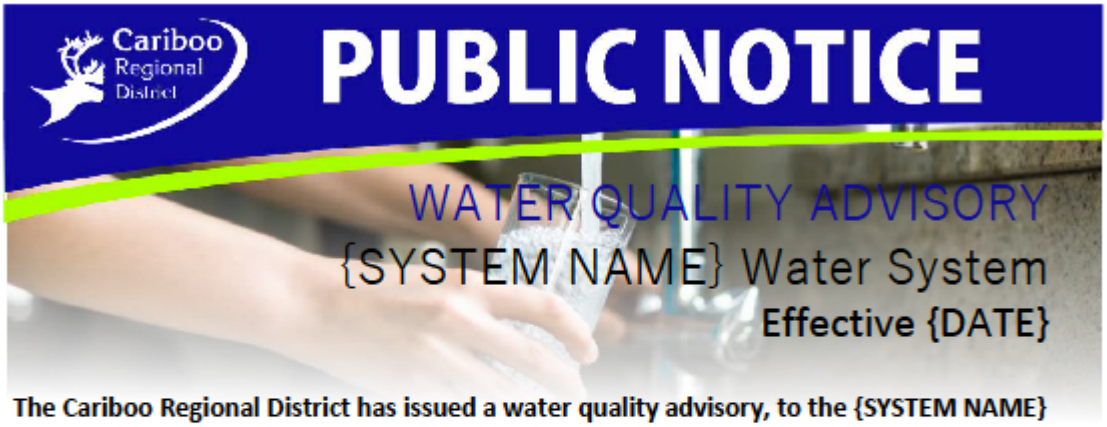

The Cariboo Regional District has issued a water quality advisory, to the {SYSTEM NAME} Water System users because of manganese (Mn) levels exceeding the *Guidelines for Canadian Drinking Water Quality*. This Advisory remains in effect until further notice.

The Cariboo Regional District's water systems are tested regularly to ensure they meet public health regulations. Health Canada has established a maximum acceptable concentration (MAC) for manganese in drinking water of 0.12 mg/L. Recent water samples submitted show manganese concentrations that exceed the MAC.

Manganese (Mn) is an element found in air, food, soil and drinking water. While a small amount of Mn is essential for human health, new Health Canada research has shown drinking water with too much Mn can be a risk to health for infants and young children.

Infants and young children are the most sensitive and vulnerable population, as their bodies absorb more manganese and cannot regulate or remove the chemical as readily as adults and older children. As a result, the **drinking water from this system must not be used to prepare formula for bottle-fed infants**. An alternate source of safe drinking water, such as bottled water, must be used when preparing formula for infants and young children. **Boiling the water will not lower the manganese level.**

Breastfed infants are generally considered at lower risk to manganese exposure as the transfer of manganese to breast milk is limited. Pregnant or breastfeeding women who have concerns may wish to use a safe, alternate source of drinking water or consult with a healthcare professional.

Water exceeding the MAC for manganese can be used for cooking and drinking by non-vulnerable groups and is still considered safe for hand washing, bathing and showering. If you have further questions, please call the Environmental Services department at 1-800-665-1636 during regular office hours.

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The Cariboo Regional District has issued a water quality advisory for users of the Forest Grove Water System because of a positive test result for low coliform found in the system.

For this reason, as precautionary measure, any high-risk users, including those with weakened immune systems, young children and those on dialysis are advised to:

- **use purchased bottled water or boiled water for drinking, brushing teeth, dishwashing, preparing food, and making ice, or**
- **bring water to a roiling boil for one minute, then cool to an appropriate temperature before using.**

The CRD regularly tests the water system as part of its Water Quality Monitoring Program. The advisory will remain in effect until further notice. We apologize in advance for any inconvenience this may cause.

When satisfactory results are reported from the required testing, customers will be notified that the advisory has been lifted. If you have questions, please call the Environmental Services department at 1-800-665-1636. If calling outside of regular business hours (8:30 a.m. to 4:30 p.m. Monday to Friday), please dial "5" when prompted to reach our emergency after hours contact.

For more information about boil water advisories and service interruptions in the CRD and what to expect, visit cariboord.ca/water-notices-and-advisories.

To receive updates on CRD water systems and other relevant information within the CRD, residents are reminded to subscribe to the latest news on our website at cariboord.ca/subscribe.

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