



Environmental and Development Services

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Westshores Utility Customers

Dear Utility Customer,

This letter is intended to provide residents of the most recent events and improvements on the West shore water system.

On January 12th, there was a power interruption in the subdivision during mid day hours. During the outage, the system was monitored and the levels in the reservoirs went to 80% at the Mountain site and to 62% at the Upper Reservoir. At no time during the outage was there a loss of water to customers. Once power was restored, approximately 2:00 pm, an RDCO Operator checked on all of the facilities to ensure that all pumps and systems were functioning normally. During the evening of January 12th, there were power fluctuations that caused the motor controllers located at the Lake station to trip. These protection devices are very sensitive to voltage and/or frequency fluctuations of incoming power. The result was a failure to start on demand.

Over the last few months there has been work performed on improving the alarm system and monitoring equipment throughout the Westshores Utility. Upon further investigation of this event, it was determined that a critical communication fault had occurred; therefore the pump failure at the Lake went undetected. This problem has since been rectified.

It is anticipated that the control and alarm system work in Westshores will be completed in the next few weeks. The remaining working involves completion of water quality monitoring equipment in to the system. All critical alarm functions are now being monitored.

During 2010, the Mountain Station power supply was upgraded to 3 phase power, a new pump and motor was installed. We will be receiving a new motor for the original pump in the next few weeks. Once this is installed this station will have standby pump available if required.

Staff has been communicating with Interior Health water officers on meeting the water quality objectives. A study grant has been received that will partially fund the investigation of the Okanagan Lake water source for the water system. This investigation is a prerequisite in order to assist with a filtration deferral plan. If filtration is required, substantial capital funding would be necessary to construct the infrastructure required to meet the water quality objectives.

The universal metering project is nearly completed. We hope to have all of the water meters installed by mid April. During 2011, we will be monitoring individual consumption per customer. This information will assist in setting consumption rates for the utility. Each customer will be provided information relating to their use. The approved transfer of the Gas Tax funding to the Westshores system totaled to \$190,000 dollars. This money was utilized for an engineering review, water monitoring improvements and the metering project. The only project that required funding from reserves in 2010 was the Mountain Station motor/pump and power upgrade to approximately \$75,000.

In 2011, additional field devices will be installed to compliment the work done in 2010 for monitoring. We will also complete the lake source water analysis and install the new motor in Mountain station.

Please feel free to contact me with any questions you may have on any of these items or other topics you would like to discuss regarding this utility.

Yours truly,



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cc Harold Reay, Chief Administrative Officer, Corporate Services, RDCO
cc Jim Edgson, Director, Central Okanagan West Electoral Area