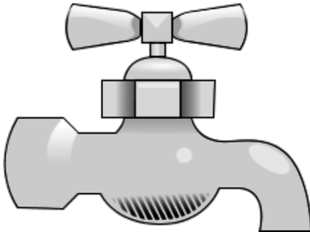


# QBHL Water News

September, 2017

[www.qbhlwater.ca](http://www.qbhlwater.ca)



## What's New!

- > Kenmuir/Leon Road Water Main Replacement Program is now completed
- > Wellhead Protection Plan is now completed and can be viewed on the website

This summer we had a couple of issues with brown or black water. I would like to inform the ratepayers as to why these issues keep occurring. We have a problem with manganese in our water. In order to keep this manganese under control, we flush our lines four to five times per year. When we flush we are drawing the water through the pipes at about 250 gallons per minute trying to remove the manganese from the inner wall of our piping system and discard it before it becomes a problem to you. In the summer, even after we informed the public that we needed to minimize the draw on our system, we were still drawing enormous amounts of water. The users were drawing so much water that it was flowing through our pipes at about 200 gallons per minute for 15 to 20 hours per day. At this rate and consistent flow the ratepayers themselves were flushing the system and drawing the manganese off the walls of the pipes and directly into their homes. To add fuel to the fire, when this much water is being used for such an extended period of time, this leaves no room for flushing and cleaning the pipes properly. We can't flush because if we do we would deplete the water source and drain the reservoirs; the pumps just can't keep up at this rate. You will see that through the winter the only time that you might see some black water is when the signs are out and we are flushing, hopefully no surprises.

Thank you,

Water Operator

## Mission Statement

Mission: The Qualicum Bay Horne Lake Waterworks District exists to provide clean and affordable drinking water to the ratepayers while being responsible stewards of the environment.

Vision: We strive to be regarded as a "Top Tier" independent and local waterworks district, - one that is recognized for sustainable, reliable delivery of local water services, environmental stewardship, safe operating practices, and a balanced ratepayer centered approach.

Values: We value a safe and effective workplace underpinned by mutual respect and dignity. We value the attributes of a small but strong independent organization that actively listens to its ratepayers and takes timely action. We value positive behaviours that yield collaborative learning, purposeful decisions and mission focused outcomes that enhance our long term organizational legacy and advocate for our ratepayers.

**Emergency Contact Information The office is compiling an emergency contact email list. This will be used strictly for advising and updating during emergencies (e.g. boil water advisories). To be included, please send your email contact info with your payment or send to: [qbhlwater@shaw.ca](mailto:qbhlwater@shaw.ca)**

If you are interested in preauthorized payments or ebilling please contact the office @ 250 757-8507

**Next Waterboard meeting— October 18, 2017 - 1:00pm at the water office 234 Lions Way.**

**Major Water flushing Oct 10-13/17**