GLENMORE-ELLISON IMPROVEMENT DISTRICT

2024 ANNUAL WATER QUALITY REPORT

GLENMORE-ELLISON IMPROVEMENT DISTRICT

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INTRODUCTION

The Glenmore-Ellison Improvement District continually strives to provide high quality drinking water to its rate payers through responsible operation, monitoring, evaluation, and management of its water system.

As required by the British Columbia Drinking Water Protection Act and Regulation, the Glenmore-Ellison Improvement District (GEID) provides the following Annual Report that includes:

- System Description
- Source Assessment Synopsis
- Annual Consumption Data
- Water Quality Results
- Updates to Water System Assessment and Capital Works Plan
- Updates to Water Monitoring Plan
- Updates to Emergency Response Plan
- Provide Environmental Operators Certification Program updates

This report also describes where your water comes from, how it is distributed and how we ensure it is safe to drink. The information in this report will allow people, especially those with special health needs to be better informed about their drinking water. Please contact GEID (250) 763-6506 or email dwilliams@geid.org if you have any questions.

This report discusses water quality parameters with potential health effects. For more information on drinking water health effects, the following websites are suggested.

Health Canada

https://www.canada.ca/en/health-canada/services/environmental-workplace-health/water-quality/drinking-water.html

US EPA

http://www.epa.gov/safewater/mcl.html

World Health Organization

http://www.who.int/water_sanitation_health/publications/2011/dwq_guidelines/en/index.html

This annual report covers the period from January 1st, 2024 to December 31st, 2024.

GEID DRINKING WATER SYSTEM

The Glenmore-Ellison Improvement District (GEID) is one of four main water purveyors in Kelowna, British Columbia. The District's boundaries extend across an area of approximately 3,769.35 hectares (37.69 km^2, or 9,314.27 acres). Of the 1,903.51 hectares (4,716.25 acres) serviced with water, 837.58 hectares (2,069.70 acres) are bonafide agricultural land, with farm status. GEID supplies water to approximately 239 commercial service connections, 384 agricultural services (A & G Grade) and 9,546 residential service connections, serving an estimated population of 23,865 people.

GEID Water Supply System

The GEID drinking water supply system is sourced by Okanagan Lake from which water is pumped directly to the McKinley UV Treatment Plant, where the water is treated with Ultraviolet (UV) light to achieve a minimum 3-log removal (99.9%) of *Cryptosporidium* and *Giardia lamblia* cysts. After UV treatment, the water is chlorinated to kill any bacteria or viruses that may be present and stored in the 9-million-liter (ML) Rojem Reservoir (Clearwell). From the Clearwell, water flows via gravity into the distribution system. The Distribution System includes 11 additional storage reservoirs, 17 pump/booster stations, 22 pressure reducing stations and 604 fire hydrants.

Alternate Sources

In the event of an emergency, GEID has 3 wells (Ellison Well, Airport Wells #1 and #2) that can be brought online. A total of ten potable interconnects with adjacent water suppliers have been catalogued.

SOURCE ASSESSMENT SYNOPSIS

Okanagan Lake

In October 2017, the McKinley open-air reservoir was taken offline and completely bypassed. With the bypass in place, the District began pumping Okanagan Lake water directly to the McKinley UV Plant to supply the Glenmore Distribution System. The Okanagan Lake intake is currently the deepest intake on Okanagan Lake, providing consistently high-quality water with low turbidity. The intake is situated in a desirable location, far from creek inlets making it less susceptible to seasonal fluctuations.

By utilizing low-turbidity water from deep within Okanagan Lake, along with the state-of-the-art UV disinfection facility, GEID is providing safe, cost-effective and high-quality drinking water that meets both Canadian Drinking Water Guidelines and the Drinking Water Treatment Objectives for Surface Water Suppliers in BC.

In support of the long-term management of the GEID Lake Okanagan Intake requirements, a Technical Inspection program, that includes contingency planning, was first implemented in December 2014. With the support of CTQ Engineering, a DD Subsea Engineer & a Diving Safety Specialist, regular inspections of the intake pipe and assembly are completed and documented. Checking for marine growth on the intake assembly is also part of the program. The inspection data will assist managers with both short- and long-term asset management decisions.

GEID produced a source assessment report for its Okanagan Lake intake during 2013. This report quantified the source water quality, identified risks to source water quality, and included numerous recommendations for GEID. As a follow-up project in 2022, GEID commissioned Larratt Aquatic to create a source protection response plan (SPP). The SPP is a “living document” that is regularly updated and revisited, capturing and tracking changes made as GEID acts upon recommendations and/or make changes to their water system.

UPDATES TO WATER MONITORING PLAN

In 2024, GEID continued to monitor its water supply with a Water Quality Sampling Program that was developed with Interior Health (IH) approval. The program includes monthly reports submitted to IH containing information on sampling locations, sampling frequency, bacteriological testing results, turbidity levels, chlorine residuals, operational activities, treatment objectives achieved, customer complaints and responses, variances of normal operation, weekly and quarterly laboratory results.

The goals of the sampling program are to:

- meet or exceed the minimum sampling frequency for microbiological parameters set out in the BC Drinking Water Protection Regulation,
- update general water quality parameters such as dissolved iron and manganese on a periodic basis,
- assess source water quality. This includes an assessment of lake conditions which will be completed by a consultant. The consultant conducts ongoing sampling to identify microorganisms such as algae in the lakes, and nutrient conditions that can affect water quality; and,
- assess quality of water delivered to customers. This includes measurement of parameters that directly impact water quality, such as disinfection by-products, and measurement for parameters that are indirectly related to water system maintenance.

GEID continued to work on improving the reliability of online instrumentation and real-time monitoring in 2024.

REGULATORY REQUIREMENTS

Several projects GEID has implemented over the past 6 years have been related to water quality improvements. Interior Health (IH) requires all water suppliers meet Drinking Water Objectives for Surface Water Supplies in BC. This means providing drinking water that, at minimum, meets the following objectives:

- 4-log inactivation of viruses,
- 3-log removal or inactivation of *Giardia lamblia* and *Cryptosporidium*,
- 2 treatment processes for all surface drinking water systems,
- 1 refers to less than 1 NTU of turbidity with a target of 0.1 NTU; and,
- 0 Total Coliforms and *E. coli*.

GEID was able to meet these treatment requirements for the Drinking Water System by effectively operating the McKinley UV Plant and Chlorinator.

Health Canada has established criteria regarding the concentrations of disinfection byproducts (DBPs) such as Trihalomethanes (THMs) and Haleacetic acids (HAAs) in drinking water. These DBPs are formed primarily by the reaction of organics with chlorine, and the maximum allowable concentration (MAC) of THMs and HAAs are set at 0.1000mg/L and 0.0800mg/L, respectively.

While continuing to meet the above treatment requirements, GEID made concerted efforts in 2024 to reduce DBP concentrations throughout its system. Through a combination of a lower chlorine dose, lowered reservoir levels and increased flow at the endpoints of the system, GEID was able to consistently mitigate DBP concentrations and will continue its efforts and improvements in 2025.

WATER QUALITY MONITORING

Water sampling and testing is carried out regularly throughout the potable distribution system to ensure the drinking water remains safe and meets legislated drinking water requirements.

According to the Guidelines for Canadian Drinking Water Quality, parameters are either health-based and listed as *Maximum Acceptable Concentrations (MAC),* based on aesthetic considerations and listed as *Aesthetic Objectives (AO),* or established based on operational considerations and listed as *Operational Guidance Values (OG).*

The Guidelines for Canadian drinking water quality are based on current, published scientific research related to health effects, aesthetic effects, and operational considerations. Health-based guidelines are established on the basis of comprehensive review of the known health effects associated with each contaminant, on exposure levels and the availability of treatment and analytical techniques. Operational considerations are factored in when the presence of a substance may interfere with or impair a treatment process or technology (e.g. turbidity interfering with chlorination) or adversely affect drinking water infrastructure (e.g. corrosion in pipes).

In general, the highest priority guidelines are those dealing with microbiological contaminants such as bacteria, protozoa and viruses. Any measures taken to reduce concentrations of chemical contaminants should not compromise the effectiveness of disinfection.

GEID's water quality sampling and testing program has been set up in conjunction with Interior Health. The program outlines the collection of samples for water quality at source, reservoirs, test stations, dead-end/low-use zones, and various pressure zones. GEID operations staff as well as outside consultants are utilized to collect the samples.

For samples requiring third-party analysis, collected water samples are uniquely identified and sent to a provincially-approved laboratory for testing. Once completed, test results are emailed and reviewed.

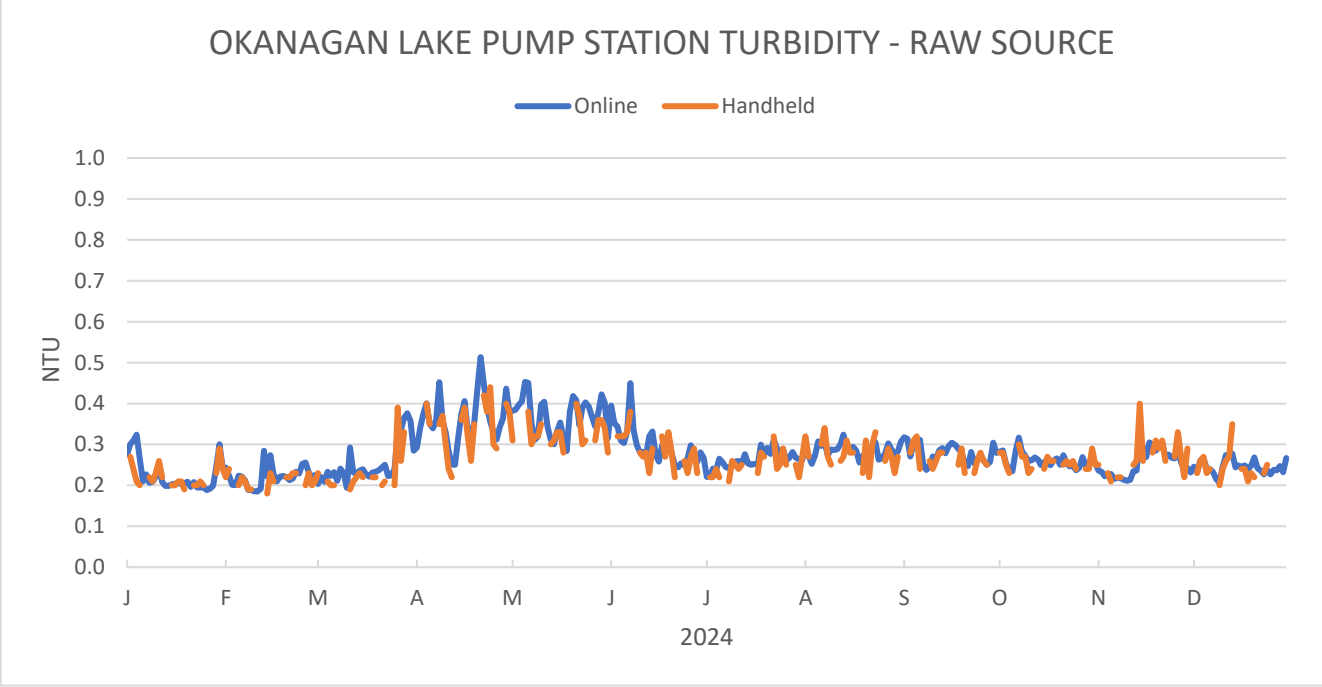
Key water quality parameters such as turbidity, free chlorine residual and %UVT are continuously monitored with online analyzers. The data from these analyzers is viewable remotely on the GEID SCADA system and is also stored in the SCADA Database. To ensure the analyzers provide reliable and accurate data, samples are collected and analyzed in-house and compared to the online values.

Source Water Turbidity

The Guidelines for Canadian Drinking Water Quality recommend a maximum acceptable concentration (MAC) of 1.0 Nephelometric Turbidity Unit (NTU) for water entering the distribution system. Turbidity can harbour microorganisms, protecting them from disinfection. If turbidity exceeds 1.0 NTU on average for 24 hours, GEID, in consultation with IH will call a Water Quality Advisory or a Boil Water Notice (>5.0 NTU) for the affected water system.

The following graph illustrates turbidity grab sample results and online analyzer values at Okanagan Lake Pump Station (Graph 1.0).

1 Graph 1.0 - Okanagan Lake Raw Turbidity



Source Water Bacteriological

Okanagan Lake

Okanagan Lake is sampled weekly for Total Coliforms and *Escherichia coli* (*E. coli*). There are two sample sites (one at Okanagan Lake Pump station, the other at the McKinley UV plant) that are drawn from, on a bi-weekly rotation. In 2024 a total of 51 samples were collected. The results of these samples are summarized below.

2 Table 1.0 - Okanagan Lake Source Bacteriological Summary

2024 Okanagan Lake Source Raw Bacteriological Data (MPS/100mL)					
	Total Number of Samples	**Detects**	**Min Count**	**Max Count**	**Avg Count**
E. coli	51	5	<1	3	<1
Total Coliforms	51	39	<1	114	18

Comprehensive Water Quality Results

3 Table 2.0 - Water Quality for GEID's Potable Water System

GEID					
Comprehensives for Non-Potable and Potable Locations		Non-Potable		Potable	Std (GCDWQ)
Location:		**Pre-UV RAW**	**Okanagan Lake P/S RAW**	**Rojem Reservoir Outflow**	
Sampling Date: October 18 2024					
Parameter	**Units**				
Anions					
Chloride	**mg/L**	5.85	5.85	8.11	**AO<=250**
Fluoride	**mg/L**	0.26	0.21	0.41	**MAC=1.5**
Nitrate (as N)	**mg/L**	0.105	0.105	<0.010	**MAC=10**
Nitrite (as N)	**mg/L**	<0.010	<0.010	<0.010	**MAC=1**
Sulfate	**mg/L**	29.8	29.9	33.0	**AO<=500**
Calculated Parameters					
Hardness, Total (as CaCO3)	**mg/L**	123	128	126	**None Required**
Langelier Index	**-**	-0.2	-0.1	-0.2	**N/A**
Solids, Total Dissolved (calc)	**mg/L**	158	161	164	**AO<=500**
General Parameters					
Alkalinity, Total (as CaCO3)	**mg/L**	106	107	104	**N/A**
Alkalinity, Phenolphthalein (as CaCO3)	**mg/L**	<1	<1	<1	**N/A**
Alkalinity, Bicarbonate (as CaCO3)	**mg/L**	106	107	104	**N/A**
Alkalinity, Carbonate (as CaCO3)	**mg/L**	<1	<1	<1	**N/A**
Alkalinity, Hydroxide (as CaCO3)	**mg/L**	<1	<1	<1	**N/A**
Carbon, Total Organic	**mg/L**				**N/A**
Colour, True	**CU**	<5	<5	<5	**AO<=15**
Conductivity (EC)	**µS/cm**	297	299	299	**N/A**
Cyanide, Total	**mg/L**	<0.0020	<0.0020	<0.0020	**MAC=0.2**
pH	**pH Units**	7.84	7.89	7.82	**7.0-10.5**
Temperature, at pH	**°C**	21.4	21.7	21.3	**N/A**
Turbidity	**NTU**	0.21	0.42	0.46	**OG<1**
UV Transmittance @ 254 nm	**% T**				**N/A**
Total Metals					
Aluminum, total	**mg/L**	<0.0050	<0.0050	<0.0050	**OG<0.1**
Antimony, total	**mg/L**	<0.00020	<0.00020	<0.00020	**MAC=0.006**
Arsenic, total	**mg/L**	<0.00050	<0.00050	0.00052	**MAC=0.01**
Barium, total	**mg/L**	0.0235	<0.0223	0.0221	**MAC=2**

Boron, total	**mg/L**	<0.0500	0.023	<0.0500	**MAC=5**
Cadmium, total	**mg/L**	<0.000010	<0.000010	<0.000010	**MAC=0.005**
Calcium, total	**mg/L**	33.8	35	34.8	**None Required**
Chromium, total	**mg/L**	<0.00050	<0.00050	<0.00050	**MAC=0.05**
Cobalt, total	**mg/L**	<0.00010	<0.00010	<0.00010	**N/A**
Copper, total	**mg/L**	0.00114	0.00145	0.00146	**MAC=2**
Iron, total	**mg/L**	<0.010	<0.010	<0.010	**AO<=0.3**
Lead, total	**mg/L**	<0.00020	<0.00020	<0.00020	**MAC=0.005**
Magnesium, total	**mg/L**	9.37	9.75	9.57	**None Required**
Manganese, total	**mg/L**	0.0009	0.00094	0.00087	**MAC=0.12**
Mercury, total	**mg/L**	<0.000010	<0.000010	<0.000010	**MAC=0.001**
Molybdenum, total	**mg/L**	0.00345	0.00365	0.00352	**N/A**
Nickel, total	**mg/L**	0.00051	<0.00040	0.00045	**N/A**
Potassium, total	**mg/L**	2.49	2.58	2.45	**N/A**
Selenium, total	**mg/L**	<0.00050	<0.00050	<0.00050	**MAC=0.05**
Sodium, total	**mg/L**	11.9	12	12.3	**AO<=200**
Strontium, total	**mg/L**	0.275	0.282	0.308	**7**
Uranium, total	**mg/L**	0.00244	0.00255	0.00246	**MAC=0.02**
Zinc, total	**mg/L**	<0.0040	<0.0040	<0.0040	**AO<=5**

AO: Aesthetic Objective, MAC: Maximum Acceptable Concentration as per Canadian Drinking Water Guidelines, OG: Operational Guidelines.

Hardness

A parameter commonly inquired upon by ratepayers is Hardness. Water in the drinking water supply system is classified as hard (~128mg/L). In Okanagan Lake there is natural calcium and magnesium as well as natural limestone in the Okanagan valley that contributes to the hardness of our source water.

Airport Wells 1 and 2 are rated as hard and very hard (168mg/L and 182mg/L in 2023, respectively). Very hard water is typical of groundwater sources due to high concentrations of dissolved minerals.

Hard water is not a health concern and is perfectly safe for consumption.

4 Table 3.0 - Water Hardness Classification

Classification	Hardness (mg/L)
Soft	**0-60**
Moderately Hard	**61-120**
Hard	**121-180**
Very Hard	**>180**

Trihalomethanes (THMs) / Haloacetic Acids (HAAs)

GEID, like most water purveyors, uses chlorine as the primary disinfection agent. While chlorine has proven to be effective for ensuring potable water systems are safe for consumption, it can also produce disinfection by-products when organic matter is present in the source water.

THMs and HAAs are the most commonly monitored disinfection by-products (DBPs). The level of THMs and HAAs in treated water will depend on numerous factors including: total organic carbon (TOC), temperature, pH, chlorine dose and water age within the distribution system.

GEID monitored for THMs and HAAs at five locations of the distribution system, adding a sixth in late-2024, representing beginning (Clearwell Outflow), middle (GEID Office) and far/end points (PRV #7 Inlet, Outlet, Ellison Well Domestic T/S and Dry Valley T/S) of the system. Dry Valley T/S was added as a result of a valve change which created a new end-of-line.

In 2024 GEID showed a continued improvement in reducing its DBP concentrations. The installation of controlled constantly-running sample taps at the ends of the distribution system, as well as lowering the total volume of water in its reservoirs, effectively reduced the overall age of water in its system. Lowering reservoir levels reduces the amount of contact time between organics in the water and the free chlorine residual. The added benefit of end-of-line sample taps allowed for reducing the chlorine dose applied at the Treatment System, as GEID was able to maintain a consistently lower chlorine residual throughout the system, which further decreased DBP formation.

5 Table 4.0 - THM and HAA Summary

Distribution System THM Results (mg/L Total Trihalomethanes)							
Sample Date	**Rojem Res Outflow**	**GEID Office/Lab**	**PRV 7 (PZ439)**	**PRV 7 (PZ500)**	**Ellison Well Domestic T/S**	**Dry Valley T/S (added Fall 2024)**	**Standard Guideline**
21-Feb-24	0.048	0.072	0.063	0.060	0.070	-	MAC = 0.1
22-May-24	0.034	0.062	0.062	0.056	0.058	-	MAC = 0.1
19-Aug-24	0.042	0.077	0.083	0.059	0.070	-	MAC = 0.1
8-Nov-24	0.031	0.067	0.065	0.053	0.050	0.070	MAC = 0.1
Average	0.0384	0.0693	0.0683	0.0569	0.0621	0.0696	**MAC = 0.1**

Distribution System HAA Results (mg/L HAA5)							
Sample Date	**Rojem Res Outflow**	**GEID Office/Lab**	**PRV 7 (PZ439)**	**PRV 7 (PZ500)**	**Ellison Well Domestic T/S**	**Dry Valley T/S (added Fall 2024)**	**Standard Guideline**
21-Feb-24	0.035	0.054	0.053	0.050	0.056	-	MAC = 0.08
22-May-24	0.026	0.050	0.046	0.043	0.051	-	MAC = 0.08
19-Aug-24	0.023	0.047	0.045	0.036	0.043	-	MAC = 0.08
8-Nov-24	0.029	0.040	0.041	0.055	0.046	0.045	MAC = 0.08
Average	0.0282	0.0478	0.0463	0.0460	0.0491	0.0448	**MAC = 0.08**

Distribution System Bacteriological Results

Table 5.0 illustrates how GEID's distribution systems met the bacteriological standards for potable water as set out in Schedule A of the Drinking Water Protection Regulation. There were zero incidents of positive coliform or *E. coli* results from potable water samples in 2024.

6 Table 5.0 - Glenmore System Microbiological Results

Parameter	No. of Samples	No. of Exceedances	Drinking Water Regulations
Total Coliforms	336	0	No detectable CFU/100 (ml)
E. coli	336	0	No detectable CFU/100 (ml)

Parameter	Standard
Escherichia coli	No detectable *Escherichia coli* per 100 ml
Total Coliform Bacteria	At least 90% of samples have no detectable total coliform bacteria per 100 ml and no sample has more than 10 total coliform bacteria per 100 ml

During the course of 2024, the district received minimal enquiries regarding the quality of drinking water. Each individual enquiry was investigated by District staff and the appropriate action was taken to resolve the water quality concern.

Typical examples of water quality concerns that can arise are often a result of the following:

- Water main flushing
- Fire-fighting or fire hydrant use
- Water main breaks
- Local construction/development
- Chlorine odour

McKINLEY UV TREATMENT PLANT PERFORMANCE

McKinley UV Treatment Plant receives raw water directly from Okanagan Lake via the Joe Bulach Pump Station. The intake is on average 35m below the surface of the water. This deep intake structure provides consistant water quality conditions in regards to organics, turbidity, % Ultraviolet Transmittance (%UVT), pH and temperature.

The UV Plant operates to provide minimum 3-log (99.9%) inactivation of *Cryptosporidium* and *Giardia lamblia* cysts. The plant has two UV Reactors, with one reactor able to provide adequate treatment during regular operation, while the other acts as a standby reactor to provide redundancy if an issue arises. If the reactors fail to adequately treat the water (<3.0 Log), Off-spec water is produced. The Off-spec water volumes and event durations are logged and recorded. A minimum of 95% of the water flowing through the reactors must meet the validated treatment criteria[1]. GEID strives to ensure that 100% of water provided is treated with adequate UV dosage. In 2024, <0.26% By Volume of water produced failed to meet 3-log inactivation requirements.

Additionally, log inactivation for viruses (4-log inactivation is required) is calculated on a daily basis by the PLC. The calculation uses data collected by online chlorine analyzers, temperature sensors, a pH probe, level transmitters and flow meters to calculate the required Concentration Time (CT value) that must be maintained in order the achieve the treatment goal.

[1] US EPS UV Disinfection Guidance Manual for the Final Long Term 2 Enhanced Surface Water Treatment Rule

The following tables show the 2023 raw water Ultraviolet Transmittance (%UVT), reactor log inactivation performance, 4-log summary for viruses and treatment performance of the two UV Reactors. Overall, the UV Plant operated within the required parameters as set by IH.

7 Table 6.0 McKinley UV Treatment Plant Raw Water %UVT

Raw UVT%			
Month	**Min**	**Max**	**Average**
January	85.8	86.1	85.9
February	85.5	87.6	86.1
March	85.7	87.3	86.2
April	85.7	86.6	86.1
May	85.8	86.7	86.4
June	85.8	87.6	86.8
July	86.0	86.9	86.6
August	86.3	87.0	86.8
September	86.6	87.0	86.8
October	86.4	87.1	86.8
November	86.5	87.1	86.8
December	86.7	87.7	87.3

Values taken every four hours from the GEID SCADA Database and averaged on a monthly basis.

8 Table 6.1 - GEID's System 4-Log Virus Summary

Month	**Daily 4-Log Achieved**
January	**Yes**
February	**Yes**
March	**Yes**
April	**Yes**
May	**Yes**
June	**Yes**
July	**Yes**
August	**Yes**
September	**Yes**
October	**Yes**
November	**Yes**
December	**Yes**

9 Table 6.2 - UV Reactor 110 Performance Summary

McKinley UV Water Treatment Plant - Train 110							
Month	**OFF-SPEC by TIME Percent**	**OFF-SPEC by Volume Percent**	**OFF-SPEC by Time Minutes**	**Total Run Time Minutes**	**OFF-SPEC By Volume ML**	**Total Treated Volume ML**	**Avg. Log Inactivation**
January	0.0	0.0	0	30	0.0	0.26	4.00
February	0.0	0.0	1	5418	0.0	71.42	4.03
March	0.0	0.0	0	8816	0.0	118.74	4.04
April	0.0	0.0	0	12431	0.0	168.66	3.82
May	0.0	0.0	0	11049	0.0	156.29	3.73
June	0.0	0.0	0	18159	0.0	330.48	3.75
July	0.5	0.9	158	29467	6.9	794.30	3.67
August	0	0	0	21580	0.0	483.95	3.79
September	0.0	0.0	0	17830	0.0	295.06	3.92
October	0.0	0.0	0	11854	0.0	154.23	3.92
November	0.0	0.0	0	8033	0.0	108.19	3.99
December	0.0	0.0	0	6499	0.0	93.74	4.00
Totals	**0.5**	**0.9**	**159**	**151116**	**7.0**	**2775.33**	-

10 Table 6.3 - UV Reactor 120 Performance Summary

McKinley UV Water Treatment Plant - Train 120							
Month	**OFF-SPEC by TIME Percent**	**OFF-SPEC by Volume Percent**	**OFF-SPEC by Time Minutes**	**Total Run Time Minutes**	**OFF-SPEC By Volume ML**	**Total Treated Volume ML**	**Avg. Log Inactivation**
January	0.0	0.0	1	6489	0.0	92.01	4.09
February	0.0	0.0	2	9322	0.0	131.68	4.05
March	0.0	0.0	0	7485	0.0	104.27	4.03
April	0.0	0.0	0	12942	0.0	178.90	3.82
May	0.0	0.0	2	28736	0.1	516.47	3.73
June	0.0	0.0	2	21624	0.1	424.63	3.78
July	0.0	0.0	0	14713	0.0	348.58	3.73
August	0.0	0.0	2	20410	0.0	477.12	3.90
September	0.0	0.0	0	18198	0.0	314.39	4.00
October	0.0	0.0	0	9846	0.0	135.70	4.00
November	0.0	0.0	0	7999	0.0	115.90	4.04
December	0.0	0.0	0	7533	0.0	108.64	4.01
Totals	**0**	**0**	**9**	**165297**	**0.2**	**2948.28**	-

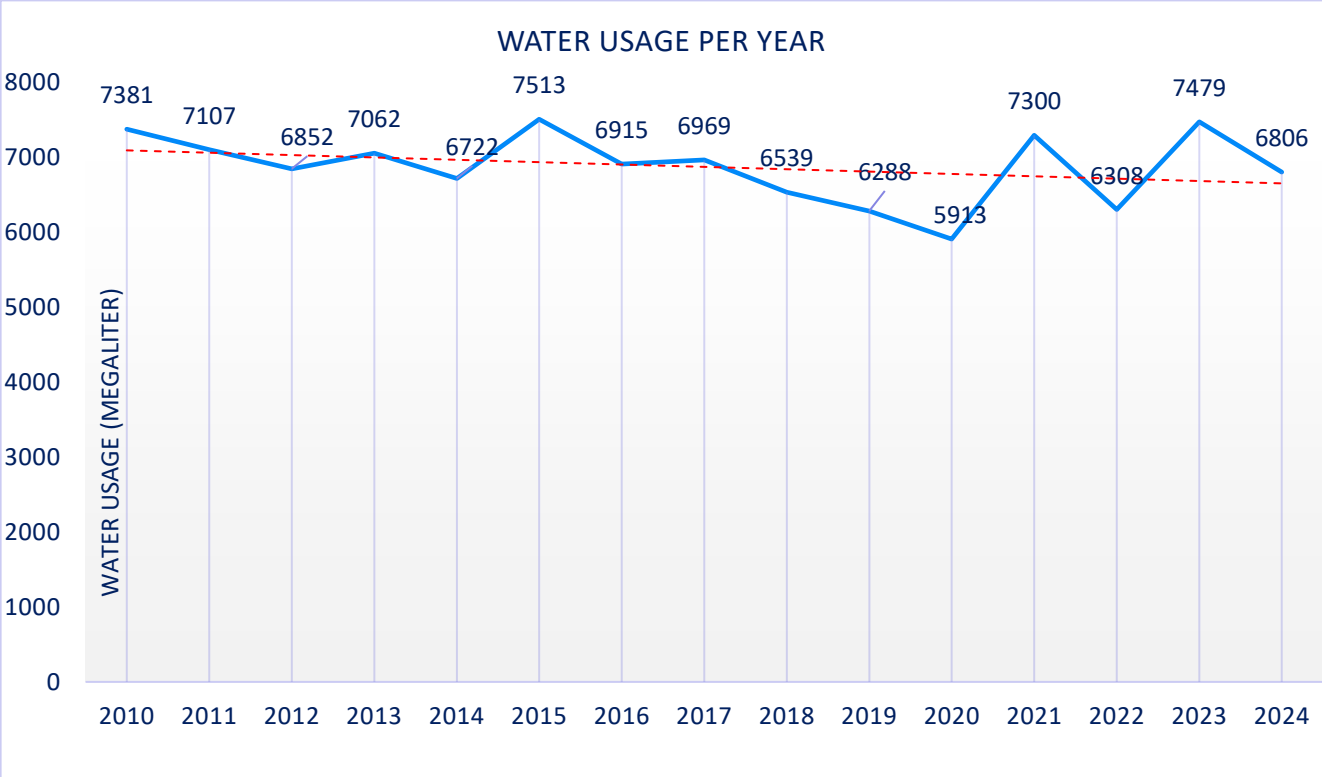
ANNUAL WATER CONSUMPTION STATISTICS

Table 7.0 shows the historic GEID water consumption in Megaliters (ML) and Acre-Feet.

11 Table 7.0 - Combined Annual Water Usage

GEID Water Usage		
Year	**Megaliter (ML)**	**Acre-Feet (ac-ft)**
2010	7381	5984
2011	7107	5762
2012	6852	5555
2013	7062	5725
2014	6722	5450
2015	7513	6091
2016	6915	5606
2017	6969	5649
2018	6539	5302
2019	6288	5078
2020	5913	4794
2021	7300	5919
2022	6308	5114
2023	7479	6063
2024	6806	5518

12 Combined Annual Water Usage Graph



MAINTENANCE AND FLUSHING PROGRAM

Regular inspections, maintenance and water quality testing is performed by certified operators to ensure optimal operation of the GEID water systems. The district performed unidirectional flushing in late-2024 and conducted isolated area flushing as required due to maintenance, repair activities, and to maintain water quality.

13 Flushing in Progress

EMERGENCY RESPONSE PLAN

The emergency response plan is reviewed and updated annually, and copies of the updated plan were provided to IH in December 2024. Updates will include changes to contact numbers (including GEID staff, consultants, contractors and regulatory agencies), as well as changes to the plans that may be required including the addition of new facilities.

CROSS-CONNECTION CONTROL PROGRAM

The cross-connection control program for GEID is administered by the City of Kelowna and results are reported annually to IH in order to protect the quality of the water in our distribution systems.

The City of Kelowna employs a full time Cross-Connection Control Coordinator to develop, implement and maintain a program which focuses an all Industrial, Commercial, Institutional, and Agricultural water customers in our water utility.

The Cross-Connection Control Coordinator checks connections (industrial, commercial, institutional and agricultural) to determine whether pipes, vessels or other devices exist that would allow fluid contaminants to enter the water system by backflow. Potentially hazardous cross-connections are eliminated or backflow prevention assemblies (testable) or devices (non-testable) are installed. All installations are subject to yearly testing and inspection programs administered by the Cross-Connection Control Coordinator.

OPERATOR CERTIFICATION

GEID's water distribution system (Facility 497) is classified as a Level IV system by the Environmental Operators Certification Program (EOCP). Additionally, the McKinley UV Treatment Plant (Facility 2276) is classified as a Level II Facility by the EOCP.

Water system operators are the first line of defense for water quality issues, as they identify, manage, and remedy risks to the water supply. The tasks completed by GEID's operators are essential in ensuring a safe, reliable water supply, including:

- Regular system checks of critical infrastructure such as pump stations and chlorinators
- Daily monitoring of SCADA system to assess system performance
- Response to system alarms 24 hours a day, seven days a week
- Regular water main flushing and as needed to enhance water quality
- Completion of water system maintenance, repair and renewal works
- Instrument testing and calibration
- Water Quality Sampling
- Watershed monitoring and protection

Table 8.0 shows the certification levels of GEID employees as of the end of 2024.

14 Table 8.0 - Current Operations Staff at end of 2024

Name	Certification Level	Position
Brandon Fletcher	Water Distribution Level 4 Water Treatment Level 2	Projects Assistant / Operator
Chris MacKay	Water Distribution Level 4 Water Treatment Level 2	Water Quality Technician / Operator
Dustin Siewert	Water Distribution Level 2 Water Treatment Level 1	Equipment Operator / Operator
Mike Rojem	Water Distribution Level 3 Water Treatment Level 1	Projects Coordinator
Kelvin Giesbrecht	Water Distribution Level 2 Water Treatment Level 1	Operator
Julius Rideg	Water Distribution Level 2 Water Treatment Level 1	Operator
Brad Wallace	Water Distribution Level 2	Water Meter Technician / Operator
Kris Schmidt	Water Distribution Level 2	Equipment Operator / Operator

STAFF CONTACTS

Name	Title	Telephone
Dawn Williams	Administrator	250-763-6506 ext. 102
Kevin Burtch	Operations Manager	250-763-6506 ext. 109
Kayla Walsh	Administrative Treasurer	250-763-6506 ext. 104
Mike Rojem	Projects Coordinator	250-763-6506 ext. 103

AVAILABILITY OF THE REPORT

This report may be found on the District's website at www.geid.ca under the Water Quality tab.

GLOSSARY

Aesthetic Objective (AO) – In terms of drinking water quality, refers standards above which, objectional taste, odour and/or appearance may occur.

Bacteria – many different types of bacterial organisms are found in drinking water. Most municipal treated water is essentially bacteria free due to the addition of chlorine. Some forms of cyst type bacteria have a degree of immunity to chlorine due to the cocoon-like shell around the organism, such as Giardia Lamblia, and Cryptosporidium.

Chemical Parameter – properties of water relating to the molecular composition, such as mineral or metal concentrations.

Chlorine – widely used in the disinfection of water available as a gas, a liquid in sodium hypochlorite, or as a solid in calcium hypochlorite.

Coliform Bacteria – a group of organisms primarily found in human and animal intestines and wastes, and thus widely used as an indicator organism to show the presence of such wastes in water and the possible presence of pathogenic bacteria.

Colour (Apparent Colour (PtCo)) – to determine the colour of water within a sample without turbidity removal.

Contact Time – the time from when the chlorine is added to the water, to when the water reaches the first customers.

Corrosion – the deterioration of a material, specifically metals in water, caused by reactions and affected by complex interactions between pH, hardness, alkalinity and temperature of the water.

CT Values – the product of contact time and free chlorine concentration. It is used to calculate the percent removal of viruses and bacteria.

Disinfection by-products (DBP) – are created when the chlorine added to water reacts with naturally occurring matter in the water.

Disinfection – a process used to eliminate any harmful substance or micro-organism in water.

Drinking Water Protection Regulation (DWPR) – defines regulatory standards under the Provincial Water Act that must be met to ensure water is safe to drink and fit for domestic purposes.

***Escherichia coli* (*E. coli*)** – are bacteria present in the intestine and feces of warm-blooded animals. *E. coli* are a member species of the fecal coliform group of indicator bacteria. Their concentrations are expressed as number of colonies per 100 mL of sample.

Free Chlorine – the quantity of chlorine remaining which has not been consumed in reactions with microorganisms or organic matter. Also referred to as residual chlorine.

Guidelines for Canadian Drinking Water Quality – A document established by Health Canada that recommends standards for potable water. The standards include; Maximum Acceptable Concentrations (MAC), Aesthetic Objectives (AO) and Operational Guidance (OG) for physical, microbiological, chemical and radiological substances in drinking water.

Haloacetic Acid (HAA) - a type of disinfection by-product resulting from the reaction of chlorine and organic matter in the water. The MAC for HAAs in drinking water is 0.0800mg/L.

Hardness – a characteristic of natural water due to the presence of dissolved calcium and magnesium.

Inactivation – to destroy or ensure the loss of the ability to cause disease.

Log Removal – indicates how effective disinfection is in eliminating protozoa. For example, 4-log-i removal guarantees 99.99% disinfection of pathogenic organism, 3-log-i removal guarantees 99.9%, and 2-log-i removal guarantees 99% removal.

Maximum Acceptable Concentration (MAC) – defines the uppermost limit of a parameter before it can become a health concern.

NTU (Nephelometric Turbidity Units) – the standard unit of measurement for turbidity (cloudiness) in water. It detects the amount of light that is scattered by fine suspended particles in water.

Organic – derived from plant or animal matter, as opposed to inorganic matter which is derived from rocks and minerals. Organic matter is characterized by its carbon-hydrogen structure.

pH – the expression of the acidity of a solution by the negative logarithm of the hydrogen ion concentration; pH of 1 is very acidic; pH of 14 is very basic (alkaline); pH of 7 is neutral. The neutral point of 7 indicates the presence of equal concentrations of free hydrogen and free hydroxide ions.

Physical Parameters – these are often observable properties such as colour, taste and odour.

Potable Water – water which is considered safe and fit for human consumption, culinary and domestic purposes and meets the requirements of the health authority having jurisdiction which is the Interior Health Authority in this region.

Raw Water – untreated water from wells, surface sources (i.e. lakes and rivers) or any water before it reaches a water treatment device or process.

Reservoir – a receptacle used for storing water within the water system.

Residual Chlorine – the quantity of chlorine remaining which has not been consumed in reactions with microorganisms or organic matter. Also referred to as free chlorine.

Surface Water – water collecting on the ground or in a stream, river, lake sea or ocean, as opposed to groundwater, which is contained in underground aquifers.

Trihalomethanes (THMs) – the major category of disinfection by-products in chlorinated drinking water. They are caused by the reaction of chlorine with organic matter present in the water. The MAC for THMs in drinking water is 0.100mg/L.

Total Coliform – an indicator group of organisms mostly of intestinal origin used to appraise the microbiological risks to drinking water.

Turbidity – the cloudiness or haziness of water caused by suspended solids that are usually invisible to the naked eye. Its measurement relates to the optical property of water that causes light to be scattered, rather than transmitted through the sample in a straight line. Measured in NTU (Nephelometric Turbidity Units).

Virus – the smallest form of life known to be capable of producing disease or infection, usually considered to be of large molecular size. They multiply by assembly of component fragments in living cells, rather than by cell division as do most bacteria.