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## Certified operator has wrench, will travel

*By Jean-Pierre Joly*

Do you have difficulty operating your system? Is it becoming more difficult to find a trained staff person? Would you like to discuss aspects of your water system with an experienced and certified operator? Would you like that person to be less than 2 hours away and on-call 24x7 for emergencies?

It appears that many water suppliers have difficulty in finding experienced operators. In some cases, those responsible for system operation volunteer their time even though they do not have the full range of experience required. In other cases there is even a shortage of volunteers; and the system is too small to warrant a full-time employee.

In response to this the SIS is developing an Operational Assistance Program (OAP) which will soon be offered to our Registered Users. We are working with prospective Industry Partners to develop a program which will enable EOCP certified operators throughout the province to provide affordable services to community water suppliers. Where appropriate the program will complement the services of existing system operators who will continue to undertake day-to-day tasks.

The OAP will offer a choice of service packages. We have identified three broad levels of service: bronze, silver and gold. Each of these service levels include specific tasks undertaken by the certified operator. Tasks may be undertaken weekly, monthly, quarterly and annually. As a water system manager you can select the package that best meets your needs: you get the certified operator to do what is most important and what is within your budget. Certain tasks may continue to be undertaken by your existing water system personnel, with assistance from the certified operator.

The service packages can include initial system reviews, system condition reports, prioritization of needs, scheduled inspections and maintenance activities, reporting, emergency on-call services and telephone support, and advice on system updates as required such as pump replacements and valve installation.

If you are interested in this program, whether as a water supplier needing services, or a certified operator interested in participating in the OAP, please contact us by email or by phone at the SIS office.

## Guidebook for POE/POU Water Treatment Systems

*By Vernon Rogers P.Eng.*

In our last Newsletter we noted that there is growing interest among small water supply organization in BC in the application of Point of Entry and Point of Use (POE / POU) water treatment technology. A POE / POU installation consists of various items of equipment, for example filters and disinfection units, which when assembled together treat the water to a desired standard. These devices are installed at the home or facility of the consumer.

For More Information:

[www.SustainIS.org](http://www.SustainIS.org)

**Official website of the Sustainable Infrastructure Society. Visit this site to learn more about the Sustainable Infrastructure Society, its mandate, projects, and goals.**

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## Visit

[www.GreenBC.org](http://www.GreenBC.org)

GreenBC.org is affiliated with the Sustainable Infrastructure Society (SIS), and provides an online directory of suppliers and consultants. Managers of water supply organizations and other industry members frequently use the directory when they are seeking products and services.

POE / POU treatment devices rely on similar technologies to those used in central treatment plants. However, while central treatment plants treat all water distributed to the consumer to the same level, POE / POU systems may treat only a portion of the total flow delivered by the water supply system. This may offer advantages to certain water suppliers, for example those in which a substantial portion of the water is used for irrigation. In this case the water supply system may pass untreated water through its distribution system, and install, own and maintain POE /POU devices in all premises at which potable water is required.

SIS is working on a Guidebook to the use of POE / POU by small water suppliers in BC. In the Guidebook the planning, design and installation of a typical POE /POU installation is presented as a series of seven steps. This systematic process can be followed by a community water system when installing a POE /POU system. In Step 1 for example, you assemble information about your system, and consider the needs to be addressed. In Step 2 you identify the resources you will use for your project, and you begin a dialogue with your local drinking water officer. The Guidebook is supplemented by a collection of WorkSheets. The WorkSheets help you to identify water treatment needs, to examine options for meeting those needs, and to plan your water treatment project.

The first edition of the POE / POU Guidebook is currently under review by representatives of small water supply systems, the regional health authorities, equipment suppliers and others interested in this topic. We will provide further information on the SIS web site that will help you learn more about POE / POU. We will also report on the progress of the Guidebook and link to other resources connected with POE/ POU.

We are also preparing a document titled: *"Point of Entry" and "Point of Use" Water Treatment Systems Planning Considerations for British Columbia*. These will be posted on the SIS web site shortly, for access by all Registered Users. If you have not already registered, please go to the website and complete the online registration form.

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## What we hear from YOU

*By Renee O'Leary, Services Manager*

Hello SIS Registered Users – I am Renee O'Leary, your Services Manager. I came on board with SIS this summer, and my job is to support you as you take advantage of SIS programs designed specifically for small water providers.

As a SIS Registered User you have access to our liability insurance program and water rate setting services. We expect to provide access in the near future to programs for certified operator services, water treatment procurement, and SCADA solutions.

During my conversations with several community water suppliers I was surprised to hear about a less obvious impact that boil water advisories may have: users may experience difficulties in selling their homes or experience lower property values when their water system has a boil water advisory in place. We at SIS want to know more about this. If your system has water quality problems that are adversely impacting property values and home sales, we may be able to help. Please feel free to call us. It seems that a boil-water advisory may be more than simply a health issue!