

It Pays to Remediate

If you remediate a Boil Water Notice or solve other water quality problems, you may find:

- **The health risks to your customers are greatly reduced**
- **You meet the requirements of the regional health authority.**
- **You are able to obtain liability insurance for your system.**
- **The value of real estate in your community may increase.**

To benefit in these ways you need to create a management plan that includes your remediation strategy; and you need to find the resources to implement the plan. This brochure helps you to start the process.

Sustainable Water Supplies

Sustainable water supply systems are those with the long-term ability to provide adequate water services while adapting to new regulations and customer demands. We know that smaller systems in BC face major challenges in operating sustainably. For example, studies have shown that systems serving fewer than 500 people require about 8 to 10 times as much capital per cubic meter sold as do systems serving 50,000 persons.

We understand these challenges. We set out to create programs specifically for smaller water systems. We aim to achieve economies of scale by increasing the number of program users. This means we can make programs more affordable over time. And that helps you to make progress towards more sustainable operations.

Our Industry Partners:



Solutions for Community Water Supply Systems

Some problems require coordinated solutions. For example, certain water systems cannot obtain liability insurance because they have a Boil Water Notice (BWN) in place; they cannot remove the BWN until they have effective water treatment; and they cannot provide water treatment until they have the money available.

We aim to provide coordinated solutions. Our programs include access to funding, affordable water treatment and flexible liability insurance.

The Sustainable Infrastructure Society (SIS) was incorporated in 2005 as a non-profit society in British Columbia. Our mission is to create and implement programs which provide convenient and affordable access to products and services for community infrastructure organizations.

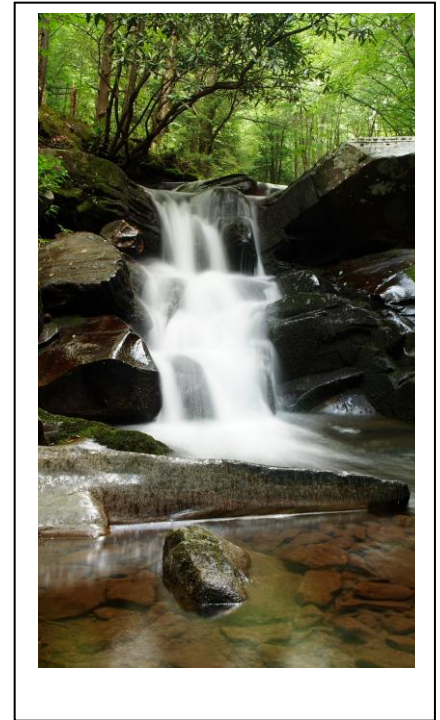


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Click on the "Programs ..." tab at the top.

Remediating Water Quality Problems



Solutions for Community Water Suppliers In British Columbia

Steps in a Remediation Program

To remediate your water quality problem you will need to access various resources. The steps in a remediation program are outlined below. Opposite we list resources available.

1. Characterize Your System: There are several ways to characterize a water system. One of the most straightforward is a “qualitative analysis.” To do this you should identify two basic characteristics of your system: 1) What is your present level of water treatment? 2) What is your source water quality? Then find out which of these categories apply to you: High Risk; Moderate Risk; Low Risk; Very low Risk

2. Collect Information about Your System: You should systematically assemble information about your water system. Make sure you are familiar with the multiple barrier approach to drinking water protection. This will help to guide you in assembling important information such as: status of treatment and method of source protection. You should also collect financial information such as revenues, operating and maintenance costs and asset replacement schedules.

3. Develop a Management Plan: You should create a long-term plan to help you effectively manage your water system. It should include the steps you will take in order to lower risks and manage drinking water quality. The plan should include schedules for system improvements, and long-term financial projections. You require an Operating Permit from your health authority, which will typically include Conditions on Permit (see opposite) with which you must comply. Your management plan should reflect these conditions, and should be prepared in cooperation with the health authority.

4. Implement the Plan: In implementing the plan you should work towards the key milestones identified in your management plan. This enables you to demonstrate that continuous progress is being made in the reduction of risks to customers. During implementation of the plan you should utilize a process for accountability and a process to measure results. And you should have a mechanism for reporting and follow-up, and be clear about the arrangements for effective public notification.

5. Record & Report: As you implement measures to lower risk and improve effectiveness it is important to regularly communicate with both health authority staff and customers on progress. You should systematically record and report results; this provides for a transparent and accountable process. It is important that you work consistently with your health authority. The BC health authorities are enhancing the range of tools available for supporting progress in the remediation of water quality problems.

See our web site for more information: www.WaterBC.ca

Conditions on the Permit

Your Operating Permit is issued by your health authority and will include Conditions on Permit. In the case of the Interior Health Authority these conditions are:

1. **Provide regular public notification & reports.**
2. **Identify funding for system improvements in a master financial plan.**
3. **Collect information for water system remediation.**
4. **Identify treatment or improvement option and apply for a construction permit.**
5. **Install treatment and make system improvements.**

How We Can Help

On our web site we have a section devoted to remediation of water quality problems. And our Industry Partners have specialist experience in:

- **Development of management plans for water supply systems.**
- **Assistance with meeting Conditions on Permit**
- **Affordable water treatment technology for small systems**
- **Development of long-term financial plans.**
- **Access to funding arrangements.**

For more information visit our web site at:

www.WaterBC.ca