

2024 City of Kelowna Annual Water and Filtration Deferral Report



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Table of Contents

Introduction	1
Water System Overview	2
Service Area.....	3
Domestic Water Source and Treatment	4
Domestic (Potable) Distribution System	5
Capital Assets	5
Maintenance	6
Irrigation (non-potable) Water Source and Treatment	7
Reservoir and Dam Inspections.....	7
Irrigation Distribution System	7
System Control	8
Staffing	8
Capital Works Projects	10
Water Metering Program	12
Cross Connection Program	12
Water Quality Monitoring	14
Sample Collection and Frequency.....	14
Source Water Quality Monitoring.....	15
2024 Source Water Quality Observations.....	15
Overall Lake Okanagan Water Quality Health	15
Treated Water Quality Monitoring	17
2024 Treated Water Quality Observations	17
Annual Physical, Chemical and Biological Analysis	17
Pesticides and Herbicides.....	17
Radiological	18
Polyfluoroalkyl (PFAS) Substances	18
Distribution System Testing Program	18
2024 Distribution Water Quality Observations.....	19
Filtration Deferral Requirements	19
Dual Disinfection	20
Protozoa Sampling	20

Source Water Protection.....20

Drainage Water Quality Program.....23

Raw Water Bacteria23

Raw Water Physical Parameters23

Water Production25

Water Sustainability Management28

Water Conservation28

 Landscape Water Conservation Reports (LWCR).....28

Water Restrictions.....28

Water Rebates.....28

Eye-On-Water (EOW)29

QWEL.....29

Irrigation Assessments29

Water Disruption Events30

Emergency Response and Notifications30

 Water Quality Notifications30

Service Requests and Responses31

Long Term Improvements31

Conclusion27

Appendix A28

Appendix B32

Source Water Quality Parameters33

 Turbidity33

 Total Coliform.....34

 E. Coli.....36

 pH37

 Color.....39

 Temperature40

 UV Transmittance.....42

 Algae.....43

Appendix C46

Treated Water Quality Parameters47

 Turbidity47

 Chlorine – Free48

Total Coliform.....50

E. Coli.....50

pH.....51

Color.....52

Temperature54

UV Transmittance.....55

Annual Physical, Chemical and Biological Analysis57

Pesticides and Herbicides.....59

Radiological Parameters.....61

Polyfluoroalkyl (PFAS) Substances61

Appendix D.....63

Distribution Water Quality Parameters.....64

Chlorine – Free64

Total Coliform.....65

E. Coli.....65

Trihalomethanes66

Haloacetic Acids67

Appendix E69

Drainage and Beaches.....70

Introduction70

Creek Monthly Monitoring.....70

Creek Testing during elevated Turbidity at Intakes82

First Flush and Rain Event Monitoring at Outfalls86

Fascieux Creek Rain Event Sampling87

Beach Sampling for *E. coli*88

Tributary and Beach Sampling Sites.....90

Introduction

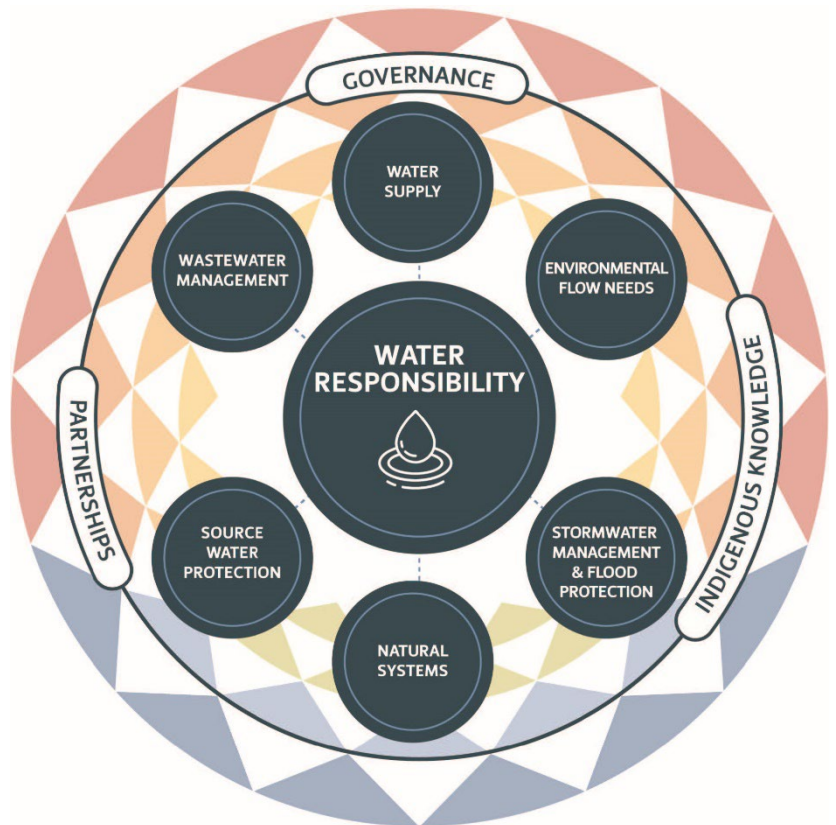
Kelowna is located on the traditional, ancestral, unceded territory of the syilx Okanagan people whose relation to siw̓kʷ (water) is sacred. Our community, as well as many neighboring communities and First Nations, rely on the Okanagan Lake basin to support the land, environment and community.

As required by the *British Columbia Drinking Water Protection Act*, the City of Kelowna (COK) provides the following annual report in accordance with our conditions on permit and conditions on filtration treatment deferral.

“One Water” approach

The city takes a “one water” approach to water stewardship that promotes the integration of water management practices, whether water supports drinking, sanitation, agriculture, recreation or industry, the natural environment and more. This integrated approach involves coordinating between six key sectors of water management: water supply, wastewater management, environmental flow needs, source water protection, natural assets, and stormwater management and flood protection.

This more holistic, “one water,” approach to water management is reflected in the circle, which shows how the six key sectors are supported by the three foundational elements of water responsibility – Governance, Partnerships, and Indigenous Knowledge.



The City of Kelowna’s primary focus is to provide sustainable, quality drinking water from source to tap for the customers of the Kelowna Water Utility. For further details on the content of this report or to request additional information, please contact the City of Kelowna Utility at 250-469-8502 or email watersmart@kelowna.ca.

Water System Overview

The City of Kelowna water utility is one of four water providers operating within the municipal boundary and services approximately 86,000 residents. Within the water boundary, there is one main potable water distribution system that services over 99% of the population that includes the Poplar Point, Eldorado, and Cedar Creek pump stations and one small water system that services approximately 300 residents via the Swick Road pump station.



The northern industrial area of the city boundary, bordering Lake Country, is supplied with water from Okanagan Lake by the District of Lake Country Water Utility through infrastructure maintained by COK.

The Utility operates a dedicated non-potable water distribution network in Southeast Kelowna that primarily supplies irrigation water for the agricultural farming community. Although the system is active year-round, the vast majority of water demand is met between May through October. The water source for this system stems from a series of upland water reservoirs and funneled through Hydraulic Creek.



Service Area

The defined geographical service area for Water Utility customers is bordered by Lake Okanagan to the West and three water districts to the East as presented in Figure 1.

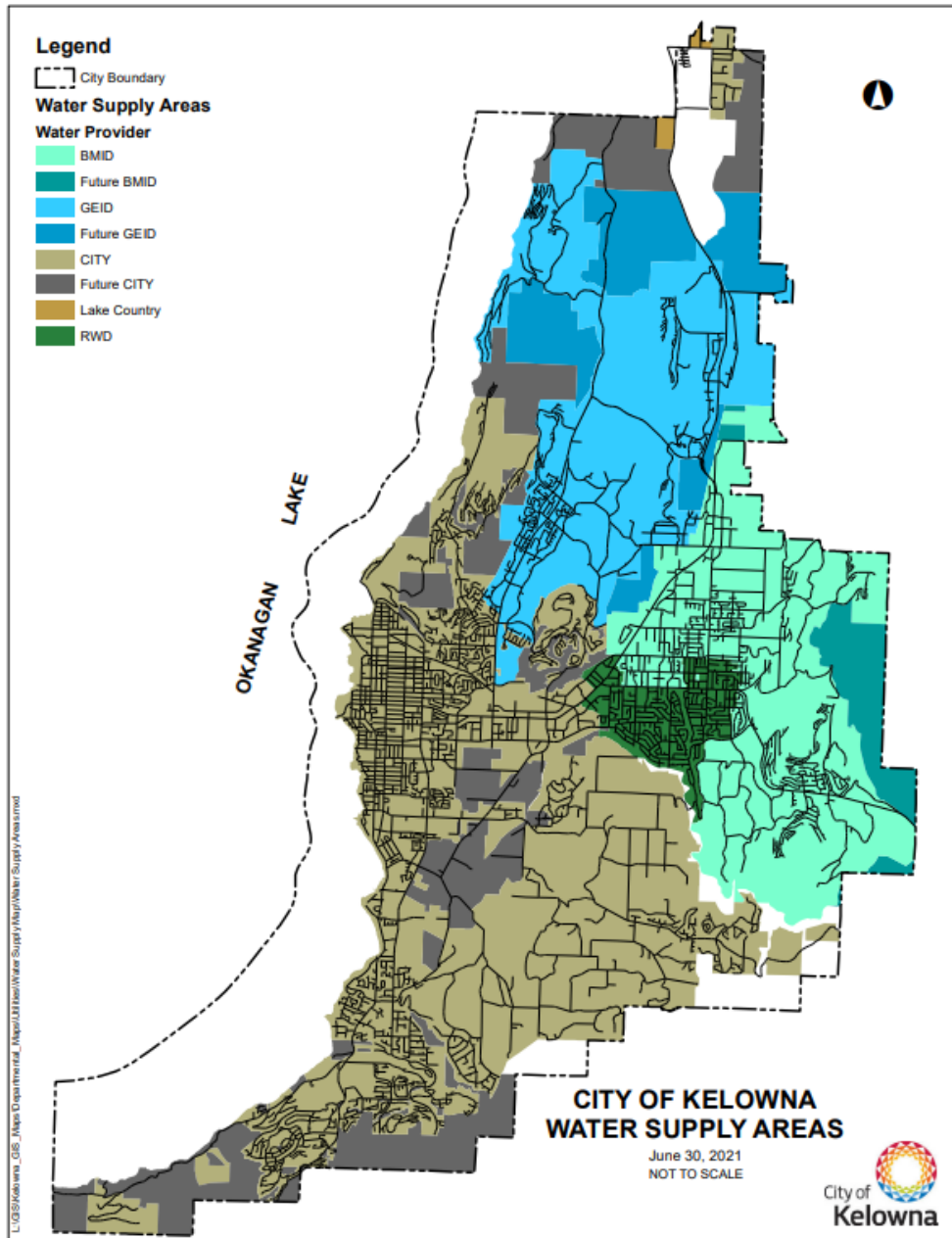


Figure 1. Water Supply area for the City of Kelowna Water Utility and surrounding water districts

In 2024, the Glenmore Ellison Irrigation District agreed to begin a three-year transition to merge with the Kelowna Water Utility and will continue to operate under GEID and generate annual reports independently through the process.

Domestic Water Source and Treatment

Okanagan Lake is considered a fjord lake of glacial origin and is used as a water source by several communities in the North, Central, and South Okanagan. The lake is 135 km long, between 4-5 km in width, surface area of 348 km² and has a maximum depth of 232 meters. Major inflows primarily consist of Mission, Vernon, Trout, Penticton, Equisis, Kelowna, Peachland, and Powers Creeks and is drained at the south end by the Okanagan River and continues through to a series of lake chains until it reaches its confluence with the Columbia River in the United States.

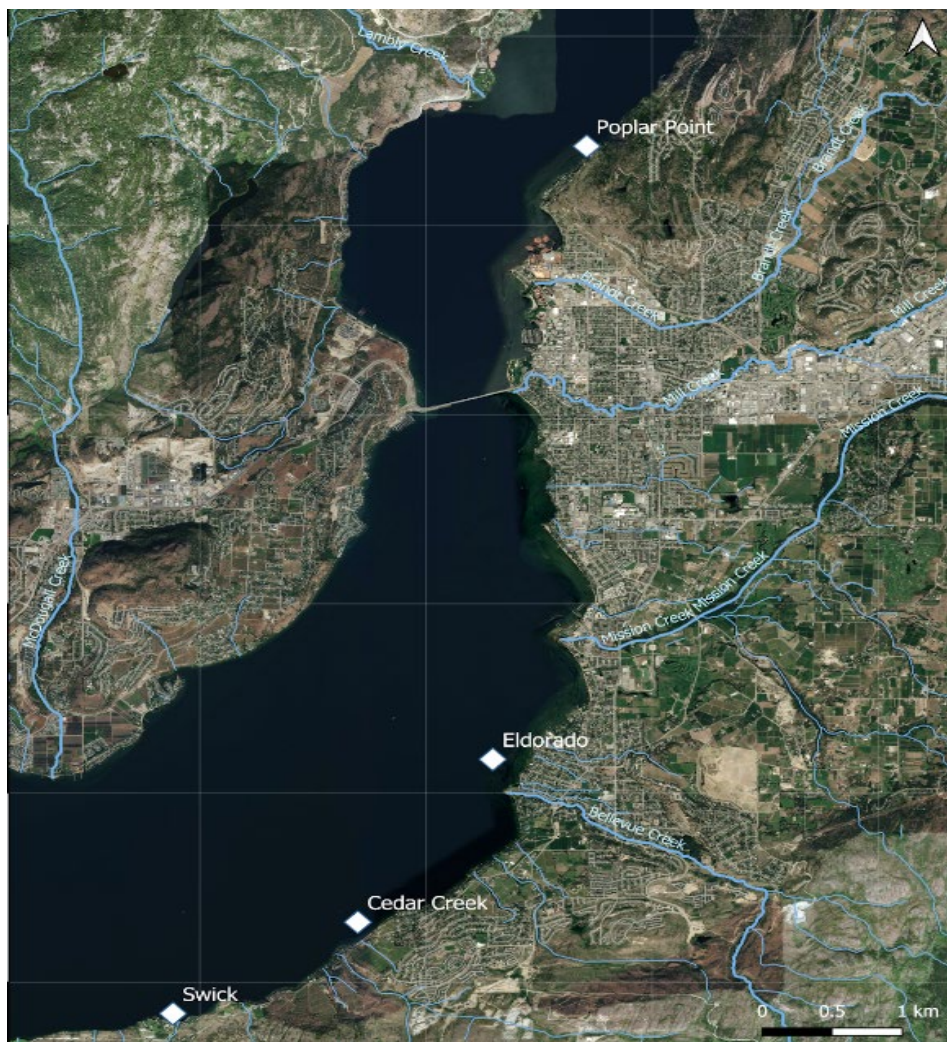


Figure 2. City of Kelowna Water Utility Intake locations

OK Utility is licensed to draw water from Okanagan Lake through 3 primary intakes (Poplar Point, Cedar Creek, and Swick) and 1 seasonal intake (Eldorado) that is typically only utilized during peak water demand periods. Intake locations have been designed and constructed to draw water at designated lake depths to minimize impact of suspended material, microorganisms, and chemical influences. A groundwater well (O'Reilly) is also licensed to supplement drinking water seasonally as irrigation demands increase in Southeast Kelowna.

The city water system is classified as an EOCP Level 2 water treatment system and employs a multi-barrier treatment approach that consists of UV dosing and chlorination disinfection prior to the water entering the distribution system. This aligns and complies with the “Drinking Water Treatment Objectives (Microbiological) for Surface Water Supplies in BC” as established and adopted by the Ministry of Health – Health Protection Branch.

Utilizing multiple intakes ensures that there is water source redundancy if an intake needs to be taken off-line due to water quality issues in localized areas and provides some flexibility to redirect water volume to meet demand. The Swick System remains the only independently connected intake due to the remote geographical location. Cedar Creek intake had upgrades completed in 2020 that increased the pump capacity from 15,000,000 L/day to 38,000,000 L/day (Table 1).

Intake	On-site Treatment	Depth to top of Intake (m)	Intake Clearance to Lake Bottom (m)	Pump Capacity (L/day)	Date Commissioned	Modifications
Poplar Point	UV, Chlorine	26	1	75,000,000	1985	UV Treatment (2005)
Eldorado	UV, Chlorine	14	0.3	25,000,000	1972	UV Treatment (2005)
Cedar Creek	UV, Chlorine	20	1.5	38,000,000	2006	UV Treatment (2015)
Swick	UV, Chlorine	16	1.2	1,200,000	1984	UV Treatment (2005)

Table 1. City of Kelowna Water Utility intake specifications

Intakes are inspected annually to ensure the integrity of the screens are maintained, intake clearance is adequate, and any buildup of material on the screens is noted and cleaned as necessary.

Domestic (Potable) Distribution System

The Poplar Point, Cedar Creek, and Eldorado water distribution systems are classified as EOCP level IV based on population served, water storage capacity, flow, and pumping ability. The Swick distribution system is classified as a Small Water System as is the O-Reilly groundwater well system that is seasonally used to supplement water to the Hall Road area residents in Southeast Kelowna.

Capital Assets

The COK potable distribution system consists of 5 pump stations with UV and chlorination, 2 re-chlorination stations, 19 booster stations, 26 balancing reservoirs that delivered over 15 million cubic meters of water to customers in 2024. Over 500km of pipe make up the potable network and consists of various materials and sizes (Table 2). The Utility asset replacement program prioritizes the replacement of Cast Iron and similar types of material that was used prior to 1978. This is typically done in conjunction with road improvement projects in those areas.



Pipe Material	Length of Service (km)
Asbestos Cement	149.9
Cast Iron (CI)	8.8
Concrete - RCCP	14.0
Copper	1.5
Ductile Iron	24.2
Galvanized	0.1
High Density Polyethylene	13.8
PVC	334.6
PVCO	1.5
Steel	0.3
Thermal Lined Ductile Iron	0.7
Total	549.4

Table 2. Potable Water distribution system pipe material in use

A total of 1.6 km of AC pipe and 1.1 km of CI pipe were replaced with PVC throughout the distribution system in addition to 6.8 km of new pipe added in 2024.

The age, condition, and value of the infrastructure assets are reviewed annually and tracked through Cityworks asset management system to ensure that sufficient funding is set aside for the repair or replacement of the assets over the lifespan.

Asset Category	Dimension	Replacement Value (millions)
Water main	639km	\$793
Booster Stations	19	\$45
PRV Stations	86	\$115
Meters	21,736	\$23
Reservoirs	26	\$76
Source Water Pump Stations	4	\$98
UV Reactors	4	\$8
Total		\$1,157

Table 3. City of Kelowna Potable Water System Asset inventory value

Maintenance

The Utility has a goal of flushing all high impact pipes and servicing all hydrants in a calendar year to reduce sediment, scaling build-up, and maintain optimum water quality. Of the 638.9 km water mains, a total of 483.8 km of pipes were flushed (76% completed) and 2643 hydrants were serviced (100% attendance rate) in 2024. Residents may have noted slight discoloration in their water after flushing but is still considered potable. In the event of cloudy water after area flushing, residents are encouraged to run their taps until the water runs clear.

Irrigation (non-potable) Water Source and Treatment

Although not part of the potable domestic water system, the Southeast Kelowna Irrigation system plays an important role in the supply of water to the Agricultural community. The water source primarily comes from a series of upland reservoirs in the Hydraulic Lake Watershed that covers approximately 140 km² and relies predominantly on snowpack for replenishing annual water supply. The reservoirs feed tributary streams that converge to supply the water intake located on Hydraulic Creek, which employs a single-barrier water treatment consisting of coarse mechanical screening and chlorine dosing. Chlorine residuals are seasonally maintained as they play a vital role in minimizing the growth of bacteria and pipe slime which can clog pipes, fittings, and coat sensor equipment. It is also necessary to maintain the City's goal of having irrigation water meet Canadian Agricultural Water Quality guidelines.



McCulloch Reservoir

Reservoir and Dam Inspections

The McCulloch Reservoir system, located approximately 20 km south east of Kelowna, is a series of lakes that store water for the purpose of irrigation. Within the watershed creeks contribute water to the lakes which include dams to hold back water for over 500 irrigation customers in Southeast Kelowna. Regular inspections are carried out to monitor the integrity and performance of the dams. Monitoring and inspections are critical elements of operation that identify areas of required maintenance or improvements. With a dry growing season and a less than average snow pack in 2024 the McCulloch system ended the year slightly below average levels.

Additional work was planned in 2024 on the rehabilitation of the Turtle Lake dam. Geotechnical assessments took place on these dams to quantify the internal structural integrity of the dams to assist in the design of the remediation work. Early contractor engagement and construction is planned for 2025.

Irrigation Distribution System

The bulk of the current irrigation distribution system was installed in the late 1960's and consists of a gravity fed intake system, 4 reservoirs, a chlorine dosing station, a debris clearing screen, 5 diversion channels, 36 pressure reducing stations, and over 50km of distribution pipe. Due to the age and technical limitations of the Irrigation water meters, a full replacement program was completed in 2022. These have all been equipped with cellular transmitters that allow for remote meter reads daily to assess demand and measure water use.



System Control

The operation and maintenance monitoring of the water quality, operating pumps, reservoir water levels, distribution system water pressures are all conducted using a Supervisory Control and Data Acquisition Software (SCADA) program. Connected by wireless links, the SCADA software remotely collects information from sensors at all the pump stations and reservoirs and other points in the distribution system. The software interprets the receiving data and automatically adjusts pumps and system settings to maintain pre-defined operating requirements. When an issue is detected within the system, the SCADA system issues alerts and alarms to water system operators who then respond to the concerns.



Staffing

Section 12 of the *Drinking Water Protection Regulations* (DWPR) refers to the qualification standards for water system operators. In this section, the “Environmental Operators Certification Program” (EOCP) is required for certification of operators to maintain, operate, or repair a water system. The qualification levels required for operators are determined by the class of the system under the EOCP. The current list of water system operators and certification levels are listed in Table 4, which includes Dam Inspection and Maintenance.



Name	Job Title	Water Treatment			Water Distribution				Chlorine Handling	Dam Inspection & Maintenance
		I	II	III	I	II	III	IV		
B. Stuart	Water Supply & Pump Stations Supervisor									
S. Saran	Water Supply Foreman									
J. Hilstob	Water Supply Operator II									
D. Sharpe	Water Supply Operator II									
D. Enns	Water Supply Operator III									
R. Hogan	Water Supply Operator II									
D. Van Asseldonk	Water Supply Operator II									
P. Atwood	Water Supply Operator II									
T. Hall	Water Supply Operator II									
D. Allingham	Water Supply Operator III									
R. O'Brien	Water Supply Operator II - Training Op.									
R. Day	Electrical Foreman									
S. Morane	Instrument Technician									
R. Aylard	Instrument Technician									
B. Mandryk	Control Systems Specialist									
C. Jensen	Maintenance Foreman									
M. Hughes	Water Supply Millwright									

Name	Job Title	Water Distribution				Chlorine Handling
		I	II	III	IV	
D. Schwarz	Water Distribution Supervisor					
D. Francis	Water Distribution Foreman					
D. King	Utility Services Person					
J. Melrose	Utility Services Person					
A. Cossacchi	Water Distribution Operator II					
L. Lewis	Water Distribution Operator II					
M. Scheidl	Water Distribution Equipment Operator					
B. Callioux	Hydrant and Valve Maintenance Attendant					
C. Van Steinburg	Hydrant and Valve Maintenance Attendant					
S. Pinkney	Water Distribution Operator I					
J. Pettorosso	Water Distribution Operator I (in training)					
J. Daoust	Water Distribution Operator I (in training)					

Name	Job Title	Water Distribution		Wastewater Collection	
		I	II	I	II
M. Thomas	Construction Manager				
J. Peterson	Utilities Construction Foreman				
C. Beitel	Utilities Construction Foreman				
L. Miles	Utilities Construction Foreman				
S. Neetz	Utilities Construction Foreman				
R. Ihaksi	Pipelayer II				
J. Lahn	Pipelayer II				
C. Saukarookoff	Pipelayer II				
C. Fenton	Pipelayer I				
T. Kirbyson	Pipelayer I				
R. Spargot	Pipelayer I				
R. Wood	Pipelayer I				
P. Andruschak	Equipment Operator V				
D. Bransfield	Equipment Operator V				
P. Jamison	Equipment Operator V				
K. Lefebvre	Equipment Operator IV				
D. Fetterer	Equipment Operator III				
K. Mintram	Equipment Operator III				
B. Doig	Hydro-Excavation Operator				

Table 4. City of Kelowna Water System Operators certification levels

COK employs a diverse and experienced team who are responsible for managing all aspects of the Water Utility operations. This includes managers, supervisors, operators, technicians, electricians, millwrights, technical engineers, and support staff.

Staff	Role
K. Van Vliet, P.Eng., M.Eng.	Utility Services Manager
M. Logan, P.Eng.	Infrastructure General Manager
A. Weremy, P.Eng., M. Eng.	Water Operations Manager
B. Stuart, WQT	Water Supply and Pump Stations Supervisor. Designated Chief Operator
D. Schwarz, P.Ag.	Water Distribution Supervisor
B. Beach, P.Eng.	Infrastructure Delivery Manager
R. MacLean, P.Eng.	Utilities Planning Manager
M. Thomas	Construction Manager
J. Ramsden	Communications Advisor
R. MacLean, P.Eng.	Utilities Planning Manager
E. Hoppe, B.Sc., P.Chem.	Water Quality and Customer Care Supervisor
D. Enns	Cross Connection Control Program Coordinator
L. Jablonski, WQT	Water and Wastewater Quality Technician
D. Bachmann, WQT	Water and Wastewater Quality Technician

Table 5. City of Kelowna Water System Managers and Support Staff

Capital Works Projects

Several capital projects were scheduled and completed in 2024 that involved upgrades and improvements to existing water infrastructure and drainage systems that totaled over \$11.5 million. Projects were initiated and completed according to government grant funding stipulations, priority, contractor pricing, conjunction with other road construction projects, and long-term development planning.



Water Capital Projects 2024	Description	2023 Budget	Level of Completion
Upgrade	Oversize - Sutherland Ave Watermain	\$ 410,000	Complete
Upgrade	Offsite & Oversize	\$ 5,500	Ongoing Program
Upgrade	McClain Pressure Reducing Valve Upgrades	\$ 512,500	In Progress
Upgrade	Glenwood Ave Replacement	\$ 10,000	In Progress
Upgrade	South End Water Upgrades (inc. SOMID Decommissioning)	\$ 182,000	Complete
Upgrade	Kettle Valley Reservoir Upgrade	\$ 56,000	In Progress
Upgrade	Ash Rd PRV Upgrades	\$ 388,500	In Progress
Upgrade	Lochview PRV	\$ 18,000	In Progress
Upgrade	Timberline PRV	\$ 3,000	In Progress
Replacement	Raymer Avenue, Ethel to Gordon	\$ 902,000	In Progress
Upgrade	549 Knowles Extension	\$ 1,100	Complete
Upgrade	Hazell Watermain Replacement	\$ 15,000	Complete
Upgrade	Snow Runoff Hydrology	\$ 10,000	Complete
Upgrade	Coronation Ave (Ethel to Graham)	\$ 12,000	Complete
Upgrade	Daon Booster Station	\$ 78,500	In Progress
Upgrade	Eldorado Pump Station Chlorine Upgrades	\$ 81,000	In Progress
Upgrade	Stockwell Ave Upgrades	\$ 27,000	In Progress
Upgrade	Harvey Pandosy Right Turn	\$ 45,000	Complete
Upgrade	Poplar Point Water Pumps	\$ 72,000	In Progress
Replacement	Reekie PRV	\$ 40,000	In Progress
Upgrade	Skyline Pump Station Repairs and Safety Upgrades	\$ 49,000	Complete
Upgrade	Summit Reservoir	\$ 2,709,000	In Progress
Upgrade	Royal View Transmission	\$ 402,500	In Progress
Upgrade	Altura Rd Fireflow Upgrade	\$ 3,500	Complete
Upgrade	Coronation Ave (Richter to Ethel) Fireflow Upgrade	\$ 667,000	In Progress
Upgrade	Buck Rd Fireflow Upgrade	\$ 400,000	Complete
Upgrade	Buck Rd Fireflow Upgrade - HAF	\$ 374,000	In Progress
Upgrade	Alta Vista Fireflow Upgrade	\$ 2,600	In Progress
Replacement	Laurel Fireflow Upgrade	\$ 500	In Progress
Upgrade	Eagle/Fairway Fireflow Upgrade	\$ 500	In Progress
Upgrade	Dam Repairs - Turtle Lake	\$ 271,000	In Progress
Upgrade	Dam Repairs - Irrigation Intake	\$ 2,000	In Progress
Upgrade	Chemical Storage Tank Replacement - Kettle Valley UV Facility	\$ 11,000	In Progress
Replacement	Poplar to Dilworth Transmission	\$ 133,000	In Progress
Replacement	Pump Station UV Assessment and Mitigation Improvements	\$ 76,000	In Progress
Upgrade	Osprey Ave Watermain	\$ 30,000	Complete
Replacement	Meter Installations	\$ 173,000	Ongoing Program

Water Capital Projects 2023	Description	2023 Budget	Level of Completion
Replacement	Water Meter Replacement - Stage 3	\$ 773,000	Ongoing Program
Replacement	Water Meter Replacement - Stage 4	\$ 737,000	Ongoing Program
Upgrade	Water Supply Equipment Renewal	\$ 14,000	Ongoing Program
Upgrade	Bulk Fill Station	\$ 30,000	In Progress
Upgrade	Clifton (Rop-Boppart)	\$ 112,000	Complete
Upgrade	Jaud Rd Watermain	\$ 23,000	In Progress
Replacement	Hydrants	\$ 73,000	Ongoing Program
Replacement	Hydrants - HAF	\$ 416,000	In Progress
Upgrade	Non-Potable System Capital Planning and Design	\$ 188,000	In Progress
Upgrade	Hall Rd Relief Auto Flusher	\$ 21,000	In Progress
Upgrade	1050 Gallagher's Stabilization	\$ 992,000	In Progress
2024 Total Investment		\$ 11,552,700	

Table 6. Drinking Water capital projects

Water Metering Program

The utility has over 20,000 water meters installed for monitoring and invoicing purposes and is currently being upgraded as part of the asset replacement plan. The addition of cellular endpoints to all new meters allows for remote meter reading transmission in near real time and provides access to owners to see their personal water use data through a free, on-line download app called Eye-on-Water. This program also allows owners to receive automated notification of continuous water use that may indicate a potential water leak. This allows customers to minimize potential property damage, reduce water bills, and reduce water waste.



Cross Connection Program

The City of Kelowna Cross Connection Control (CCC) Program is a requirement of the water system Operating Permit issued to the City by the Interior Health Authority, and part of the Assessment response plan as required under the BC Drinking Water Protection Regulation. The purpose of the CCC Program is to protect public health by identifying and eliminating cross connections and preventing backflow occurrences between the potable water supply and non-potable sources.



Program Scope

The Cross Connection Control program applies to all water customers within the city regardless of their water purveyor. The City of Kelowna manages the program on behalf of all four major Kelowna water providers. Although the program applies to all customers, it is focused on Industrial, Commercial, Institutional, and Agricultural customers.

Protection of the potable water system is accomplished through:

- Identification and classification of hazards
- Installation and testing of approved backflow devices
- Assessments and inspections
- Enforcement of compliance with Federal, Provincial and Municipal regulations, plumbing codes, CSA standards, and City of Kelowna Bylaws
- Education and awareness.

Annual Testing

Consumers connected to the public water supply in the city share the responsibility of protecting the water system from the backflow of contaminants. The assembly owners are required to contact the services of a qualified tester and submit a passing test report for the assembly(s) annually.

Purveyor	Accounts	Devices
City of Kelowna	2369	4997
Glenmore Ellison Irrigation District	401	1123
Black Mountain Irrigation District	421	913
Rutland Water Works	198	427
Total	3389	7460

Table 7. Summary of 2024 Cross Connection Backflow Accounts and Devices

Dual Water System Protection

The Utility takes ownership of the testing responsibility of approximately 650 DCVA backflow preventors in Southeast Kelowna. These backflow preventors are a requirement to protect domestic water services installed on properties that have access to the non-potable irrigation water or are engaged in an agricultural activity.

Water Quality Monitoring

The COK Water Quality Program references the following regulations and guidelines to develop a formal reporting and monitoring program:

- *Guidelines for Canadian Drinking Water Quality (GCDWQ)*
- *British Columbia Approved Water Quality Guidelines*
- *British Columbia Drinking Water Protection Act and Regulation (DWPA)*
- *Drinking Water Treatment Objectives for Surface Water in BC*
- *IHA Decision Tree for Responding to Turbidity Events in Unfiltered Water*



The *Guidelines for Canadian Drinking Water Quality* are based on the current, published scientific research related to the health effects, aesthetic effects, and operational considerations. Health based guidelines are established based on comprehensive review of the known health effects associated with each contaminant, on exposure levels and on the availability of treatment and analytical techniques. The highest priority guidelines are those dealing with microbiological contaminants such as bacteria, protozoa, and viruses.

Sample Collection and Frequency

A source to tap drinking water quality monitoring program is a function of source water quality, water treatment, and water quality through the distribution system. As a result, the monitoring of the COK drinking water quality consists of 4 main sampling and information collection components:

- Source Water Monitoring
- Monitoring the outflow of Wastewater Treatment Plant
- Monitoring of the Pump Intakes and Distribution System
- Customer Concerns and Service Requests

The sampling location, frequency, and water quality parameters required at each of the source to tap sites are reviewed yearly, approved by IHA, and samples collected as per frequency referenced in the COK Water Utility Water Quality Sampling Guidelines ([Appendix A](#)). Qualified field and lab technicians perform more than 500 monthly tests on source and distribution water at over 80 sites throughout the system. Sampling sites include various locations from Okanagan Lake, tributary creeks, pump stations, reservoirs, booster stations, valve chambers, and final tap source points.

Data collection consists of SCADA monitoring, field measurements, in-lab testing, and submission of samples to a third party, accredited laboratory as part of the quality assurance program. Analytical results are entered into the WaterTrax software database, which can alert water operation staff and utility management if specific parameters exceed operational or water quality guidelines as outlined in the CDWQG.

Source Water Quality Monitoring

Over 2,000 combined source water samples were tested from Okanagan Lake drawn from each of the four intake locations. The samples are taken prior to both UV and Chlorine treatment and analyzed for a variety of water quality parameters either on-site at the COK laboratory or at the certified lab as per monthly sampling schedule. Detailed chemical and biological parameter descriptions, graphical trends, and related WQ objectives are listed in [Appendix B](#) and include the following:



- [Turbidity](#) (Table 11, Figures 9-10)
- [Total Coliform](#) (Table 12, Figures 11-12)
- [Escherichia coli](#) (E. Coli.) (Table 13, Figures 13-14)
- [pH](#) (Table 14, Figures 15-16)
- [Color](#) (Table 15, Figures 17-18)
- [Temperature](#) (Table 16, Figures 19-20)
- [UV Transmittance](#) (Table 17, Figures 21-22)

2024 Source Water Quality Observations

- Turbidity had no exceedances above 1 NTU at any of the intake locations. Overall concentration has been consistent over the past 5 years.
- Higher counts of Total Coliform at all intakes while E.coli. counts have trended lower.
- Algae counts (Cyanobacteria) continue to trend higher.
- pH continues to trend to a more alkaline state over the past 5 years.

Overall Lake Okanagan Water Quality Health

In addition to internal testing program, the COK is part of an annual *Collaborative Okanagan Lake Water Quality Study* that is generated annually by Larratt Aquatic Consultants on behalf of various municipalities and districts that discharge into Okanagan Lake. This report is submitted to the Ministry of Environment as part of the condition on permit for wastewater operations. The report examines the general physical, chemical, and biological health of Lake Okanagan and water quality trends that may be influenced by tributaries as well as outfalls from treatment plants. Parameters in the Central Okanagan area generally all fell within water quality objectives published (Nordin, 2005) and accepted by the Ministry of Environment.

Observations

The effects of Climate Change are already being felt in the Okanagan in recent years with repeated swings between large freshets and intensely dry summers; 2024 was hotter and much drier than usual and followed the exceptionally dry 2023, the driest year on record for the Okanagan. While the results to date indicate that all of Okanagan Lake exhibits evidence of human activities, the Armstrong Arm is most impacted by continued

human activities and watershed degradation, a situation likely to get worse because of the White Rock Lake wildfire; major flooding occurred on the Whiteman Creek drainage during freshet 2023; fortunately, the freshet was very weak in 2024 leading to minimal new watershed erosion. This site had the most exceedances and the most problematic trends, that is, trends moving parameters towards greater exceedances and poorer water quality.

Nutrients

Total nitrogen had been identified as increasing during this study but appears to have stabilized in recent years except for the Armstrong Arm where a declining trend was observed from 2017-2024. Total nitrogen exceeded the water quality objectives at Summerland, Kelowna, and Okanagan Centre during 2024. There was a multi-decade long increasing trend in nitrate in Okanagan Lake deep water samples, but concentrations were stable or declining throughout the lake during the past 5 years, likely related to recent years of extreme drought. This is part of a decades long increasing trend in hypolimnetic nitrate in Okanagan Lake that has continued through multiple wet-dry climate cycles and is likely caused by increasing human impacts within the Okanagan region.

Phosphorus concentrations were highest in the Armstrong Arm where they exceeded the objective during 2024. There were increasing trends in TP from 2011-2024 at all four sites driven in part by increases during wet years such as 2017-2018. The Armstrong Arm is more heavily impacted by human activities and has numerous phosphorus sources such as nutrient enrichment of the Deep Creek watershed from over 100 years of agriculture, and the rise may become exacerbated by nutrients shed from the areas burned during the 2021 White Rock Lake fire. Dissolved phosphorus (TDP) and ortho-P represent the more bioavailable forms of phosphorus and were stable or declining at Summerland, Kelowna, Okanagan Centre while TDP increased at the Armstrong Arm. TDP was elevated at Okanagan Centre since the 2021 White Rock Lake and 2023 McDougall Creek wildfires heavily damaged the north basin watershed. Samples from the Armstrong Arm exceeded the nitrogen-phosphorus ratio objective in 2024, with a decreasing trend in that ratio from 2011-2024 at all sites.

Biological and Phytoplankton

Chlorophyll-a (chl-a) concentrations increased each spring during the annual spring high algal growth period and then decreased over the summer and into the fall. Peak chl-a was moderate at all sites during 2024. Previous research by ENV has identified a one-year lag between major nutrient inputs and increases in phytoplankton productivity so it was expected that 2024 productivity would be higher after the large 2022 freshet. As expected, the phytoplankton biovolume was high and did not meet the objective at any site during 2024.

The taxonomic data indicated that cyanobacteria numerically dominated the phytoplankton samples in 2024, as in every year studied. Samples from all sites exceeded the <5% heterocystous cyanobacteria objective during 2024 with Armstrong Arm particularly affected by these cyanobacteria.

Treated Water Quality Monitoring

Similar to the source water sampling program, over 2,750 combined treated water samples were tested from each of the four intake locations immediately post UV and Chlorine treatment. The purpose of this monitoring program is to establish that the treatment is effectively removing or neutralizing any microbiological threat, improving, or at least not deteriorating the chemical and physical quality of the drinking water, and complying with the established GCDWQ health and aesthetic guidelines.



Detailed chemical and biological parameter descriptions, graphical trends, and related water quality objectives are listed in [Appendix C](#) and include:

- [Turbidity](#) (Table 18, Figures 23-24)
- [Free Chlorine](#) (Table 19, Figures 25-26)
- [Total Coliform](#) (Table 20)
- [Escherichia coli](#) (E. Coli.) (Table 21)
- [pH](#) (Table 22, Figures 27-28)
- [Color](#) (Table 23, Figures 29-30)
- [Temperature](#) (Table 24, Figures 31-32)
- [UV Transmittance](#) (Table 25, Figures 33-34)

2024 Treated Water Quality Observations

- Turbidity briefly exceeded 1 NTU at Swick but remained below guidelines over 24 hours. Overall, the 5-year trend indicated decreasing concentrations at intakes.
- Treatment remained effective through complete deactivation of Total Coliform and E. coli. bacteria
- pH, color, chlorine residual, temperature, and UVT results were acceptable and remained consistent with the previous year.

Annual Physical, Chemical and Biological Analysis

In addition to the on-site and in-lab analytical testing program, COK submits treated water samples to an external accredited laboratory for full comprehensive physical, chemical, and microbiological analysis from each of the Intake sites. The purpose of utilizing an external lab is to verify internal test results as a quality control check and evaluate a broader range of compounds and highlight any water quality health concerns.

There were no exceedances of aesthetic or health maximum guidelines of any parameters listed and no significant trends relative to previous years of historical comprehensive analysis ([Table 26](#)).

Pesticides and Herbicides

The Okanagan valley is renowned for its long-standing agricultural industry and continues to be a hallmark of the BC interior region. Farming practices have commonly included the application of a variety of pesticides and

herbicides over the past 80 years. Although many of the hazardous compounds have been phased or legislated out, there are still some legacy chemical compounds that are monitored due to their lifespan in the environment. Due to the proximity of the agricultural land to Okanagan Lake, Herbicides and Pesticides are tested on a four-year cycle. Since the beginning of the quadrennial screening practice in 2000, none of the scanned Pesticides or Herbicides have been detected in any of the samples to date ([Table 27](#)). The test was completed in 2021 and is next scheduled for 2025.

Radiological

Radionuclides are naturally present in the environment and have been surveyed in various regions throughout British Columbia of which Uranium is the most common isotope identified in the Okanagan. Leaching of these radio nuclides into ground water is of concern and therefore are measured against health standards. Maximum acceptable concentrations in drinking water have been established for three natural isotopes (²¹⁰Pb, ²²⁶Ra, and ²³⁶U) and four artificial isotopes (⁹⁰Sr, ¹³¹I, ¹³⁷Cs, and H₃-Tritium). To date, there has not been any significant Gross Alpha or Gross Beta radio nuclides found in the drinking water ([Table 28](#)). The test was last completed in 2022 and is scheduled again in 2026.

Polyfluoroalkyl (PFAS) Substances

PFAS, or per- and polyfluoroalkyl substances, are a group of thousands of human-made chemicals that are widely used in various industrial and consumer products due to their water, grease, and stain-repellent properties. They are very stable and persistent in the environment and can accumulate in living organisms, including humans, leading to potential health concerns. Testing was conducted quarterly throughout 2024 at several intakes post treatment and all parameters were below the Health Canada PFAS objective of 30 ng/L ([Table 29](#)).

Distribution System Testing Program

To maintain potable water service, bacteria, chlorine residual, and chlorination byproducts are routinely monitored and reported to Interior Health for compliance to *BC Drinking Water Regulations* and *Guidelines for Canadian Drinking Water Quality*. Representative distribution sampling sites and testing frequencies are determined by COK and approved by IHA on an annual basis. The sampling plan includes taking samples at the beginning, midpoint, and at the end of the main distribution pipes to ensure free chlorine residual is maintained and chlorination byproducts can be tested. Specific parameters that are monitored are listed in [Appendix D](#) and include:



- [Free Chlorine](#) (Table 29, Figures 36-37)
- [Total Coliform](#) (Table 30)
- [Escherichia coli](#) (E. Coli) (Table 31)
- [Trihalomethanes](#) (THM) (Table 32, Figures 38-39)
- [Haloacetic Acids](#) (HAA) (Table 33, Figures 40-41)

As per established GCDWQ guidelines, the following microbiological criteria for drinking water distribution systems are referenced:

- No sample should contain more than one Escherichia Coli organism per 100mL.
- No two consecutive samples from the same site should show the positive presence of Total Coliform organisms per 100mL.
- At least 90% of the samples must have zero Total Coliform per 100mL.

COK demonstrated that the treated drinking water met the guideline criteria for both Total Coliform and E. Coli. throughout 2024 with no recorded exceedances (Table 8).

Criteria – Total Coliform	City System	Swick System
Total number of Total Coliform samples tested	1362	183
Number of samples containing positive Total Coliform/100mL	2	0
Samples with >10 Total Coliform / 100mL	0	0
Occasions with consecutive positive Total Coliform / 100mL	0	0
Criteria – Escherichia coli		
Total number of E. Coli. samples tested	1362	183
Number of samples containing positive E. Coli. /100mL	0	0

Table 8: Summary of drinking water Bacterial tests

2024 Distribution Water Quality Observations

- Total Coliform and E. coli. counts all met drinking water quality objectives proving effective treatment.
- Maintaining Chlorine residual was challenging in remote areas of the system.
- Annual running average THM and HAA concentrations were below the drinking water guidelines.

Filtration Deferral Requirements

The City of Kelowna applied for filtration treatment exclusion in 2010 and was approved in 2011 based on the proviso that several treatment and water quality objectives be adopted, monitored, and reported to Interior Health on an annual basis. Since obtaining filtration exclusion, COK has continually met or exceeded the six requirements outlined by Interior Health and approved by the provincial Medical Health Officer.

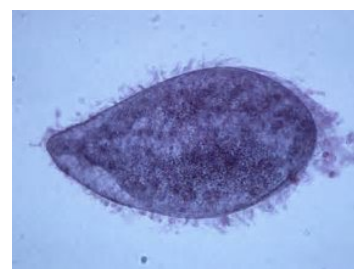


Dual Disinfection

In accordance with the IHA dual barrier approach for drinking water, all the Okanagan Lake intake systems are equipped and utilize both Ultraviolet (UV) and chlorine disinfection prior to the water entering the distribution system. UV disinfection is currently applied at a minimal dose of 40 MJ/cm through the reactor cells and chlorine (Hypochlorite) dosed to maintain a minimum free chlorine residual of 0.2 mg/L in the distribution system. The O'Reilly well system is treated with Chlorine to a level of 0.5 mg/L and blended at Dall reservoir.

Protozoa Sampling

Protozoa was analyzed extensively between 1996 and 2013 on raw and treated water samples throughout the COK water system. After consultation and review of the data with IHA, this requirement was removed from the scope in 2014 as it was demonstrated that the UV treatment adequately accounted for the deactivation and neutralization of all protozoa entering the water system.



Source Water Protection

The COK relies on Federal and Provincial Acts, Regulations, Stewardship Plans, Best Management Practices and Local Government Bylaws and policies to protect water resources from the impacts of land use in the watershed. As a condition on Permit to Operate, COK contracted an external Environmental consultant with the purpose of conducting and documenting a Source Water Protection Plan (SWPP) assessment. This was formally completed in 2011 with the intent that the resulting recommendations would trigger an assessment action response plan that would be annually reviewed and updated in accordance with the risks identified. Six main risk categories were identified as influential to the water quality for the COK and include:

- 1) Creek Flow
- 2) In-Lake Algal Production
- 3) Wastewater Treatment Plant Discharge
- 4) Transportation Corridor Spills
- 5) Boating Activities
- 6) Impact of Lake Physics

A formal source water protection plan was developed that addresses these risks through planning, mitigation, education, testing, and reporting.

Water quality monitoring program

- Water Quality is analyzed continuously on-line through field and laboratory analysis for both drinking water and stormwater. Frequency of reportable lab data is increased during freshet.

- During freshet, intake depth monitoring was completed by a consultant for the city to provide important data for our drinking water source by assessing creek plume movements in the lake and the potential impacts on intake turbidity. The plumes of Bellevue, Mission, Mill, and Bear Creek were monitored as well as the Poplar, Eldorado (when in use), and Cedar Creek intakes at 1m intervals. This allows the city to determine which creek plumes are influencing the intakes, where the plume is in the water column, as well as be able to anticipate elevated turbidity events at the intakes.

Stormwater management

- The Utility Planning Department has developed a Containment Device Program with the intent to install a new oil and grease (O&G) separator every 2 years over the next 10 years in high impact areas. The 2024 budget will be used towards installing a baseflow bypass at the Chichester Pond OGS to allow for easier cleaning; the design is underway, and the construction is planned for 2025. A study on upgrades to the City’s hydro excavation dewatering facility is also ongoing.
- Design is currently underway to install a stormwater separator at the Gordon Dr and Brandt’s Creek outfall. This outfall has been identified as a high pollutant loading outfall by both field samples and model results from the Downtown Basin Stormwater Management Plan. Construction is anticipated in 2026 and will be coordinated with water transmission main upgrades.
- A study on Redlich Pond has been occurring for four consecutive years to monitor nutrients, algae, and other water quality parameters to determine optimal practices to improve the water quality. In the fall of 2022, a pilot project was initiated where Bio-Islands were installed. The bio-islands use both aquatic plants and a microbiome which grows on the bottom of the bio-island to uptake metals and nutrients as well as reduce total suspended solids. Another set of bio-islands were installed in the spring of 2023. Post monitoring continues to occur monthly by City staff to determine the water treatment effectiveness of the bio-islands.
- Two studies for Sutherland Bay were initiated. The first study was to determine if Sutherland Bay is suitable to be used as a recreational beach site following the decommissioning of the former adjacent mill site. The second study will build on the data collected from the first study and is a multi-phase project which was completed in late 2023. The second study was to determine the potential impacts to drinking and recreational water quality if a marina development was in the former mill site water lot area. The study was completed in 2024 with a main conclusion being motorized boats are not recommended to be operated in Sutherland Bay due to sediment resuspension occurring easily and contaminants being present.



- A study was conducted on Rotary Park Beach in the summer of 2024 to determine the cause of declining water quality by conducting a health assessment of the beach and nearby environment. The study included microbial source tracking sampling and developing a Beach Protection Area. The study concluded that the Wilson Creek watershed was a significant contributor to the increased E. coli counts and further efforts to protect the watershed are required. Future studies were also recommended to better understand the relationship between Wilson Creek and Rotary Park Beach as well as the flow patterns in the area.

Public communication

- COK partners with the Okanagan Basin Water Boards (OBWB) “Don’t Move a Mussel” program on an annual basis and promotes signage along all major boat launches.
- The City sponsors two clean water volunteer programs for the public to actively engage in stream protection work. Public interest and participation has been exemplary.



Utility long range planning

- The Water Security Plan continued to be in development in 2024; the purpose of the plan is to ensure a more holistic approach to how we use, protect, and share water, now and in the future be incorporated into the City of Kelowna’s decision processes. In July 2024 a draft of the Water Security Plan was developed and shared with the community for feedback on the vision and priorities included in the plan. Community engagement included a survey, information session, and online question submission form. In November 2024 staff also met with the Okanagan Nation Alliance and Okanagan Indian Band to obtain feedback on the updated version of the plan. The Water Security and Responsibility Plan was adopted by the City Council in April 2025.

Climate change

- 10-year plan to restore and improve upstream water storage and mitigate flooding risk
- Okanagan flood mapping has been completed, providing Okanagan Lake and river floodplain maps as well as information for the public on how to prepare for the freshet season

Drainage Water Quality Program

As part of the COK *Source Water Protection Assessment Plan*, there are several chemical and biological parameters that are tested and monitored at storm water outfalls and local tributaries that enter Okanagan Lake. Contaminants carried through the drainage system have the potential to impact the water quality at the intakes and therefore have been categorically assessed, recommendations made, and actions taken to mitigate and monitor the risks. Yearly assessments include correlation between elevated Turbidity and E. Coli. levels in tributaries to the same parameters at intakes, recording water quality changes during rain and flushing events through the storm water system, summer beach sampling for E. Coli., and testing of routine water quality parameters in creeks at a minimum of 5 times a month to determine the level of nutrient and pathogen contribution to the lake water quality. Details of each category are listed with commentary in [Appendix E](#).



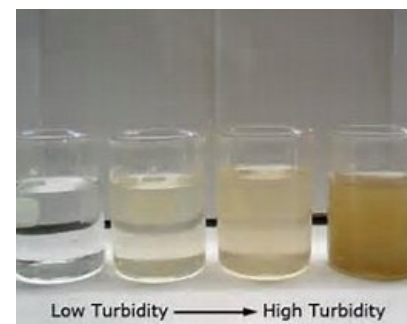
Raw Water Bacteria

As per the annual COK water quality sampling program, source (raw) water was monitored for Total and E. Coli. Bacteria throughout the year at each intake. Results were collected and reviewed through the WaterTrax software system that allows for alert levels to flag and notify utility operators of elevated levels.

Corresponding monthly summary reports were issued to Interior Health as part of the Condition on Permit to operate and to assess if the water treatment is sufficiently neutralizing the raw water bacterial counts at the intake. For the 2024 calendar year, all samples from poplar Point, Cedar Creek, Eldorado, or Swick Road intakes met the Filtration Deferral criteria of having no more than 10% of the source water E. Coli. samples exceed 20/100ml in any 6-month period (Table 15 in [Appendix B](#))

Raw Water Physical Parameters

In 2006, Interior Health introduced the Turbidity Education and Notification Campaign for unfiltered water systems to inform customers that health risks increase as Turbidity rises and to consider advisories (particularly for at-risk populations with weakened immune systems) for levels higher than one (1) Nephelometric Turbidity Units (NTU). None of the four COK intakes currently are equipped with filtration and therefore routine testing and reporting of Turbidity levels to Interior Health are required to demonstrate compliance.



Turbidity is continuously measured at all water supply sources via on-line Turbidity meters through SCADA and is primarily used as a screening or trending indicator for water quality. Samples are independently tested by City lab staff at regular intervals and with increased frequency if on-line monitors indicate that turbidity is approaching or exceeding the 1 NTU threshold. It is the lab tested data that is officially reported to the Interior Health.

In order to better understand the relationship and impact of these tributaries, the COK has implemented a weekly OK Lake depth sampling program during freshet that measures Turbidity. The monitoring provides valuable and timely insight as to Turbidity plume direction and concentrations in the Lake as a result of run-off. Summary and commentary on these relationships can be found in the drainage report ([Appendix E](#)).

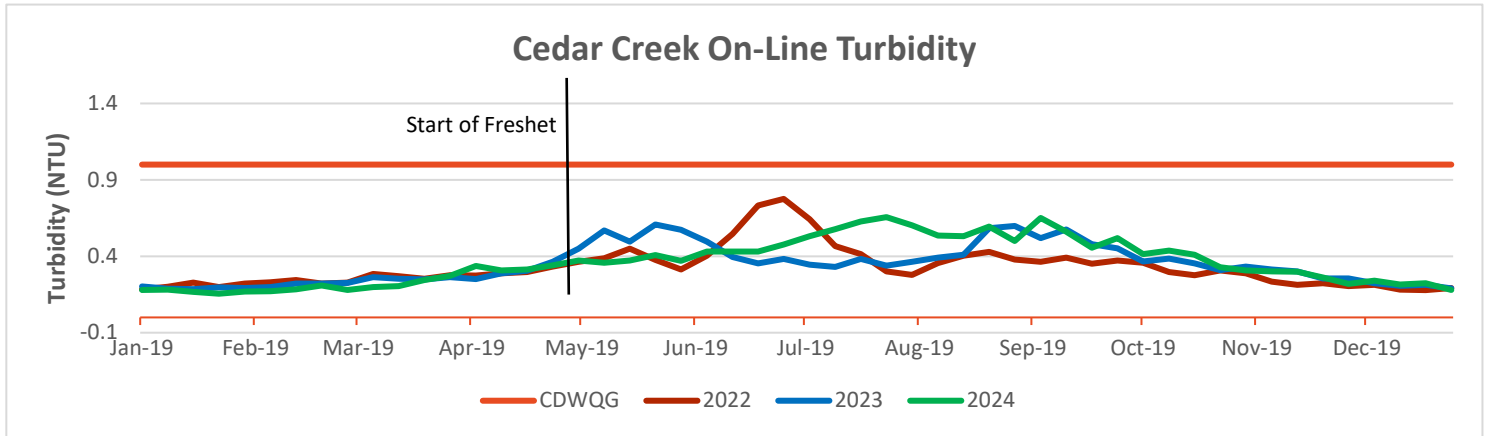


Figure 3. On-Line Turbidity values at Cedar Creek intake

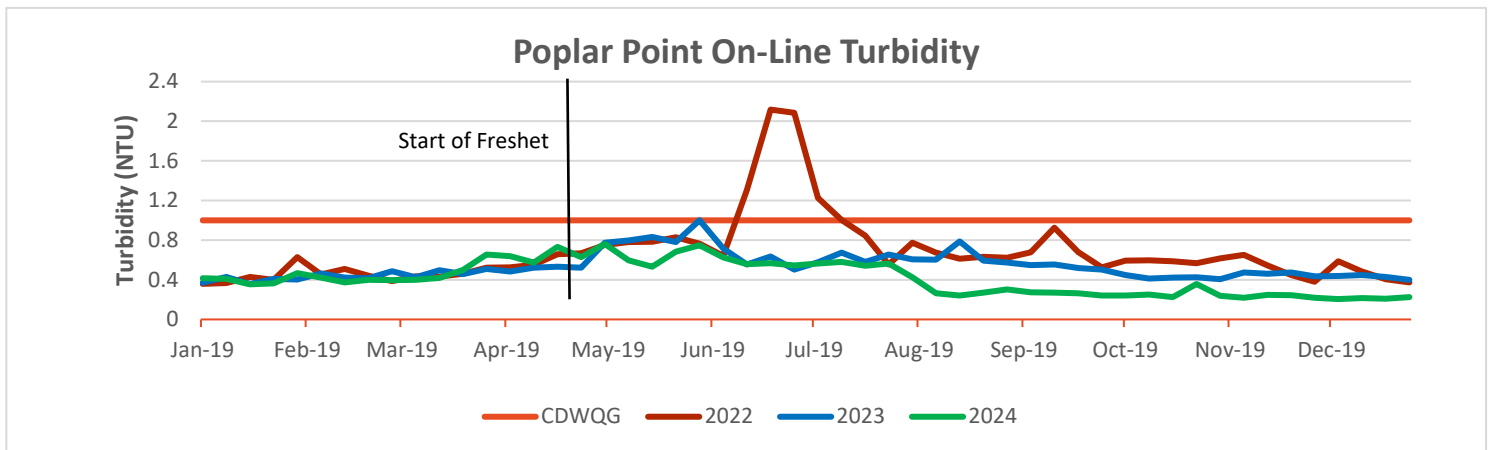


Figure 4. On-Line Turbidity values at Poplar Point intake

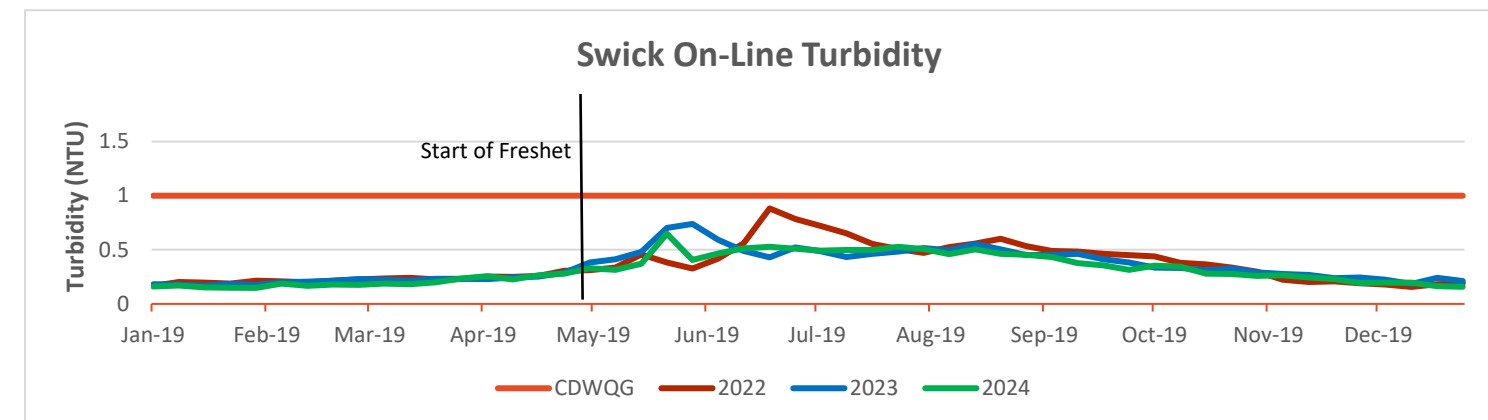


Figure 5. On-Line Turbidity values at Swick intake

Water Production

Water production within the COK service area is monitored at each pump station prior to treatment. The Poplar Point system accounts for 65% of the total annual domestic water production with the remaining 35% between Cedar Creek, Eldorado and Swick (Figure 6).

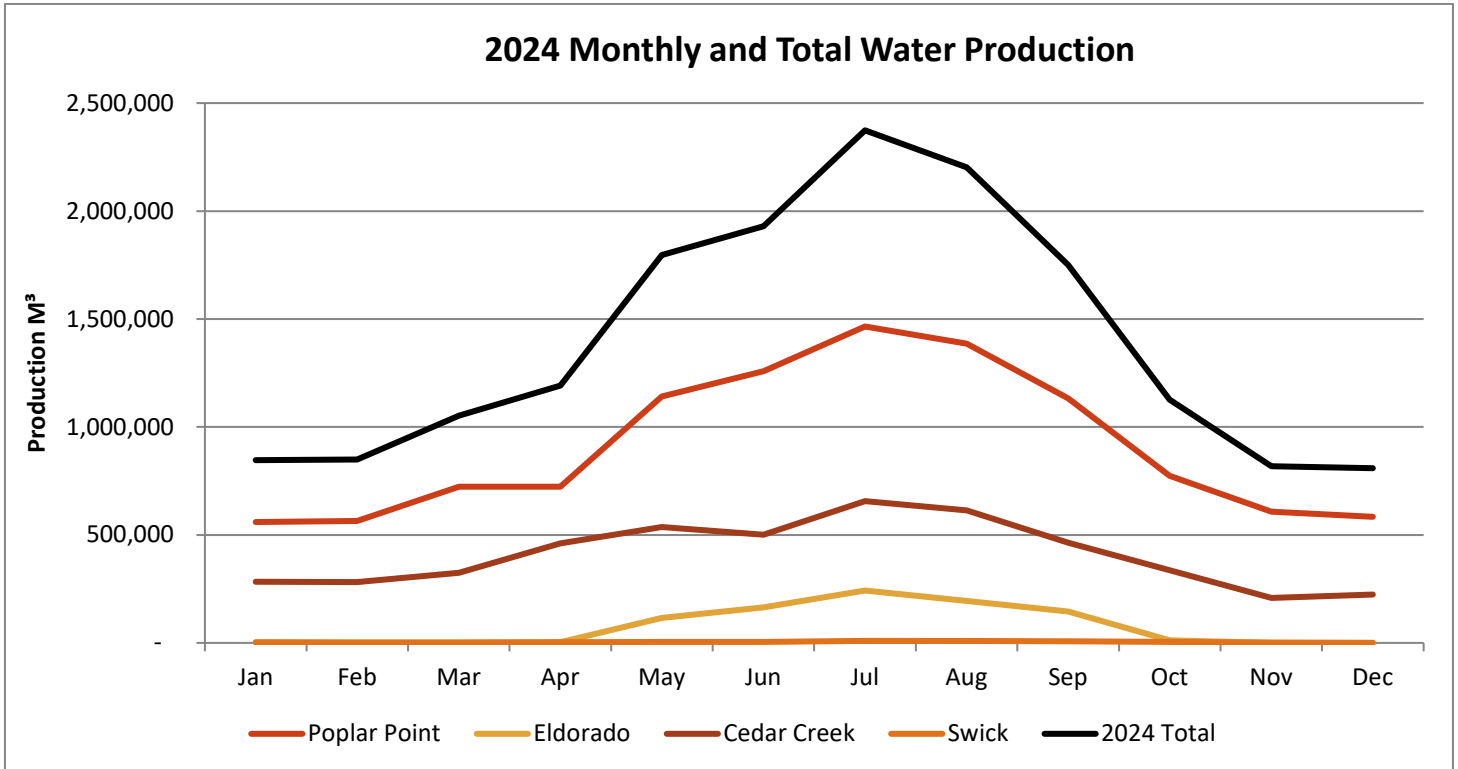


Figure 6. 2024 Monthly and total water production for each COK pump station

Production demand typically picks up in early May, peaks in late July / early August due to agriculture and irrigation demand and drops through October. Weather conditions in 2024 were, on average, much hotter and dryer, resulting in higher water demand. Daily water production peaked in mid-August at 89,676 m³ (Figure 7).

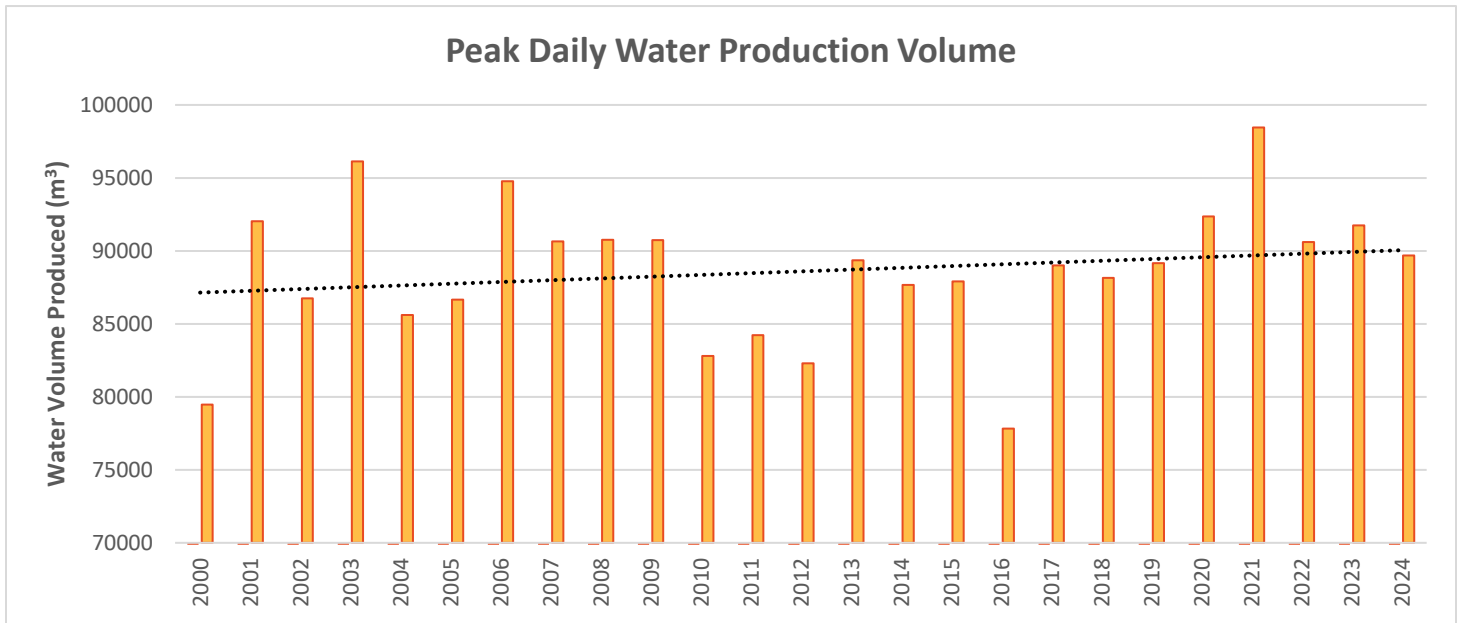


Figure 7. Peak daily water production volume trending

Similarly, the total water production has been tracked relative to the Utility area population over the past 18 years (Figure 8). Long term trending indicated that water production is not increasing as the same rate as the increase in population.

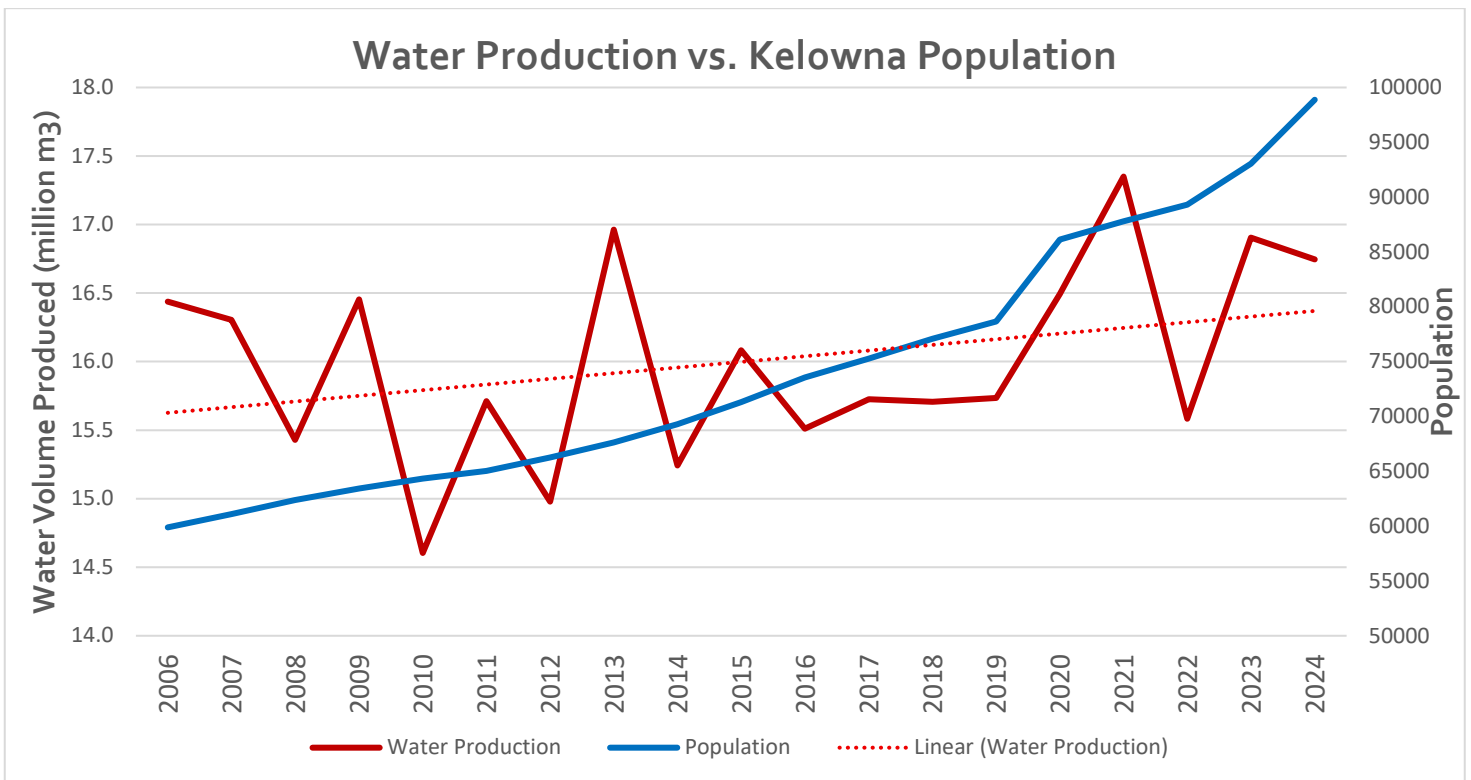


Figure 8. Total water production relative to Utility population growth

Total metered water consumption increased in 2023 and proportional to a lower-than-average cumulative precipitation and population growth (Table 9). Consumption is tracked by service type and metered accounts and provides a correlation between what is produced and what is consumed. Discrepancies between the two values indicate potential water loss due to leakage, distribution system flushing and hydrant use.

Water consumption per person in the Okanagan remains one of the highest in any region throughout Canada.

	2020	2021	2022	2023	2024	Unit
Production						
Total Pumped	16,504	17,347	15,589	16,764	15,050	1000 m ³
Population within COK Water Utility Boundary						
COK Water Utility Boundary	83,529	85,238	86,663	91,099	98,880	people
Climate						
Precipitation (April-September)	183	73	137	71	127	mm
Number of Services (active and inactive)						
Residential	15,477	15,609	15,596	15,748	16,496	services
Multifamily	465	508	529	557	600	services
Strata	1165	1163	1177	1171	381	services
Commercial	1,371	1,367	1,317	1,369	1,312	services
Parks	175	195	195	185	187	services
Total	18,653	18,842	18,814	19,030	18,976	services
Consumption (Metered)						
Residential	5,633	6,780	6,027	6,641	6,640	1000 m ³
Multifamily	2,917	3,161	3,036	3,255	3,253	1000 m ³
Strata	679	941	861	938	648	1000 m ³
Commercial	3,477	3,795	3,655	4,254	3,697	1000 m ³
Parks	518	677	677	747	770	1000 m ³
Total	13,224	15,354	14,255	15,835	15,008	1000 m³
Indicator						
Other Use*	3,280	1,993	1,334	929	42	1000 m ³
Max Day Demand	100	108	91	93	93	1000 m ³
Average Day Demand	45	48	43	47	41	1000 m ³
Utility wide Peak Day Demand	1067	1259	1046	995	1,063	L/capita/day
Utility wide Average Day Demand	541	558	493	469	417	L/capita/day
Single Family Dwelling Demand	369	441	392	428	408	L/capita/day
Average Monthly Residential Consumption per Service	30	36	32	35	34	m ³ /month

*Includes water sold through filling stations, hydrant carts, utility use, fire department, and apparent losses

Table 9. Summary of potable water production and consumption trends

Water Sustainability Management

The COK demand management programs are focused on reducing water demand both internally (such as the Parks department) and the customer point of use to achieve sustainable supply. High level water demand management strategies have been implemented including the mandatory installment of water meters for residential, commercial, and agriculture customers, tiered consumption-based water rates, and water conservation education programs.



As climate change continues to accelerate, the message and mindset of water sustainability will need to take a high priority. Utility has undertaken several initiatives that all contribute towards the efficient use of our shared water resources.

Water Conservation

Landscape Water Conservation Reports (LWCR)

Submission of Landscape Water Conservation Report is a bylaw requirement within Utility boundary for any irrigation installation or retrofit that covers an area greater than 100m² to confirm that acceptable watering systems and landscape materials are utilized. While the LWC report is a bylaw requirement by the homeowner, most of the reports are submitted by private contractors. Participation rate in 2024 was at an all-time low and has historically been challenging due to enforcement for compliance. Water Smart Walk through follow up visits occurred at all sites that submitted a report to verify the water use efficiency and workmanship in relation to the submitted reports.

Water Restrictions

Year-round watering restrictions have remained in place since first introduced in 2016. Allowable irrigation times for residential customers are limited to 3 days per week and specific times during the allowable day to minimize evaporation waste and maximize plant material uptake. Restrictions are intended to make residents cognoscente of their water usage and to reduce the daily water production peak demand. As with previous years, neighborhoods were patrolled for violations of the restrictions with notifications provided on compliance where needed. Water restrictions were set to Stage 1 in June of 2024 and have become an annual declaration for several years based on Okanagan Lake levels and demands put on the distribution system.



Water Rebates

The irrigation controller rebate program offered participants a rebate of up to 50% of the purchase price capped at \$100 for single family residential and \$200 for strata complexes. There were 23 applications submitted in 2024, double of what was processed in 2023.

Plant rebates were also available for utility customers to purchase water wise plant material found in the Make Water Work plant database. The number of applications for these rebates indicated that this was a significant incentive and motivating factor in the selection of drought tolerant plant material.

Eye-On-Water (EOW)

Residents receiving a new or retrofitted water meter are given the opportunity to have their meter paired with new cellular meter reading technology that safely and securely collects and transmits water use data daily to the Utility. The added benefit of these devices is that property owners are given access to this information through a free downloadable application to track and manage their own water use as well as the option to be notified if water is used on a continual basis for more than 24 hours. This allows the owner to investigate to determine if there is a potential leak and make necessary repairs before significant water damage and avoid substantial water bills. A total of 80% of the Utility customers were eligible to sign up for EOW by the end of 2024.



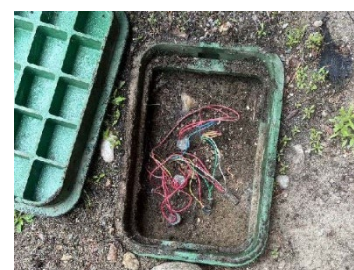
QWEL

The importance of proper planning, design and workmanship of irrigation systems and landscape selection is paramount to an effective water conservation program. It is vital that irrigation professionals apply water smart principles when designing and installing water systems and landscape materials. To accomplish this, the City of Kelowna became the first Canadian Professional Certifying Organization (PCO) to sponsor and endorse a Qualified Water Efficient Landscaper (QWEL) certification program. This training, testing, and on-site follow up inspection program provides an elevated level of contractor accountability. This ensures that the knowledge and workmanship of these contractors is in line with water conservation in mind and suitable for our local climate.



Irrigation Assessments

COK offers a free service to assist residents to ensure that their irrigation systems are working efficiently and in compliance with water restrictions. This involves a personal walk through and assessment of irrigation systems and landscape materials with recommendations being provided in a personalized report. A total of 45 assessments were completed in 2024 for an estimated water savings of over 4,622,000 liters. Since inception in 2018, water savings of over 40,000,000 liters have been realized and has had excellent commercial and resident feedback. For more information on this free program for all COK Utility customers, please visit www.kelowna.ca/watersmart



Educational Outreach

Watersmart program participated in several community outreach events including social media campaigns (be a water hero), door hanger notifications, home show attendance, community group gatherings, gardening events, Park n Play booths and collaborative work with the Okanagan Basin Water Boards "Make Water Work" program that messages water conservation valley wide.

Water Disruption Events

As with all water utilities, there are certain events throughout the year that interrupt water services – either planned or unplanned. These include pipe breaks, seized valves, leaking hydrants, and power outages. Regardless of cause, COK strives to quickly correct the deficiencies to minimize disruption to water service. Summary of infrastructure replacement and repairs are captured in Table 10 relative to previous years.

	2017	2018	2019	2020	2021	2022	2023	2024
Water Main break repairs	8	7	17	9	20	11	12	4
Water service leak repairs	121	103	123	116	80	88	90	90
Fire Hydrant replacements	3	4	5	2	4	6	3	7
Water Main Blow off replacements	3	5	4	12	4	5	14	13
Water Disruption Events	104	46	77	52	68	62	58	60

Table 10. Infrastructure repairs, replacement, and disruption events

Emergency Response and Notifications

The COK Water Utility and Communications department have developed a series of emergency protocol documents that are consulted in the event of water quality deviations or emergencies:

- Water Utility Emergency Preparedness and Response Plan
- Public Notification Protocol
- Turbidity Response Plan
- Drought Trigger Response Plan (OBWB developed plan)



These documents contain information on the course of action, a list of appropriate contacts, and procedures necessary to assist operators and staff to make timely and informed decisions.

Residents and businesses are reminded to sign up on the City of Kelowna e-subscribe system, found on the city website at www.kelowna.ca, that allows the selection and automatic notification delivery of a number of service updates, including water quality changes and advisories.

Water Quality Notifications

Water Quality Advisories (WQA) and Boil Water Notices (BWN) are typically issued in conjunction with Interior Health for water systems that cannot meet the Canadian Water Quality Guidelines for either chemical and/or bacteriological parameters. The areas affected and length of the advisories are determined by the conditions and containment at the time of water main breaks, source water quality, effectiveness of disinfection, and subsequent water quality test results.

Water Advisory in effect for this area.

Consuming water from this source may pose a modest health risk.



kelowna.ca

Notifications are typically issued in the form of media releases, electronic sign boards, social media outlets, radio messages, automated email notifications for those registered on a sensitive customer list (hospitals, care homes, daycare, and schools). If a substantial number of customers are affected, additional notification includes website updates and links with specific instructions for food establishments, signage at public water fountains, washrooms, and facilities. There was one precautionary water quality advisory issued for one day in the Swick system in February of 2024 that affected 48 properties due to elevated turbidity.



There was also a Do Not Consume advisory issued for approximately 200 homes in the Glenmore area for five days due to a reservoir intrusion event. Residents in the affected area were advised to restrict their water use until full chemical and biological testing was completed. There were no indications of any harmful substances in the isolated water system and was returned to service after thorough cleaning and disinfection.

The Southeast Kelowna irrigation system, supplied by the Hydraulic Creek intake, is designated as permanently non-potable and under a permanent Boil Water Notice. Low winter irrigation demand resulted in the non-potable chlorination system being temporarily turned off between October and May.

Service Requests and Responses

COK provides residents with several open and transparent options to report water and water quality related issues to the utility. These include a phone number as well as an on-line service request form to submit electronically through the COK website. These are all documented and responded to in a timely fashion by related utility staff that are equipped to address public concerns or comments.



There was a total of 116 service requests submitted and responded to by staff in 2024:

- Water Restrictions: 61
- Dirty/cloudy water: 15
- Taste and Odor: 7
- Drinking Water information: 8
- Miscellaneous: 16
- Catch Basin discharge: 2
- Water Smart – Water Conservation: 3
- Pool discharge: 4

Long Term Improvements

The COK has a dedicated Utility Planning department that works in conjunction with Utility Operations in determining the design, implementation, and funding requirements for long term water service improvements. This requires reliable development forecasts, environmental considerations, government grant funding opportunities, and strategies that chart the path for future growth while balancing the sustainability of existing capital assets. COK continues to charge an annual Water Quality Enhancement (WQE) fee to residents and businesses that is set aside to fund water quality capital improvement initiatives and future water filtration.

	Reserve Fund
Opening Balance	\$13.5 M
Contribution to Reserve	\$3.8 M
2024 Project Expenses	\$0.04 M
Year End Fund Balance	\$17.2 M

Current and future initiatives include:

- Interconnections or Integration with surrounding water districts to improve water supply resiliency for all COK residents. Prioritization of the GEID system in the next three years.
- Upgrade of the Cedar Creek pump station and transmission main to increase capacity and decrease dependency on the seasonal Eldorado pump station.
- Comprehensive Water Security Plan that incorporates a full overview and guidance on water quality, quantity and use in the Kelowna and surrounding area.
- Utility / Water Quality Performance metrics for internal measurement and public reporting
- A Utility wide water meter replacement / cellular endpoint upgrade through 2026.

Conclusion

COK is committed to continually improving water quality and services to its residents, commercial users, and agriculture producers. Protecting our water source is not an option – it is a requirement, for our current generation and those to come. To that end, the city has created a list of priorities of which providing safe and reliable drinking water is at the heart of leadership decisions. This requires extensive planning, funding, collaboration, vision, and leadership from the City Council all the way through to the water utility staff and operators working diligently to support the Kelowna vision statement:



"Kelowna, a City of the Future"

The city of Kelowna is pleased to present the 2023 Annual Water Quality Report detailing the health and direction of our water system. If you have any questions about this report or wish to have additional information provided, please contact the COK Water Utility at 250-469-8502 or email watersmart@kelowna.ca

Appendix A

2024 Water Quality Sampling and Reporting Guidelines

Kelowna Water Utility - Water Quality Sampling Program 2024

Kelowna Water Utility (KWU) currently operates four distinct water systems under two permits within the water Utility boundary. They consist of a primary City of Kelowna System, Swick Road Water System, Kelowna International Airport, and Southeast Kelowna (SEK) Non-potable System.

1. **City of Kelowna System** – fed by Poplar Point intake and Cedar Creek intake supplemented by Eldorado intake when operationally required. The Poplar Point System is interconnected to the Cedar Creek System via a PRV valve at Hubbard PRV and a booster pump at Steele Road Reservoir. This system now supplies water to Southeast Kelowna domestic connections as of 2020 and is supplemented by O’Reilly Well when operationally required.
2. **Swick System** – small water system (~300 connections) fed by Swick Road intake off Okanagan Lake.
3. **Airport Water System** –Glenmore Ellison Irrigation District supplies treated water from Okanagan Lake to the airport.
4. **Southeast Kelowna Non-potable System** – formerly utilized as drinking water distribution system for SEK. Water source originates from a series of upland water reservoirs that is channeled through Hydraulic Creek and is designated for irrigation use only in this region. Chlorine is the only form of treatment implemented and only used between May to October.

Water quality sampling is to be conducted in accordance with the BC Drinking Water Protection Regulation, 2005, Section 15 Schedule B, which states that the number of bacteriological samples taken per month is to be 1 per 1,000 of population. Based on population estimate of 86,347, the City of Kelowna water quality routine sampling plan will meet and exceed the representative sampling requirements. This will be supplemented by additional testing in the event of water main breaks, re-tests, water advisories, or other irregular activities.

KWU 2024 Sampling Program

City of Kelowna and Swick Systems:

Daily On-line Data Monitoring

- Source Water
 - pH, Turbidity, UVT, Conductivity, Temperature
- Treated Water
 - Free Chlorine, pH and Turbidity

Weekly

- Source Water
 - Total Coliform and E. Coli., Turbidity, Color, Temperature, UVT, pH
- Treated Water (Distribution)
 - Total Coliform and E. Coli., Turbidity, Color, Temperature, UVT, Total/Free Chlorine, Odor

Quarterly (Treated Water)

- Trihalomethanes, Haloacetic Acids, Total Organic Carbon (TOC)
- Ammonia and Algae (Cyanobacteria)

Annual (Treated Water)

- Comprehensive Chemical scan

Quadrennial (Source Water)

- Pesticide and Herbicide scan, Radiological parameters

Airport System:**Monthly (Treated Water)**

- Total Coliform and E. Coli., Turbidity, Temperature, U.V, Free and Total Chlorine, Color, Odor

Quarterly (Treated Water)

- Trihalomethanes, Haloacetic Acids, Ammonia, Total Organic Carbon (TOC)

Southeast Kelowna Non-potable System:**Daily On-line Data Monitoring**

- Turbidity, Chlorine residual, pH

Monthly

- Total Coliform and E. Coli., Turbidity, Temperature, Free and Total Chlorine, Color, Odor

Annually

- Comprehensive Chemical Scan, Total Organic Carbon (TOC)

Reporting

All Drinking Water Quality and Drainage Water Quality data will be reported to the Watertrax data base.

Summary reports of the Drinking Water quality will be reported to IHA monthly and is to include:

Drinking Water Quality

- Turbidity, Free & total Chlorine - max, min, mean, number of tests
- Total Coliform and E. Coli, number of sites. Only positives will be location specific
- UVT on-line and grab samples tested in lab – max, min, mean, number of tests
- Operational activities, distribution events, and customer complaints
- Water production data, volume off spec water distributed, and any relevant events and activities
- THM and HAA quarterly

***Note**-During the winter months (November – March) there is a decrease in the number of sites sampled due to some sample stations not being compatible with the colder weather and freezing. Sampling frequency may also change relative to distribution events, construction, or necessary water advisories.

Water Quality Analyst will inform Water operators if elevated bacterial counts or turbidity are noted during source water quality monitoring for operational adjustments.

Protocol for notification of positive E Coli. result in distribution system

- KWU lab staff will provide immediate notification of positive E. Coli results to Chief Water Operator (CWO)
- CWO or designate will immediately contact IH Environmental Health Officer or designate and provide written copy of test results within 24 hours
- All positive E. Coli will be immediately resampled for confirmation
- Appropriate corrective actions will be determined in collaboration with IHA

Protocol for notification of positive Total Coliform result in distribution system

- All positive Total Coliform results will be reported to CWO and will be resampled immediately
- If the following criteria is met, KWU will immediately contact the IH Environmental Health Officer:
 1. Result is greater than 10 MPN or CFU per 100mL or if more than one sample is TC positive in a sampling period.
 2. Consecutive samples are positive between 1-10 MPN or CFU per 100mL
 3. Positive result is under anomalous or suspicious conditions
- Appropriate corrective actions will be determined in collaboration with IHA

Protocol for reporting of abnormal sampling conditions or results in distribution system and raw water

- If abnormal conditions are noted by the sampler (low chlorine residual for the area, sample station damage, flooding, conditions preventing sampling collection (frozen tap), or increased raw water bacteria) will be recorded on the field data record sheet. Related qualifiers will be put on the monthly report as required.

Storm Water Quality

- **Regular Sampling-** the standard drainage water quality scan (SDWQS) includes ammonia, chloride, colour, conductivity, dissolved oxygen, *E. Coli*, pH, suspended solids, temperature, and turbidity will be analysed in-house. Site number may change due to seasonal variations
- **5/30 (A- Creek Water)-** for filtration exclusion, the mouths of Mission Creek, Mill Creek, and Brandt's Creek are sampled 5 times in 30 days from April 15th to September 15th, analysed for the SDWQS and included in the annual report
- **Water Quality at Intakes (B- Creek Water)-** for filtration exclusion, the mouths of Mission Creek, Mill Creek, and Brandt's Creek are sampled when decreased water quality of raw water at the intakes occurs, analysed for the SDWQS and included in the annual report
- **Storm Water-** for filtration exclusion, the first flush samples are collected at selected outfalls on Mill Creek and Brandt's Creek, analysed for the SDWQS and included in the annual report
- **Storm / Sanitary interconnect-** for filtration exclusion, Fascieux Creek is sampled approx.3 times per year at 3 locations during rain events, analysed for the SDWQS and included in the annual report
- **Irregular events-** may be analysed for parameters in the SDWQS suite (samples may be sent to a private lab for further analysis if the situation dictates). Discretion of either Tech analyst or IHA relative to circumstance.

Appendix B

Source Water Quality Monitoring Parameters

Source Water Quality Parameters

Turbidity

Turbidity measurements are related to the optical properties of water. Suspended materials such as clay, silt, organic and inorganic particles, plankton, and other microscopic organisms all contribute to Turbidity and can have a negative effect on disinfection techniques.

Monthly average turbidity at all intakes remained under 1.0 NTU (Table 11). Eldorado source water had the highest average turbidity of all sources, as it has in previous years. The 5-year Turbidity trend at Poplar Point indicates a marginal decreased average over the past five years (Figure 10).

Intake	Average (NTU)	Minimum (NTU)	Maximum (NTU)	Guideline (NTU)	Number of Exceedances	Number of Tests in 2024
Poplar Point	0.282	0.125	0.493	<1.0	0	171
Eldorado	0.681	0.524	0.895	<1.0	0	4
Cedar Creek	0.410	0.215	0.66	<1.0	0	55
Swick	0.328	0.132	0.559	<1.0	0	87

Table 11. Source Water Turbidity annual summary.

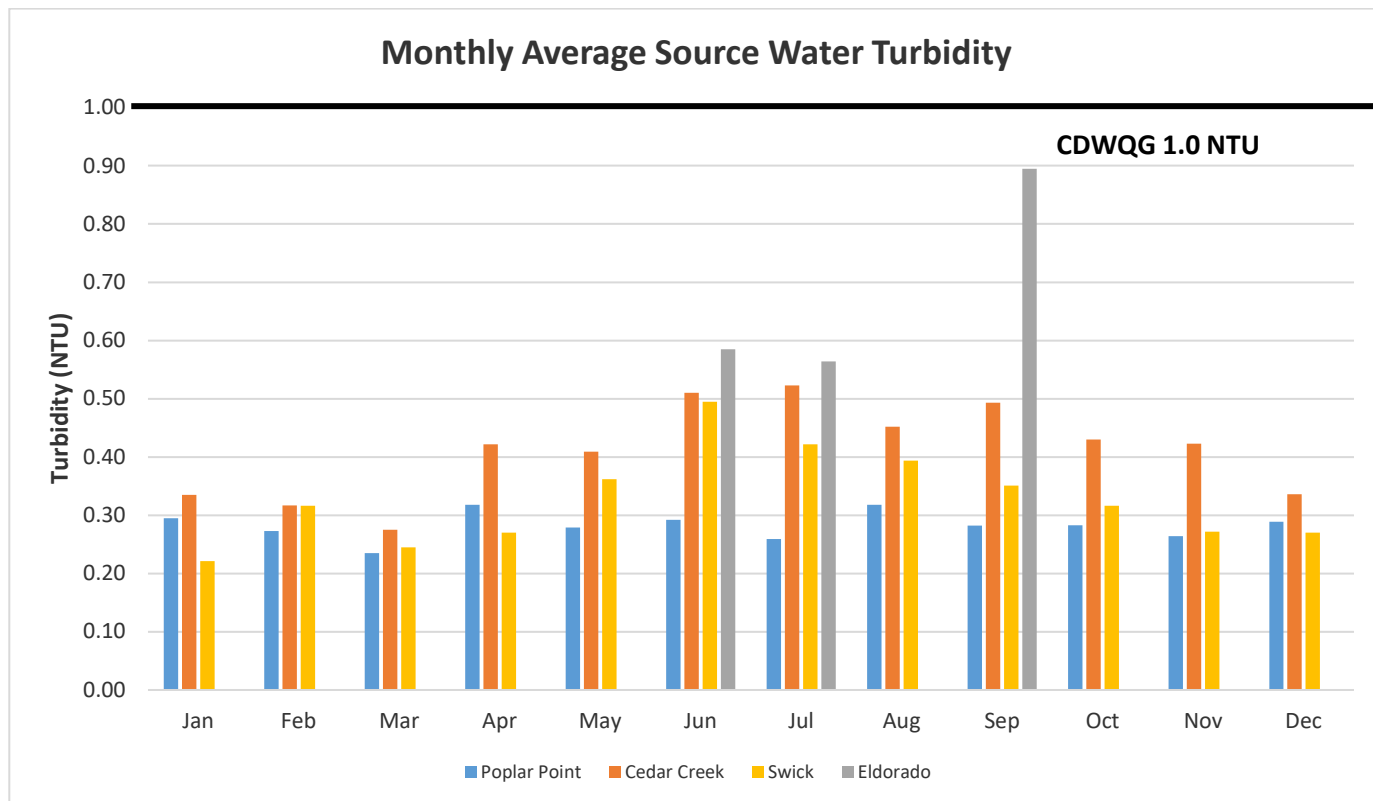


Figure 9. Monthly Turbidity average at Intake source

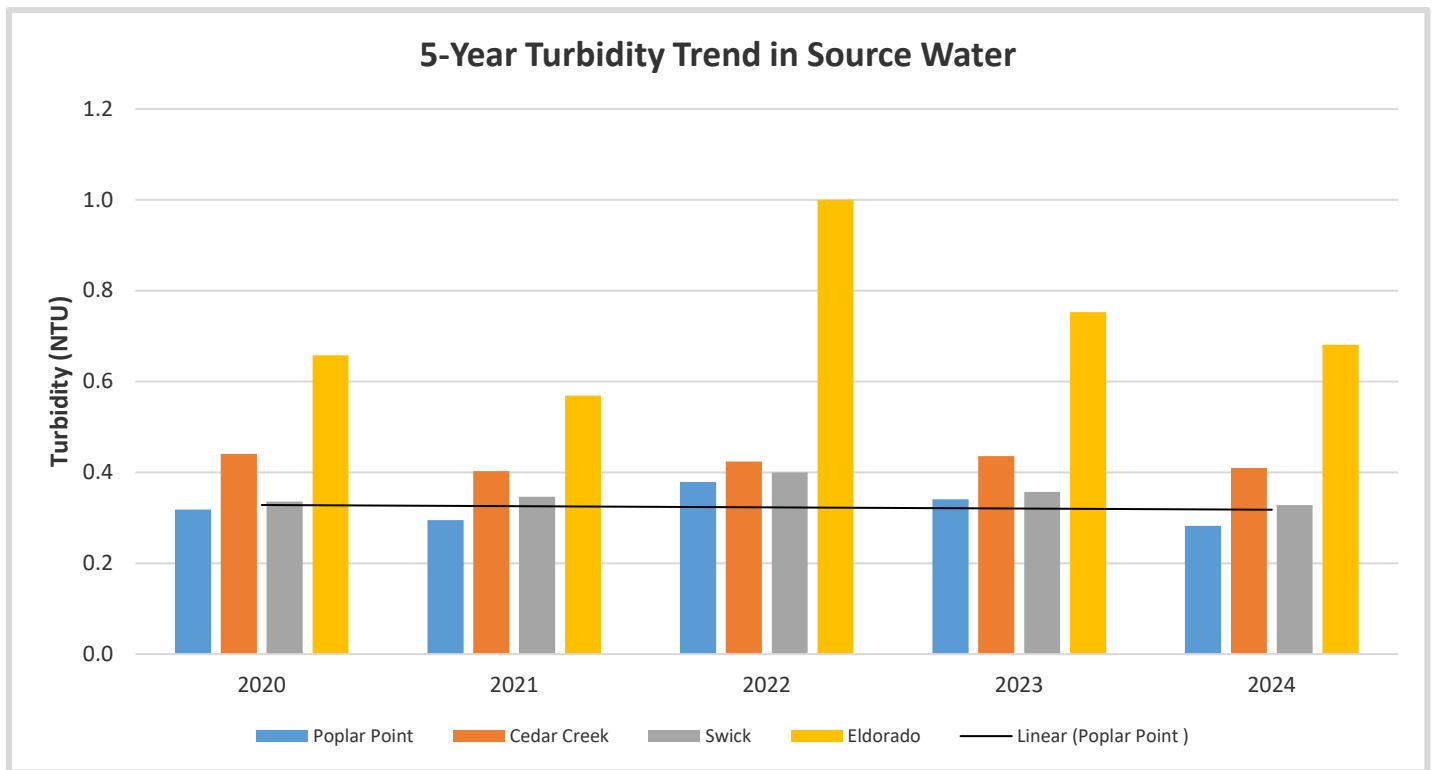


Figure 10. 5-Year Turbidity trend in Source Water

Total Coliform

The coliform group consists of several genera of bacteria belonging to the Enterobacteriaceae family. The detection of these bacteria can be determined with a variety of analytical techniques including membrane filtration and lactose fermentation. COK utilizes the Quanti-tray method which is based on the fermentation technique which involves a reaction with an enzymatic substrate. The water sample reacts with the enzymes in multiple wells or tubes over 18-24 hours and generates a detectable yellow color for positive Total Coliform. The replicate wells are reported in terms of the Most Probable Number (MPN) which is a statistically derived number to determine the presence of the coliform.

The average coliform concentrations in 2024 were similar at all source water intake sites relative to 2023, peaking in the month of August (Figure 11).

Intake	Average (MPN/100ml)	Minimum (MPN/100ml)	Maximum (MPN/100ml)	Number of Tests in 2024	# of Tests >100 MPN	2024 % of Tests >100MPN
Poplar Point	8	0	219	171	7	4
Eldorado	28	1	72	4	0	0
Cedar Creek	13	0	580	55	4	7
Swick	12	0	517	86	0	0

Table 12. Source Water Total Coliform annual summary.

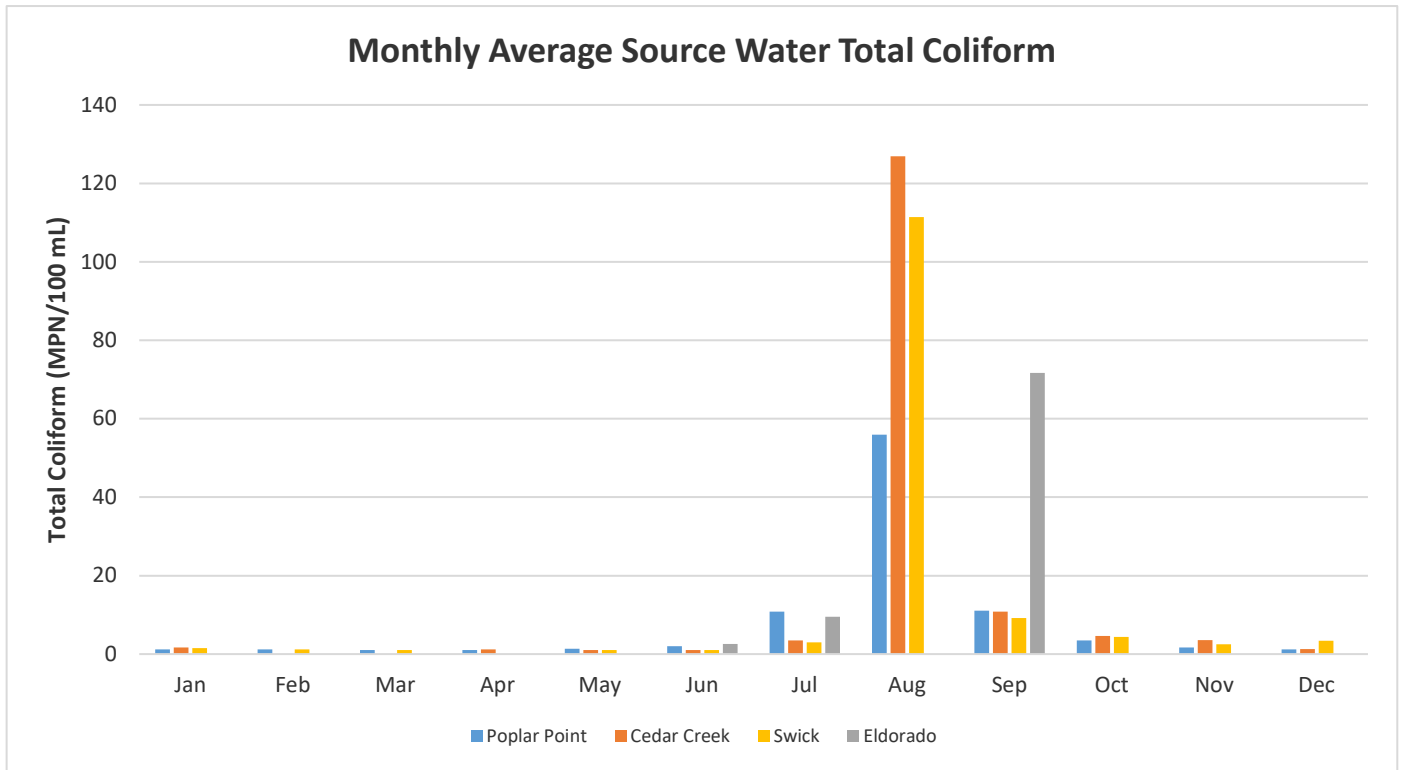


Figure 11. Monthly Total Coliform average at Intake source

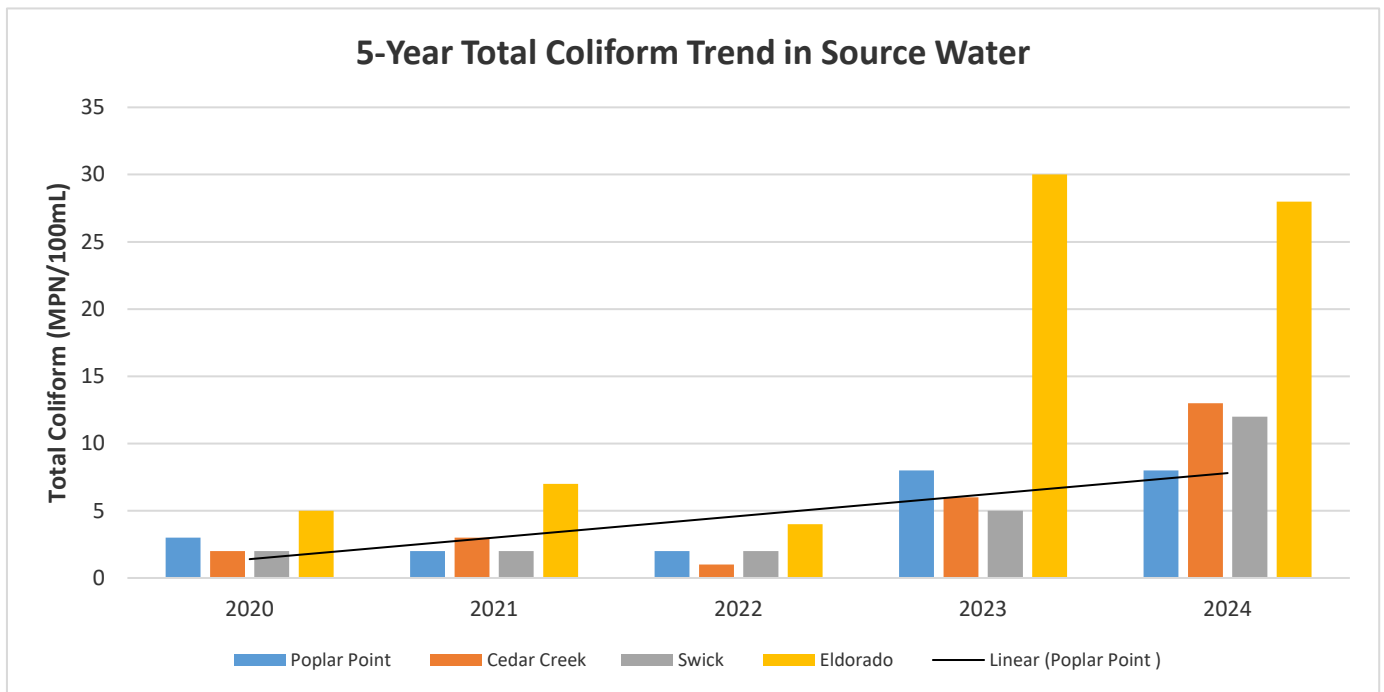


Figure 12. 5-Year Total Coliform trend in Source Water

E. Coli.

Escherichia coli (E. Coli.) is a sub-category within the coliform family and is used as a high-risk indicator of harmful pathogens derived from human or animal fecal matter. The principle behind the methodology of detecting E. Coli. is identical to the Total Coliform method in that an enzymatic reaction and subsequent fermentation is used to produce a detectable presence of the pathogen. The unique characteristic of E. Coli. using this technique is that in the presence of a long wave UV lamp (365nm), the resulting sample wells fluoresce. The number of wells that fluoresce are counted and calculated and reported as MPN values.

Like Total Coliform, the levels of E. Coli. remained relatively and consistently low relatively low in terms of average and maximum number of counts compared to previous years. All results were within the filtration exclusion guideline of no more than 10% of E. coli. counts to exceed 20 MPN/100mL (Table 13, Figures 13-14).

Intake	Average (MPN/100ml)	Minimum (MPN/100ml)	Maximum (MPN/100ml)	Number of Tests in 2024	# of Tests >20 MPN	% of Tests >20MPN
Poplar Point	0.7	0	3	171	0	0
Eldorado	0.0	0	0	4	0	0
Cedar Creek	0.5	0	4.1	55	0	0
Swick	1.3	0	17.5	86	0	0

Table 13. Source Water E. Coli.

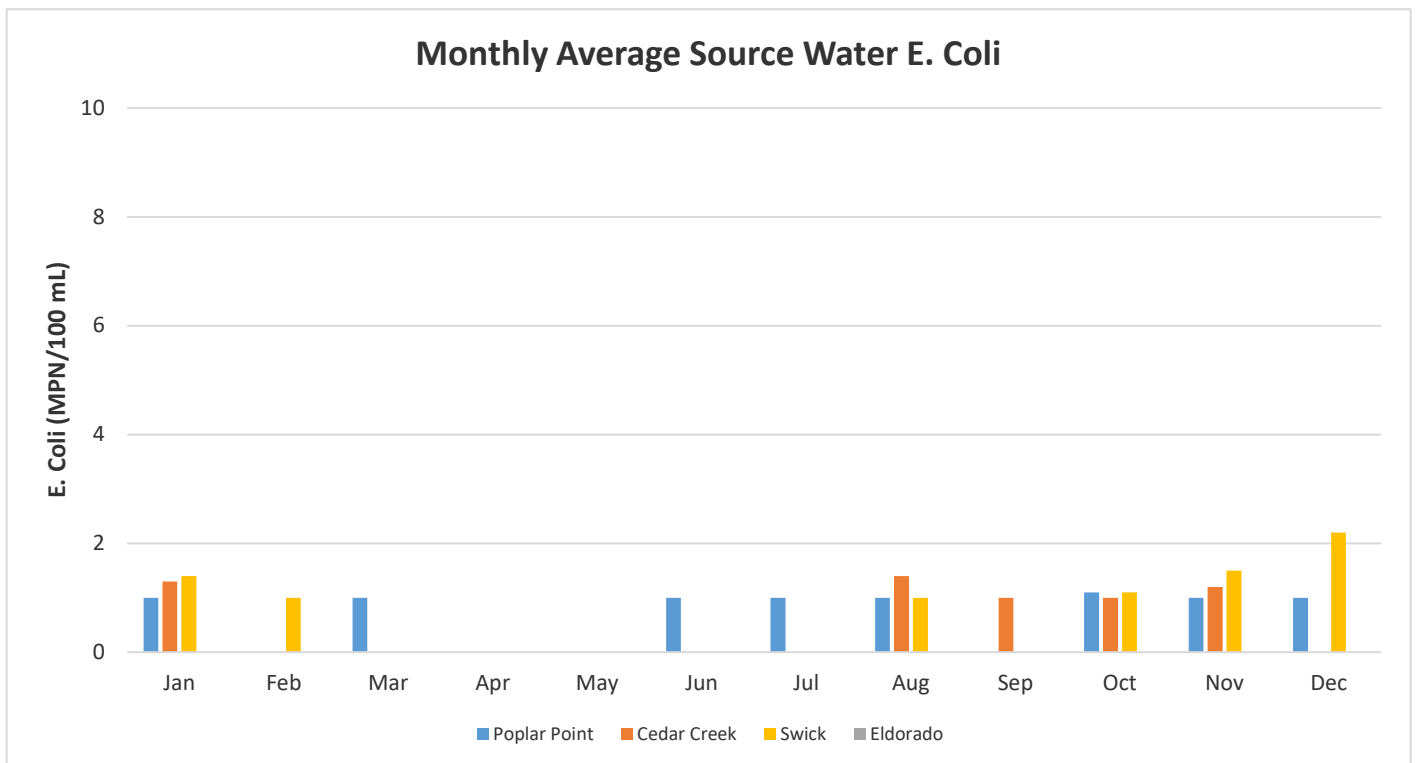


Figure 13. Monthly E. Coli. average at Intake source

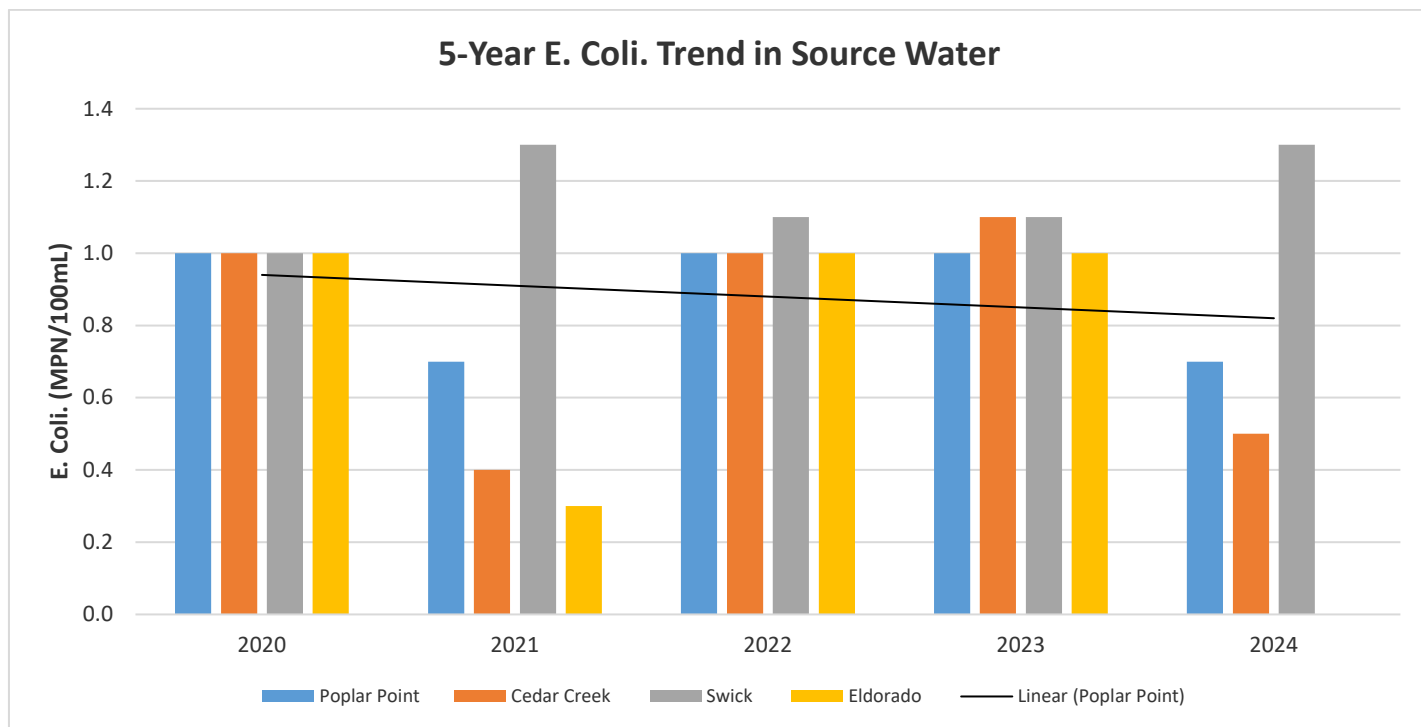


Figure 14. 5-Year E. Coli. trend in Source Water

pH

Measurement of pH is one of the most important and frequently used tests in water chemistry. Practically every aspect of water supply and treatment is pH dependent such as acid-base neutralization, water softening, precipitation, coagulation, disinfection, and corrosion control. At a given temperature, the intensity of the acidic or basic character of a solution is indicated by pH or hydrogen ion activity. Natural waters tend to have a pH value in the range of 4-9, and most are slightly basic (7.5-9) due to the presence of bicarbonates and carbonates of the alkali and alkaline earth metals in the environment.

The pH remained firmly alkaline for each of the intakes and within the objective range of 7-10.5 with no instances of exceedance (Table 15). The 5-year trend indicates a gradual pH increase in the source water (Figure 16).

Intake	Average	Minimum	Maximum	Guideline	Number of Exceedances	Number of Tests in 2024
Poplar Point	8.15	7.72	8.48	7.0 - 10.5	0	170
Eldorado	8.39	8.3	8.46	7.0 - 10.5	0	4
Cedar Creek	8.20	7.95	8.49	7.0 - 10.5	0	55
Swick	8.14	7.78	8.75	7.0 - 10.5	0	86

Table 14. Source Water pH annual summary.

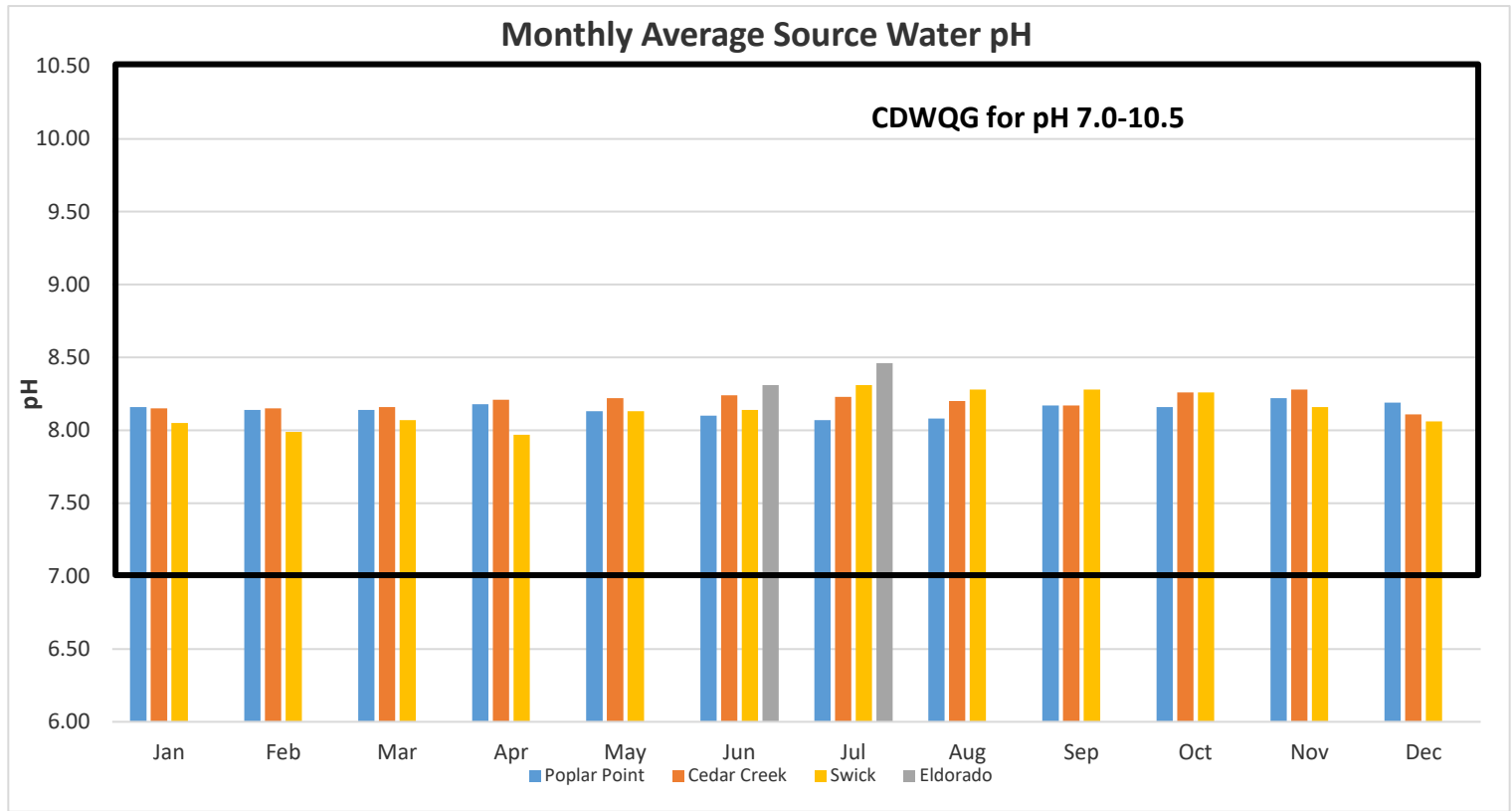


Figure 15. Monthly pH average at Intake source

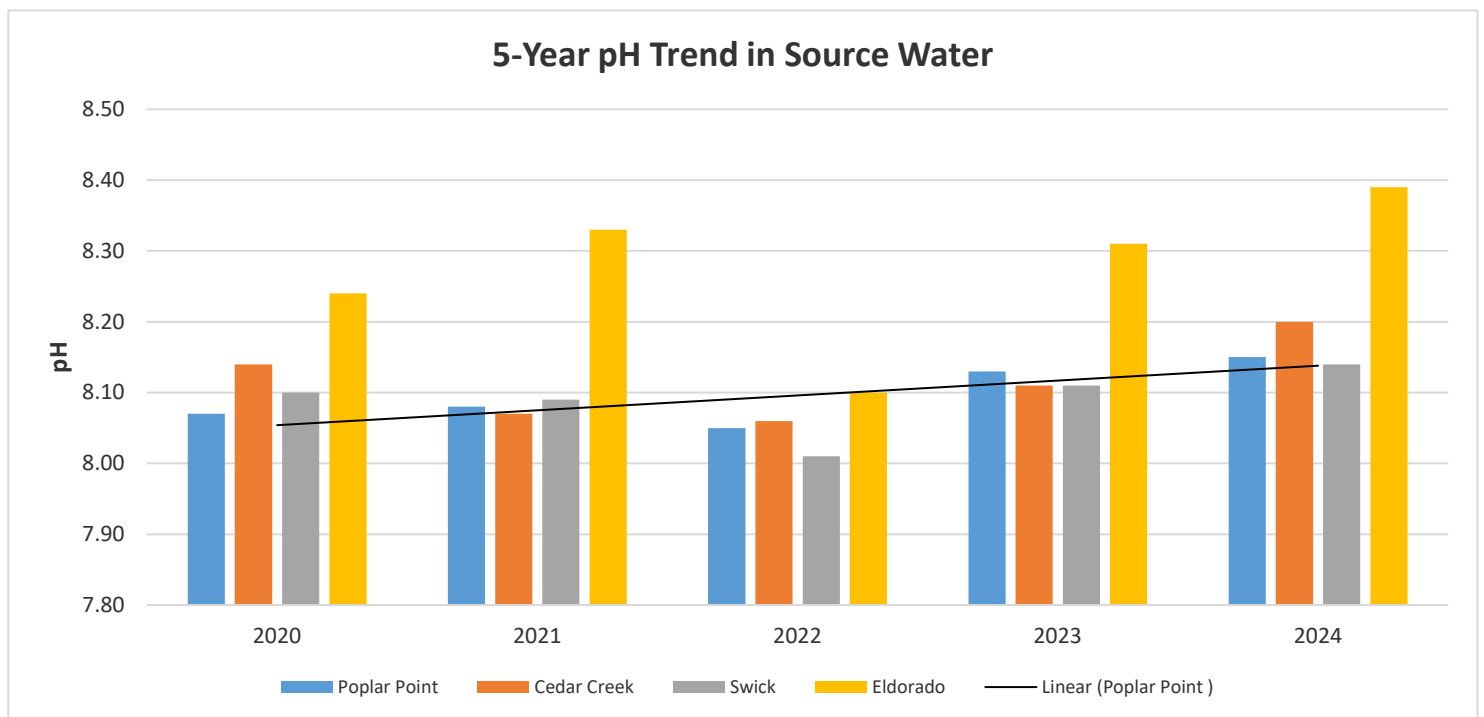


Figure 16. 5-Year pH trend in Source Water

Color

The color in surface waters results primarily from the presence of natural organic humic matter. Humic matter consists of humic and fulvic acids; both of which cause a yellow-brown color that can be measured by spectrophotometer wavelength. Color is preferred to be kept to a minimum as those compounds are considered precursors in the formation of chlorine disinfection byproducts such as chloroform. Assessment of color data is primarily gauged against an aesthetic objective of 15 apparent color units (ACU).

Color remained consistent with historical averages with very few samples exceeding the Aesthetic objective of 15 ACU (Table 15, Figures 17). No color trend has been observed over the past five years (Figure 18).

Intake	Average (ACU)	Minimum (ACU)	Maximum (ACU)	Guideline (ACU)	Number of Exceedances	Number of Tests in 2024
Poplar Point	8	5	13	AO: ≤15	0	171
Eldorado	16	12	20	AO: ≤15	3	4
Cedar Creek	10	7	16	AO: ≤15	1	55
Swick	8	5	14	AO: <15	0	85

Table 15. Source Watercolor annual summary.

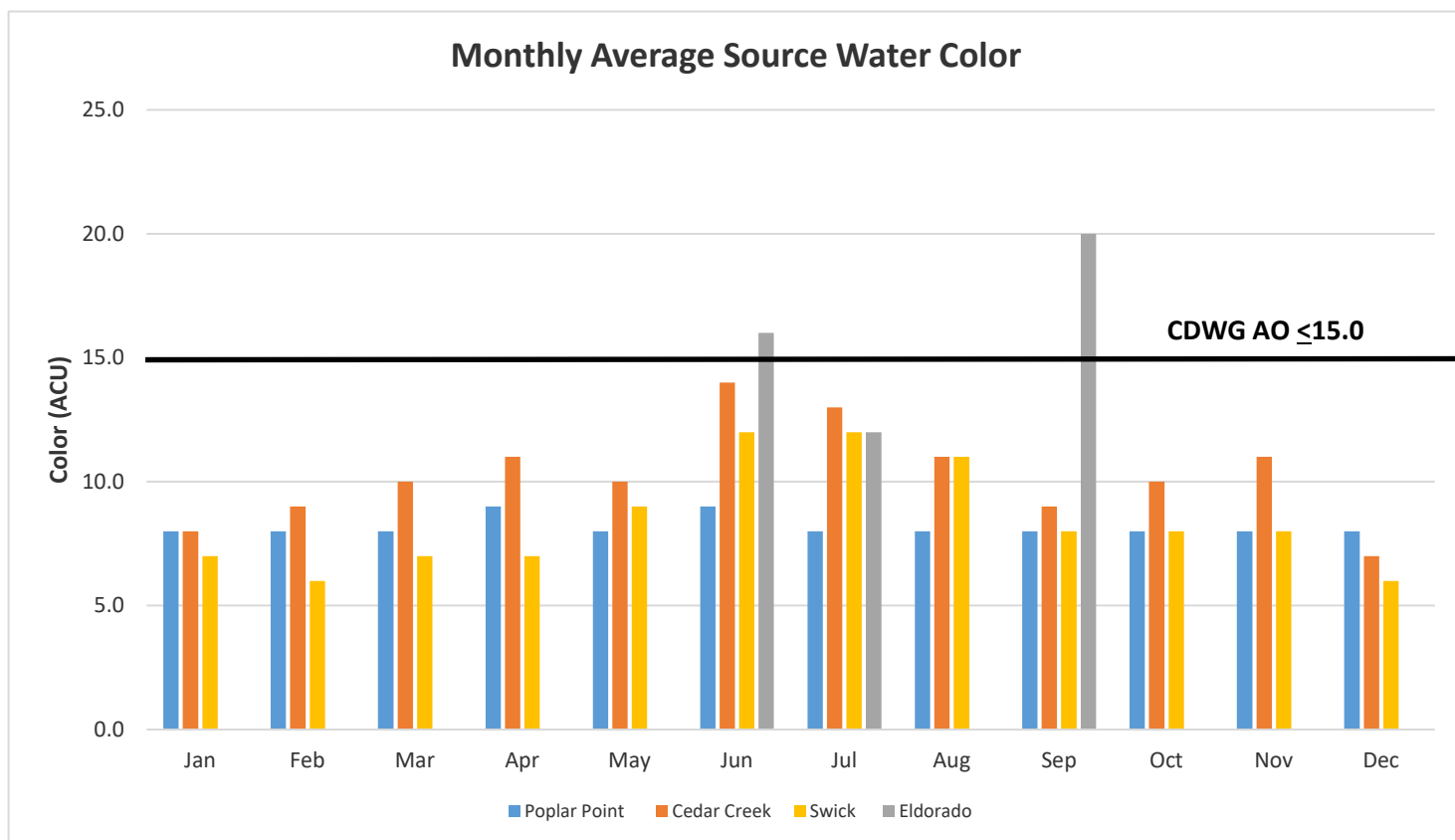


Figure 17. Monthly Apparent Color average at Intake source

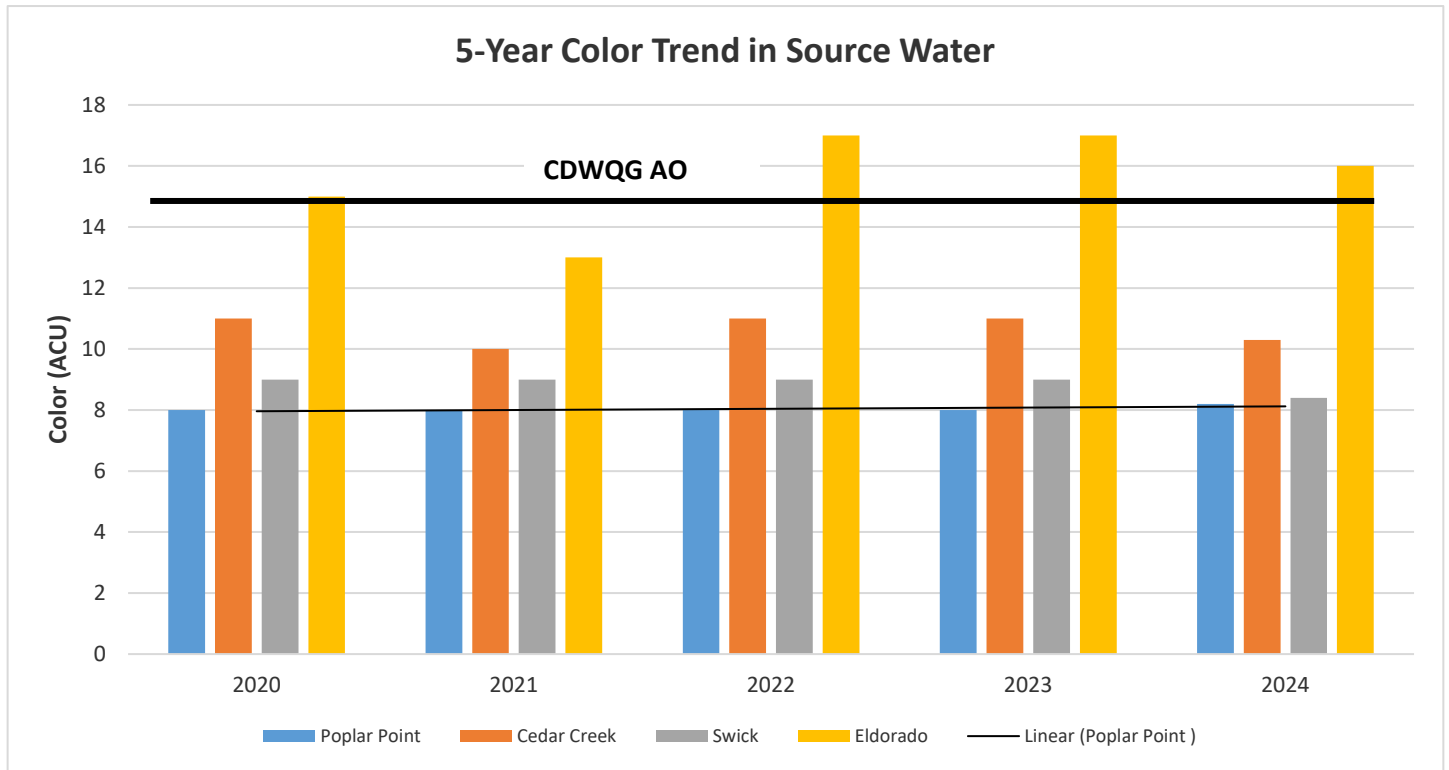


Figure 18. 5-Year Apparent Color trend in Source Water

Temperature

Temperature is an important factor to consider in water quality as it has influences on several other parameters and can alter the physical and chemical properties of water. Water temperature is considered when determining:

- Metabolic rates of aquatic life
- Dissolved Oxygen
- Conductivity and Salinity
- pH
- Water Density

Temperature fluctuations also play an important role in the lake limnology which can transport nutrients and potential contaminants to the water intake sources. The COK operational objective is to consistently draw from water source at <math><15^{\circ}\text{C}</math>, which was maintained 98% of the time at the intake sites (Table 16). The 5-year trend indicates a marginal 0.1-0.2°C decrease in temperature at the intakes (Figure 20).

Intake	Average (°C)	Minimum (°C)	Maximum (°C)	Guideline (°C)	Number of Exceedances	Number of Tests in 2024
Poplar Point	6.2	3.5	10.5	AO: ≤15	0	171
Eldorado	15.8	11.5	18	AO: ≤15	2	4
Cedar Creek	9.0	4.0	17	AO: ≤15	1	55
Swick	10.7	5.0	19	AO: ≤15	11	86

Table 16. Source Water Temperature annual summary.

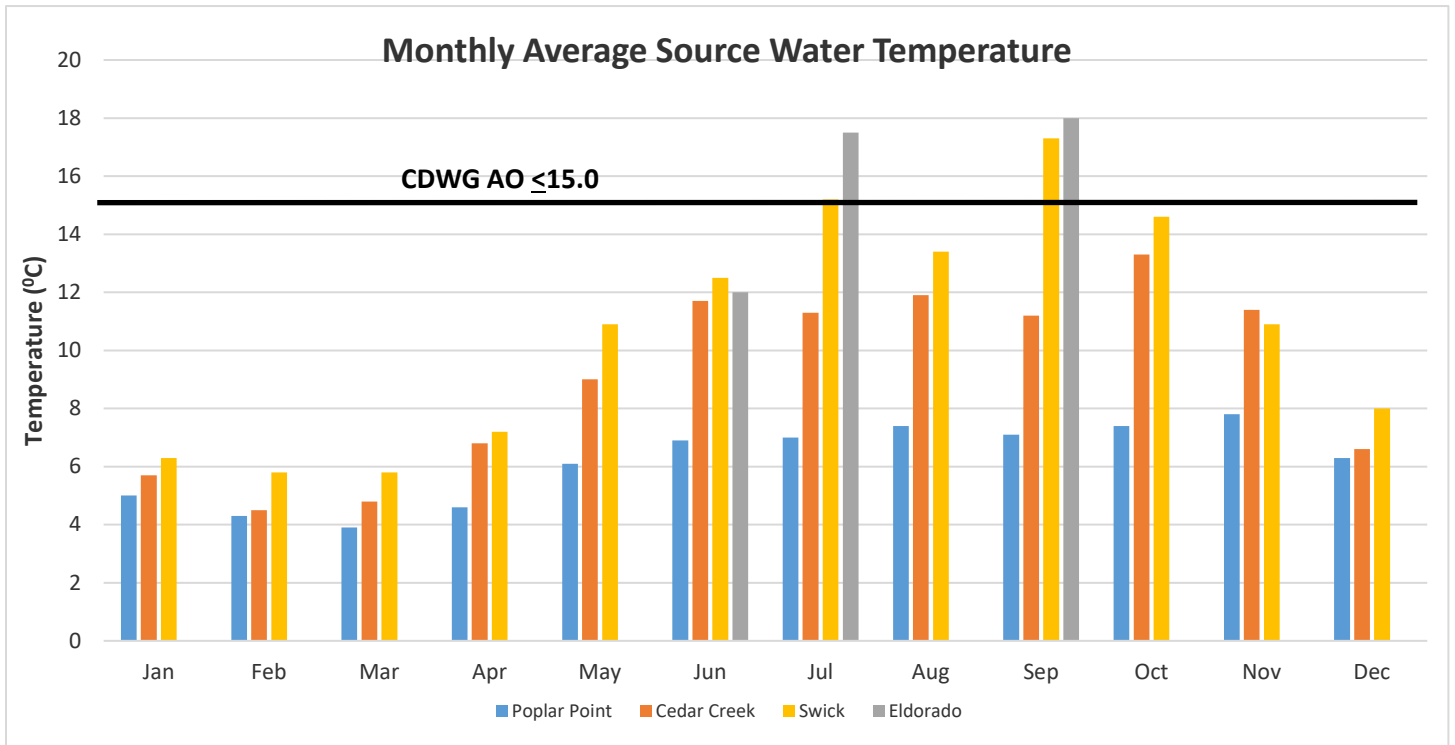


Figure 19. Monthly Water Temperature average at Intake source

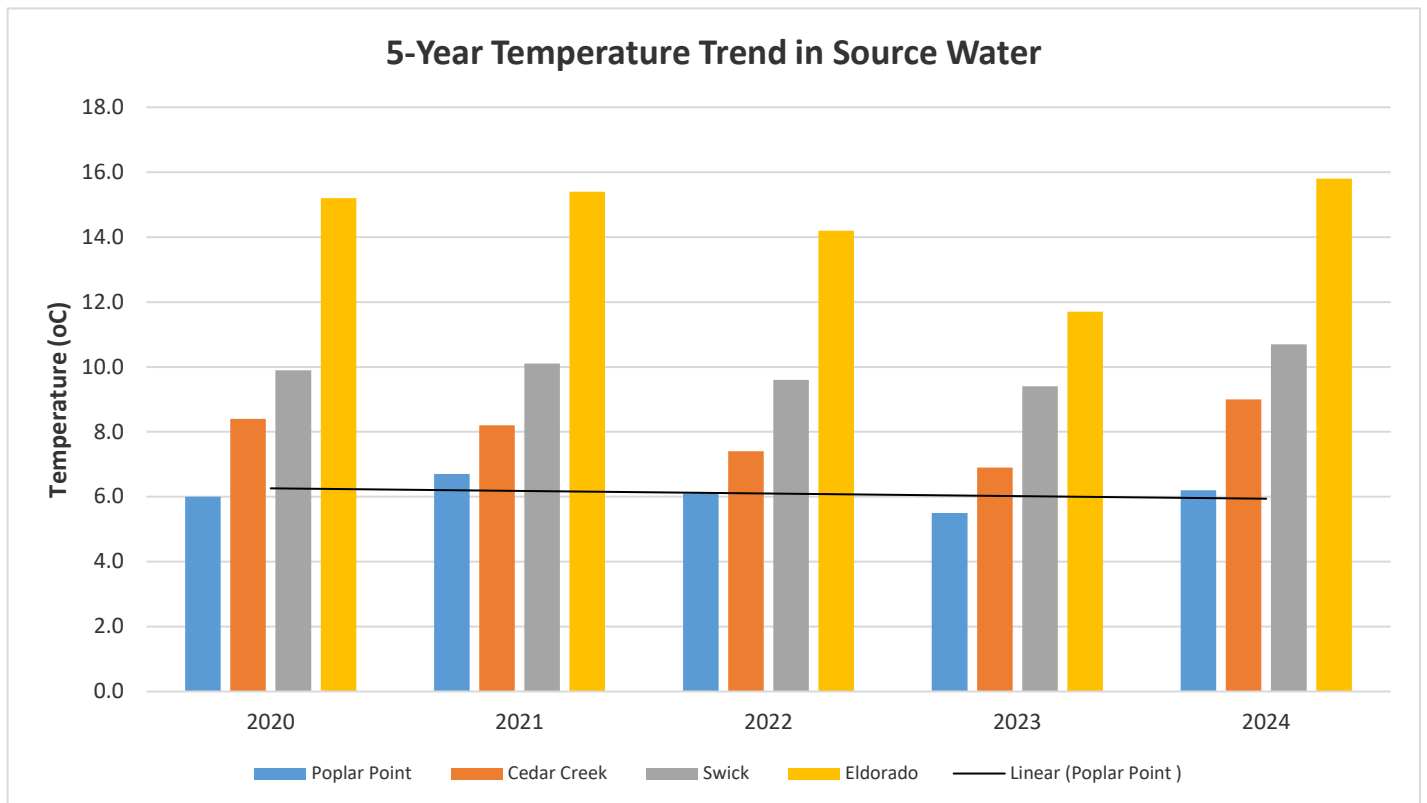


Figure 20. 5-Year Temperature trend in Source Water

UV Transmittance

Ultraviolet transmittance (UVT) represents the amount of light transmitted through water and is used to gauge the effectiveness of the UV light will be on the disinfection of the drinking water. The higher the Transmittance, the less UV dosing, in theory, is required to treat the sample. It is important to note that both solid and dissolved compounds have the ability to absorb UV light, which in turn has a negative impact on UVT.

UVT is measured on unfiltered samples (representative of treatment type) at a wavelength of 254nm and reported as a percentage. All source water samples remained above the UVT operational >80% objective (Table 17, Figure 21). Marginal increasing UVT trend was noted overall over the past five years (Figure 22).

Intake	Average (%T)	Minimum (%T)	Maximum (%T)	Objective (%T)	Number of Exceedances	Number of Tests in 2024
Poplar Point	86.9	86.0	89.8	>80	0	171
Eldorado	85.8	84.7	87.6	>80	0	4
Cedar Creek	86.7	85.3	88.7	>80	0	55
Swick	86.9	85.4	89.6	>80	0	86

Table 17. Source Water UV Transmittance annual summary.

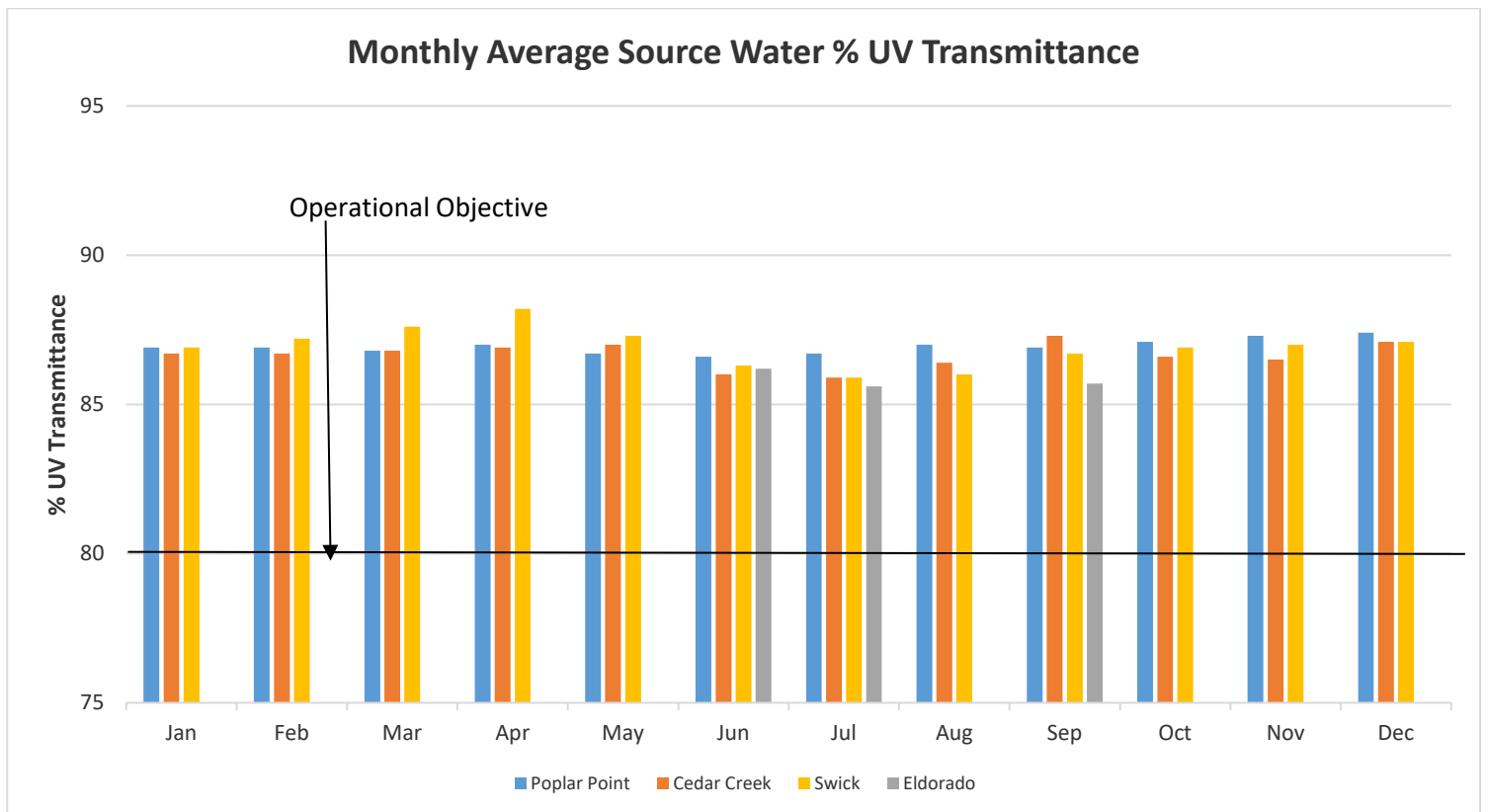


Figure 21. Monthly UVT average at Intake source

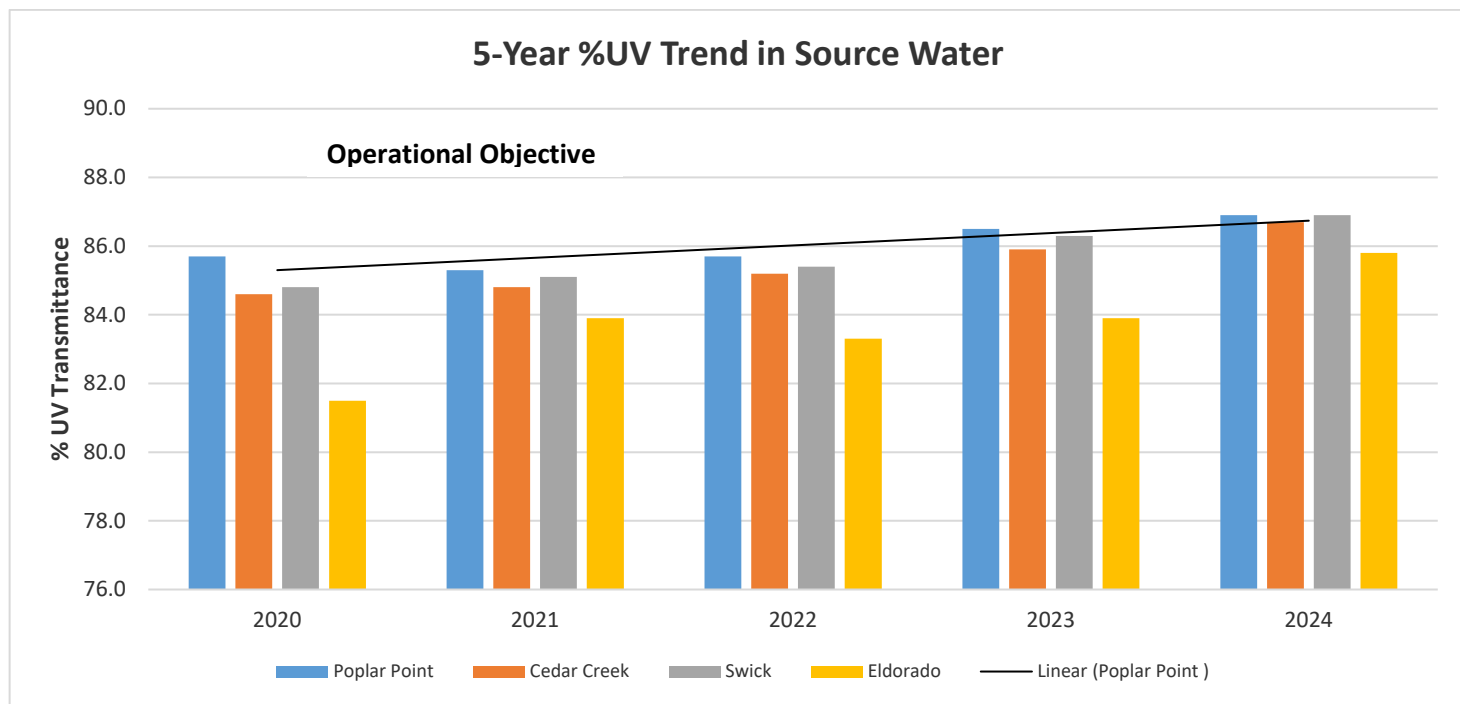
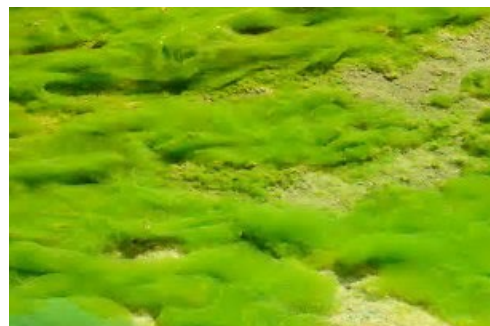


Figure 22. 5-Year UVT trend in Source Water

Algae

The number and types of algae present in Okanagan Lake provide excellent water quality for most of the year. In the surface water, peak algae growth follows the spring overturn, followed by a lull during late July and August as key nutrients and vitamins are exhausted, and finally a smaller peak in cyanobacteria (blue-green algae) near the fall overturn. Cyanobacteria counts in intake samples often include species that inhabit deep water or grow along the substrate. Cyanobacteria are a problematic group of organisms in which some types can generate toxins, and all types contain BMAA, and they readily form THM’s (Trihalomethanes) after disinfection with chlorine. Okanagan Lake has been dominated by cyanobacteria for at least 70 years. Since 2006, the COK has contracted Larratt Aquatic Environmental consultants to conduct quarterly Microcystin sampling and analysis to determine concentrations of Cyanobacteria and general Algal biomass that would have an impact on water quality at the intake systems.



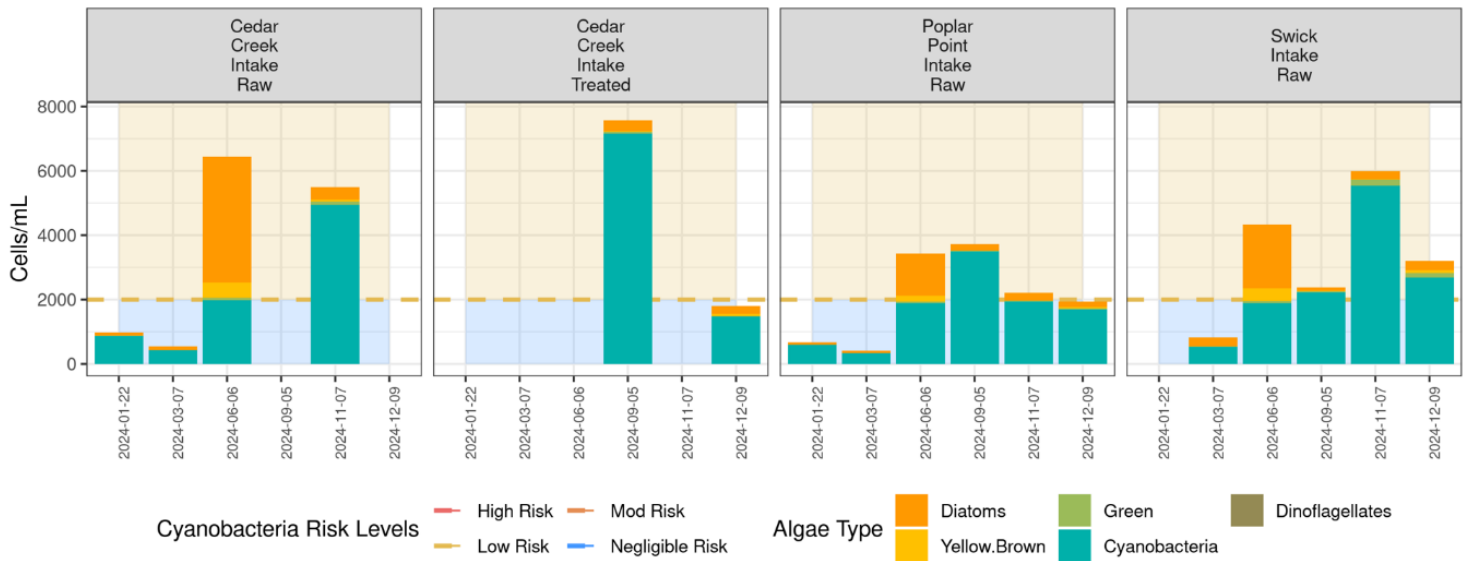
The last five years of algae monitoring have included increased algae activity. Total algae concentrations between 2019 and 2024 contained elevated cell concentrations compared to the 2010-2024 baseline average. Annual algae densities decreased from record high values during 2021, but cyanobacteria concentrations remained elevated compared to previous years at all sites. Increased algae concentrations in 2021-2024 may have also been affected by regional wildfire activity.

A provincial cyanobacteria risk matrix has been established to correlate health threats:

	Phytoplankton cyanobacteria	Periphyton cyanobacteria	Phormidium cyanobacteria
Negligible Risk	0 - 2,000 (cells/mL)	1-4x10 ⁶ (cells/cm ²) or < 2 µg/cm ² Chl-a	Substrate coverage < 20 %
Risk Level 1 (Low)	2,000 - 14,999 (cells/mL)	4-8x10 ⁶ (cells/cm ²) or 2-5 µg/cm ² Chl-a	Substrate coverage 20 - 30 %
Risk Level 2 (Moderate)	15,000-49,999 (cells/mL)	1-5x10 ⁷ (cells/cm ²) or <5-10 µg/cm ² Chl-a	Substrate coverage 30 - 50 %
Risk Level 3 (High)	>50,000 (cells/mL)	>5 x10 ⁷ (cells/cm ²) or > 10 µg/cm ² Chl-a	Substrate coverage > 50 %

Over the years, average algae densities were moderate with algae spikes resulting in deep and/or bottom-dwelling cyanobacteria counts exceeding 2000 cells/mL. Turbidity also spiked during some of these events, suggesting that seiches were involved. Poor correlations between algae counts and turbidity indicate that most turbidity was caused by fine silt particles, primarily from creek plumes.

Intake depth in Okanagan Lake is an important determinant of the types and density of algae that will be drawn into the distribution system. The deepest intake, Poplar Point, contained the lowest 2024 average count (2238 ± 1470 cells/mL) while the shallowest₄ had one of the highest (3738 ± 2107cells/mL).



Elevated algae are currently attributed to climatic and nutrient availability factors. Climate change models predict extreme events occurring more frequently and may result in unusual responses in Okanagan Lake such as algal blooms in December and extended fall cyanobacteria dynamics.

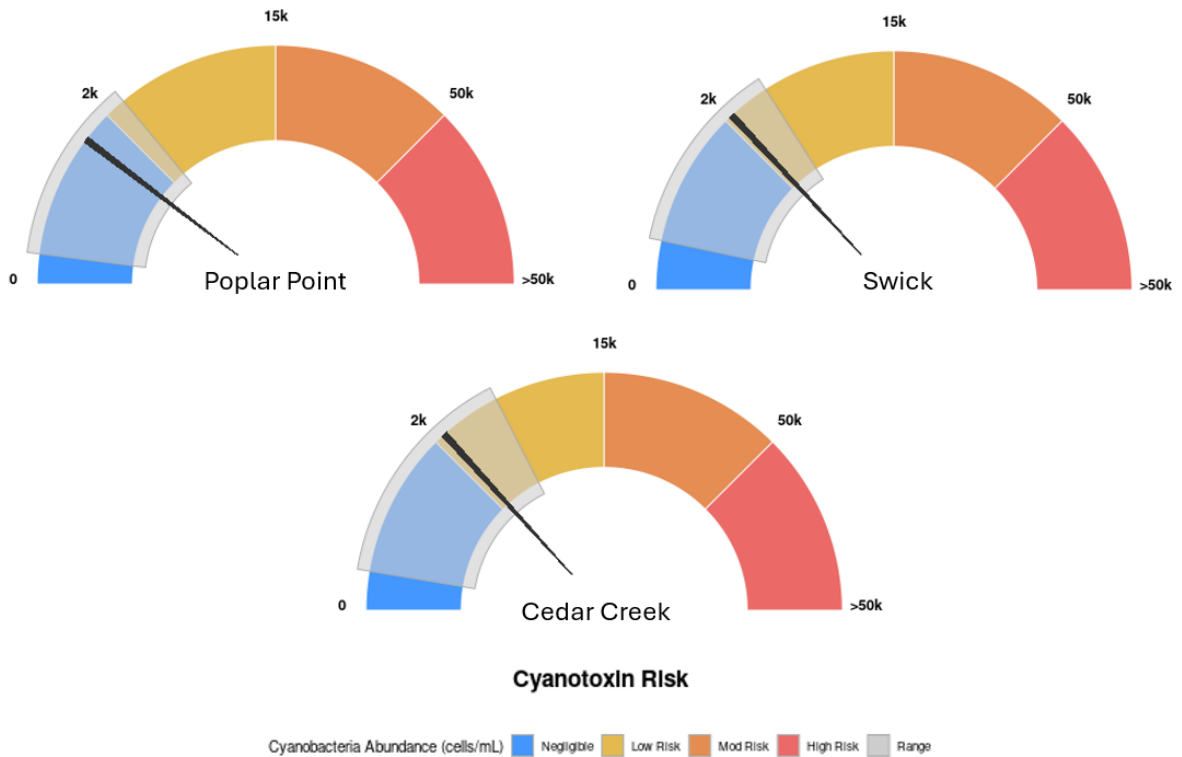


Figure 23. Cyanotoxin Risks in Intake Source Water

Appendix C

Treated Water Quality Monitoring Parameters

Treated Water Quality Parameters

Turbidity

The primary function of monitoring the Turbidity post treatment is to ensure that chlorination and UV dosing has not detrimentally affected the water quality and meets operational objective targets. Relative to the source water Turbidity, the level of treated water concentrations and exceedances remained relatively consistent (Table 18). One exceedance in the Swick system was short lived and remained under 1 NTU on a 24-hour running average. Monthly averages remained under 1 NTU. Overall Turbidity trends at the Poplar Point intake are decreasing over the past five years (Figure 25).

Intake	Average (NTU)	Minimum (NTU)	Maximum (NTU)	Guideline (NTU)	Number of Exceedances	Number of Tests in 2024
Poplar Point	0.298	0.167	0.57	<1.0	0	172
Eldorado	0.579	0.47	0.67	<1.0	0	6
Cedar Creek	0.359	0.216	0.66	<1.0	0	88
Swick	0.341	0.184	1.710	<1.0	1	88

Table 18. Annual Treated Water Turbidity summary

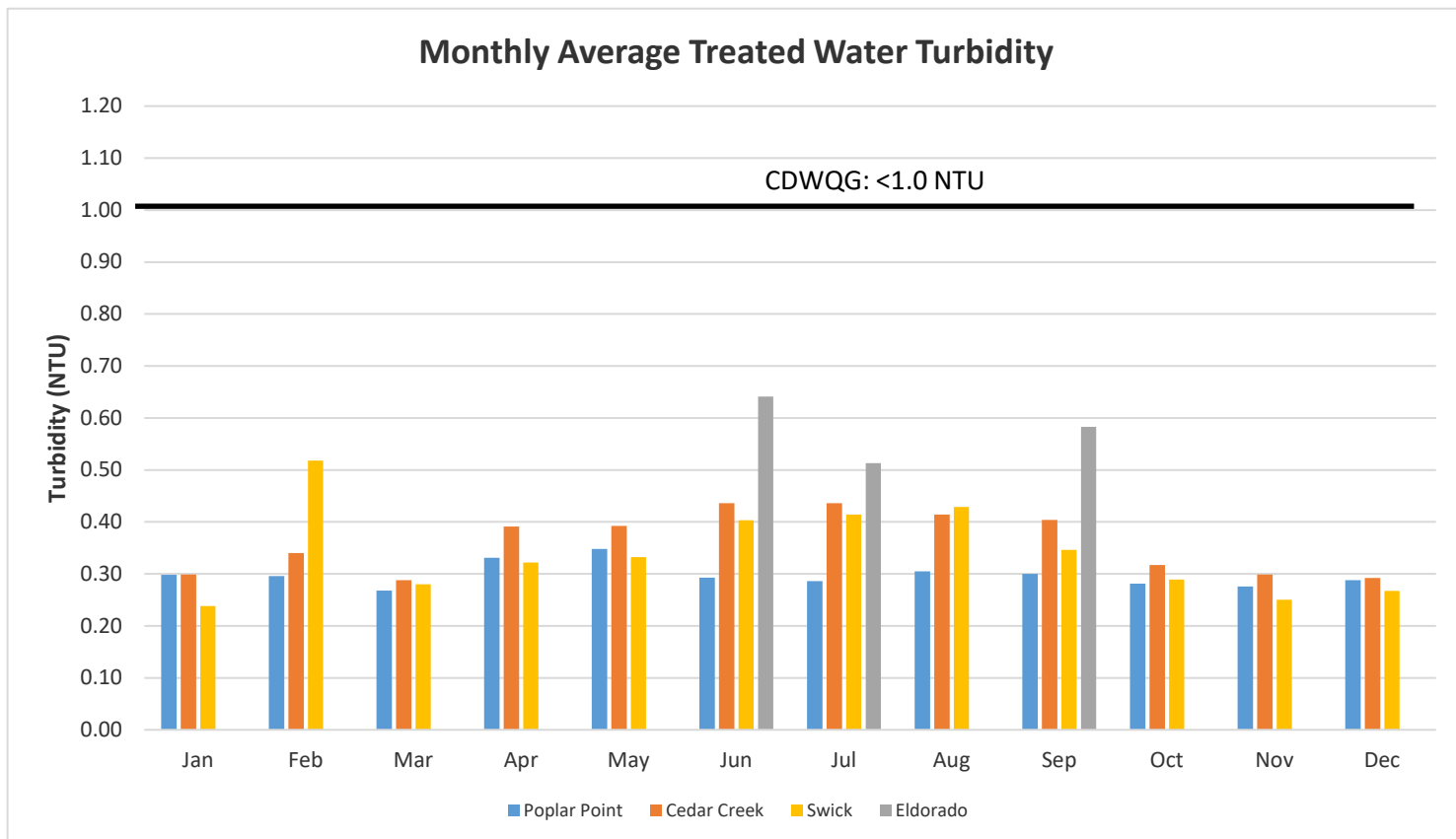


Figure 24. Monthly average Turbidity of Treated Water

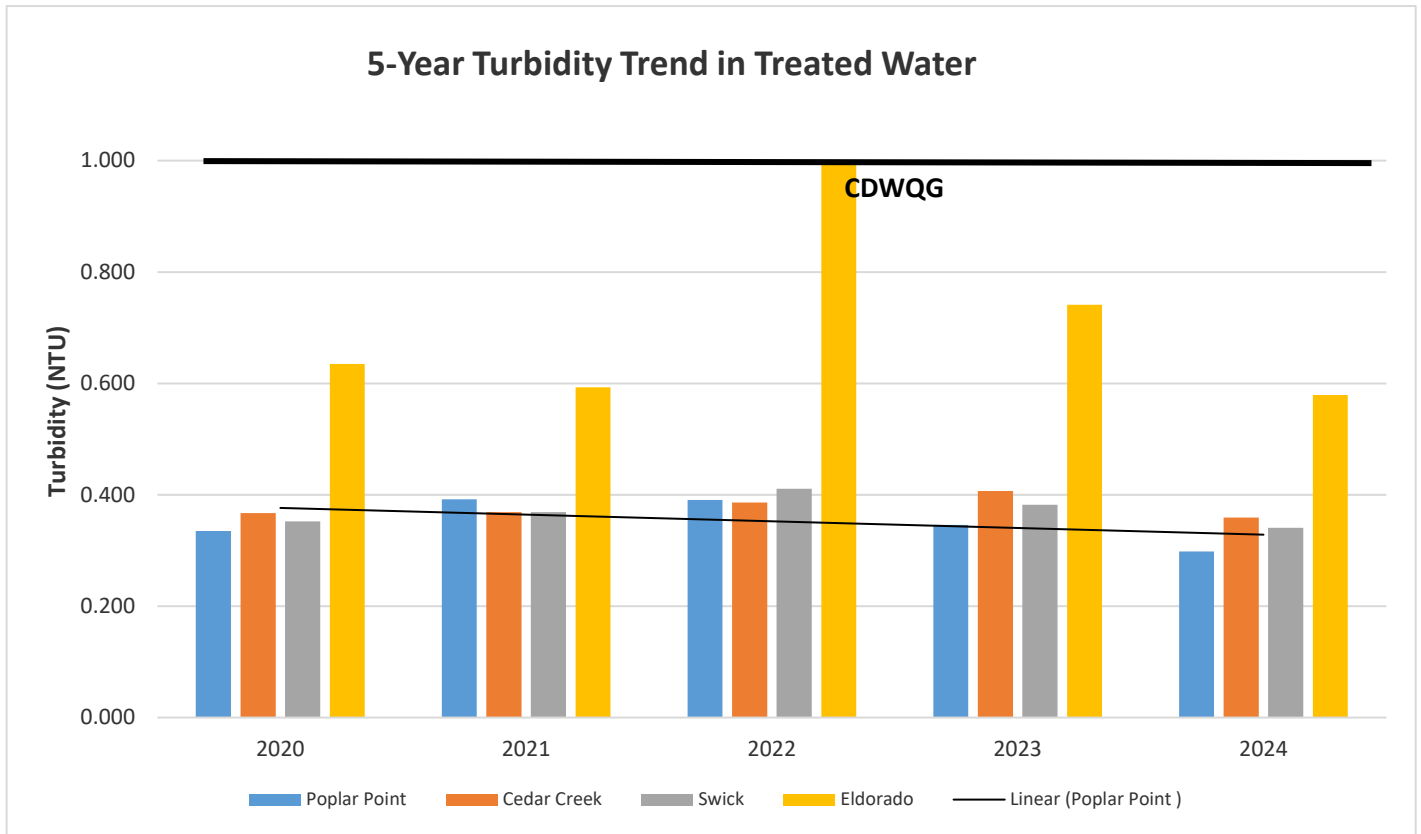


Figure 25. 5-Year Turbidity trend in Treated Water

Chlorine – Free

Chlorine is introduced to source water at each pump house through exposure and mixing with either chlorine gas or commercial hypochlorite at set time levels and concentrations that meet the criteria of 3 and 4-log reduction of bacteria and pathogens. Both Total and Free Chlorine are measured to ensure that the initial chlorine demand does not exceed the dosing applied and is at appropriate levels to maintain a residual throughout the entire length of the distribution system. Free Chlorine is primarily monitored as that is the form of chlorine available to neutralize pathogens beyond the initial dosing point.

The average Free Chlorine value at each intake immediately post treatment met the operational objectives in 2024 (Table 19, Figure 26). Overall, there has been a marginal increase in free chlorine over the past 5 years (Figure 27).

Intake	Average (mg/L)	Minimum (mg/L)	Maximum (mg/L)	Objective (mg/L)	Number of Exceedances	Number of Tests in 2024
Poplar Point	1.59	1.01	2.19	0.20	0	164
Eldorado	1.52	0.76	1.77	0.20	0	5
Cedar Creek	1.43	1.03	1.74	0.20	0	88
Swick	1.03	0.00	2.05	0.20	0	85

Table 19. Treated Water Free Chlorine annual summary.

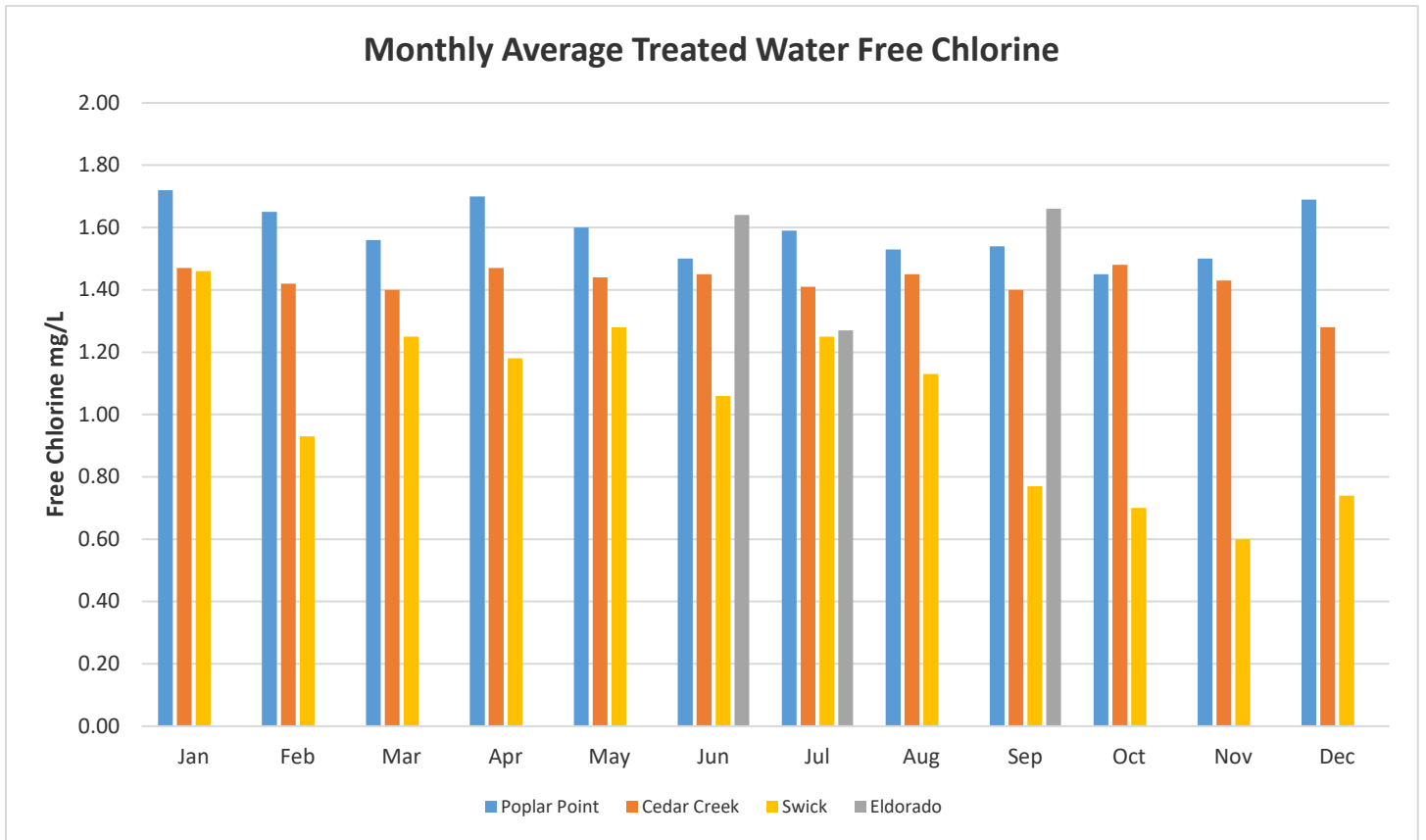


Figure 26. Monthly average Free Chlorine of Treated Water

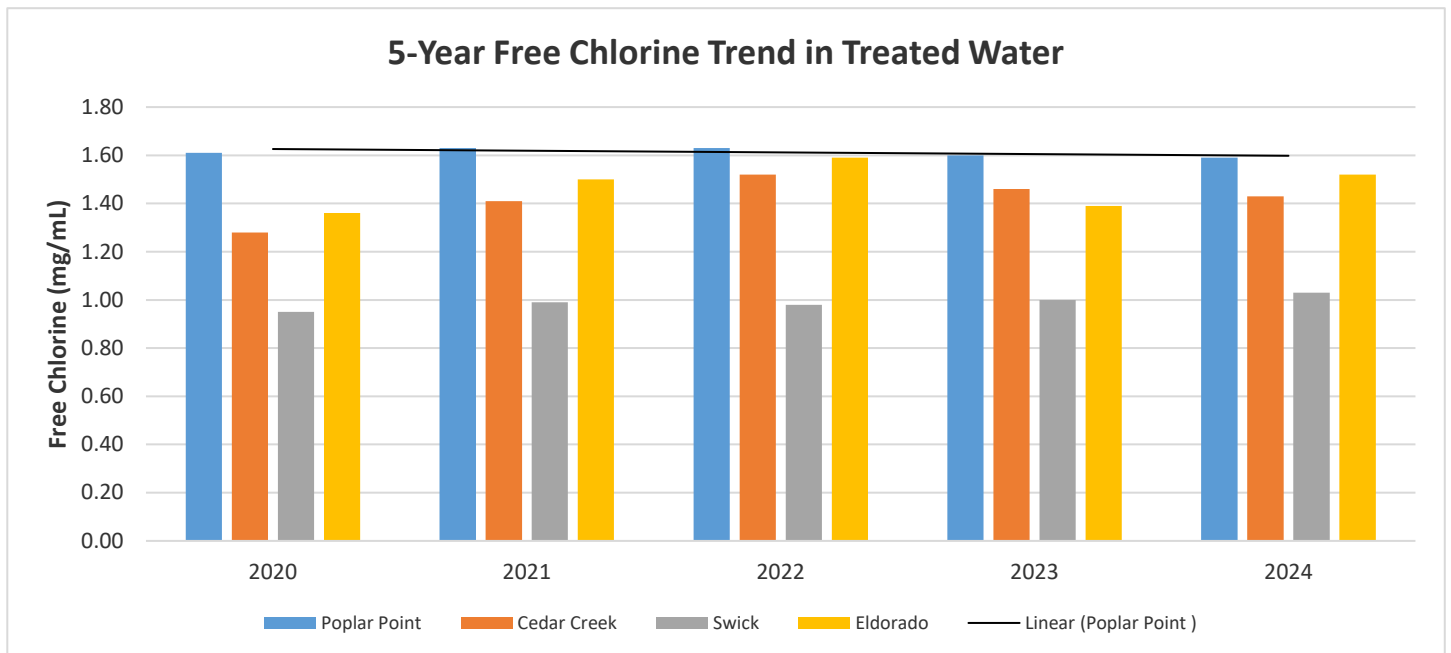


Figure 27. 5-Year Free Chlorine trend in Treated Water

Total Coliform

Effectiveness of water treatment is measured by the viable presence of both Total Coliform and E. Coli. bacteria. At no point throughout 2024 was there any positive Total Coliform detected immediately post treatment. This is in line with the 5-year trend and the CDWQ guideline requirement of <1 MPN/100mL. (Table 20). It is important to note that the reporting requirement of the MPN Quanti-tray method produces a minimum value of <1 MPN/100mL, which is essentially equivalent to the CDWQ guideline of zero CFU/100mL.

Intake	Average (MPN/100ml)	Minimum (MPN/100ml)	Maximum (MPN/100ml)	Guideline (MPN/100ml)	Number of Exceedances	Number of Tests in 2024
Poplar Point	<1.0	<1.0	<1.0	<1.0	0	171
Eldorado	<1.0	<1.0	<1.0	<1.0	0	5
Cedar Creek	<1.0	<1.0	<1.0	<1.0	0	88
Swick	<1.0	<1.0	<1.0	<1.0	0	86

Table 20. Total Coliform in Treated Water annual summary

E. Coli.

The guideline objective for E. Coli. are identical to that of Total Coliform in that all viable bacteria related to Fecal matter require complete and full inactivation (<1 MPN/100mL). The objective was achieved at all treatment points throughout 2024 (Table 21) with no requirement for the issue of any Boil Water Notices (BWN).

Intake	Average (MPN/100ml)	Minimum (MPN/100ml)	Maximum (MPN/100ml)	Guideline (MPN/100ml)	Number of Exceedances	Number of Tests in 2024
Poplar Point	<1.0	<1.0	<1.0	<1.0	0	171
Eldorado	<1.0	<1.0	<1.0	<1.0	0	5
Cedar Creek	<1.0	<1.0	<1.0	<1.0	0	88
Swick	<1.0	<1.0	<1.0	<1.0	0	86

Table 21. E.coli. in Treated Water annual summary

pH

The pH level of the water has a direct influence on the effectiveness and efficiency of the chlorine treatment applied as well as impact on the rate of infrastructure corrosion. Ideal range of pH for maximum chlorine disinfection (Hypochlorous acid) is between 6-7, but corrosion is a concern at levels <7.5. The pH of treated water is similar to the source water and is not significantly altered. Levels were consistently within the target guideline range at all treatment points (Table 22). The 5-year trend indicates a modest increase in pH value, which is resulting in pronounced alkaline condition (Figure 29).

Intake	Average	Minimum	Maximum	Guideline (AO)	Number of Exceedances	Number of Tests in 2024
Poplar Point	7.92	7.69	8.17	7.0 - 10.5	0	172
Eldorado	8.12	8.04	8.21	7.0 - 10.5	0	5
Cedar Creek	8.20	7.94	8.50	7.0 - 10.5	0	89
Swick	8.27	8.07	8.50	7.0 - 10.5	0	86

Table 22. Treated Water pH annual summary.

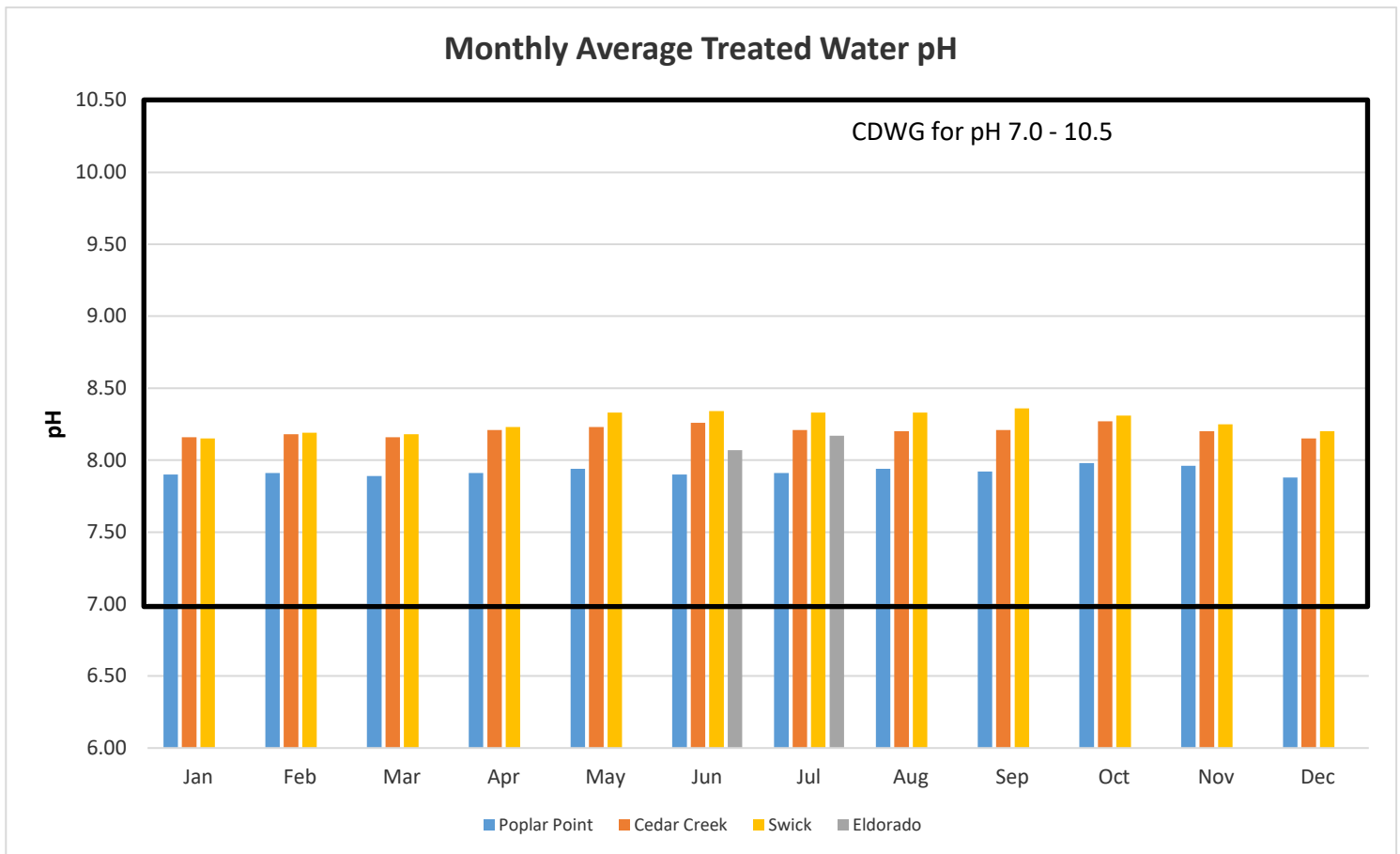


Figure 28. Monthly average pH of Treated Water

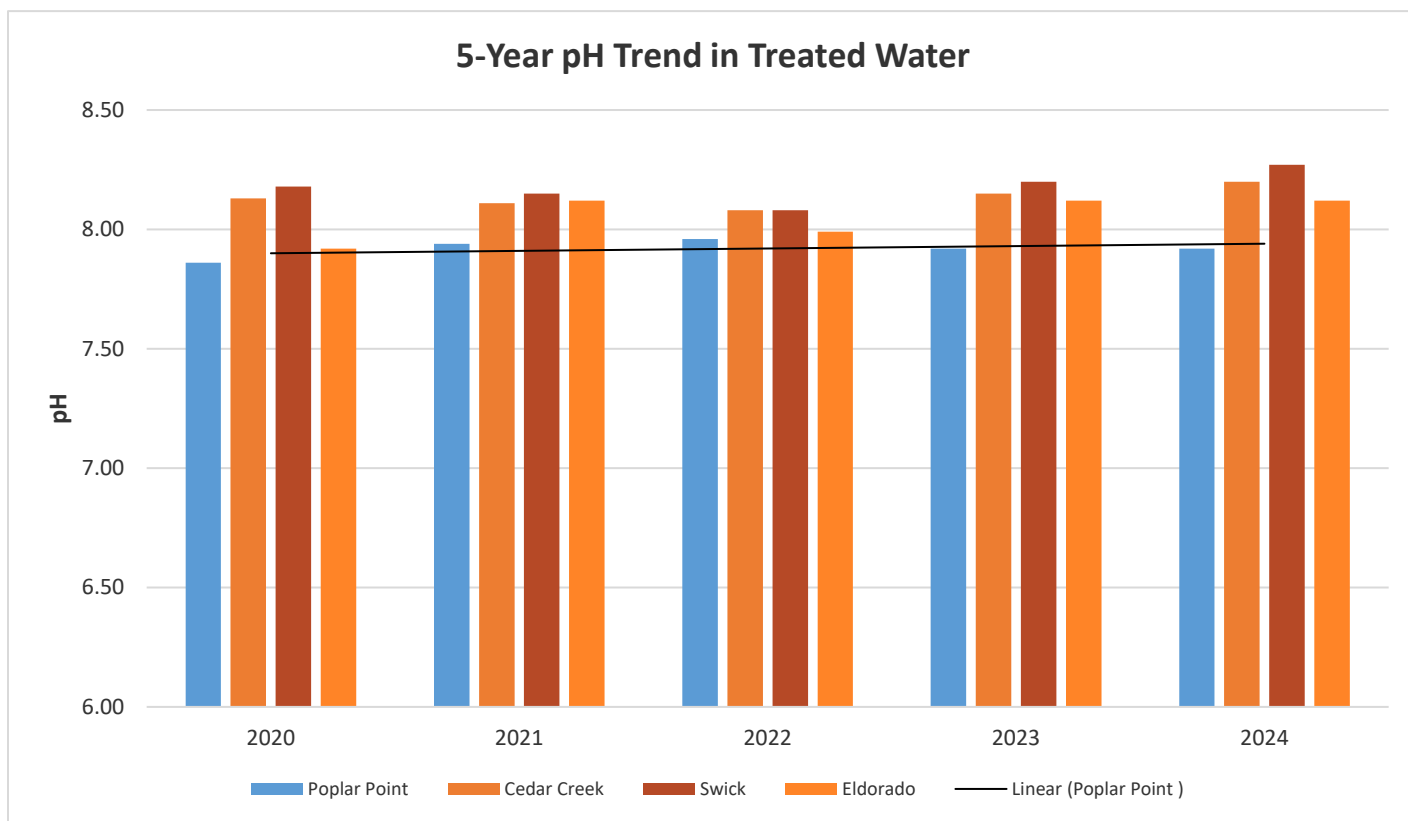


Figure 29. 5-Year pH trend in Treated Water

Color

Drinking water color below 15 Apparent Color Units (ACU) is typically undistinguishable to the average person. Elevated levels of color post treatment can have a direct connection to the concentration levels of chlorination byproducts such as THM’s and HAA’s. As with previous year data, chlorination and UVT treatment resulted in a 2-3 color unit drop with no exceedance above the Aesthetic objective of 15 ACU (Table 23). The 5-year trend for color remains consistently level (Figure 31).

Intake	Average (ACU)	Minimum (ACU)	Maximum (ACU)	Objective (ACU)	Number of Exceedances	Number of Tests in 2024
Poplar Point	6	3	11	AO: ≤15	0	171
Eldorado	11	8	13	AO: ≤15	0	5
Cedar Creek	7	4	12	AO: ≤15	0	89
Swick	7	3	11	AO: ≤15	0	86

Table 23. Treated Water Color annual summary

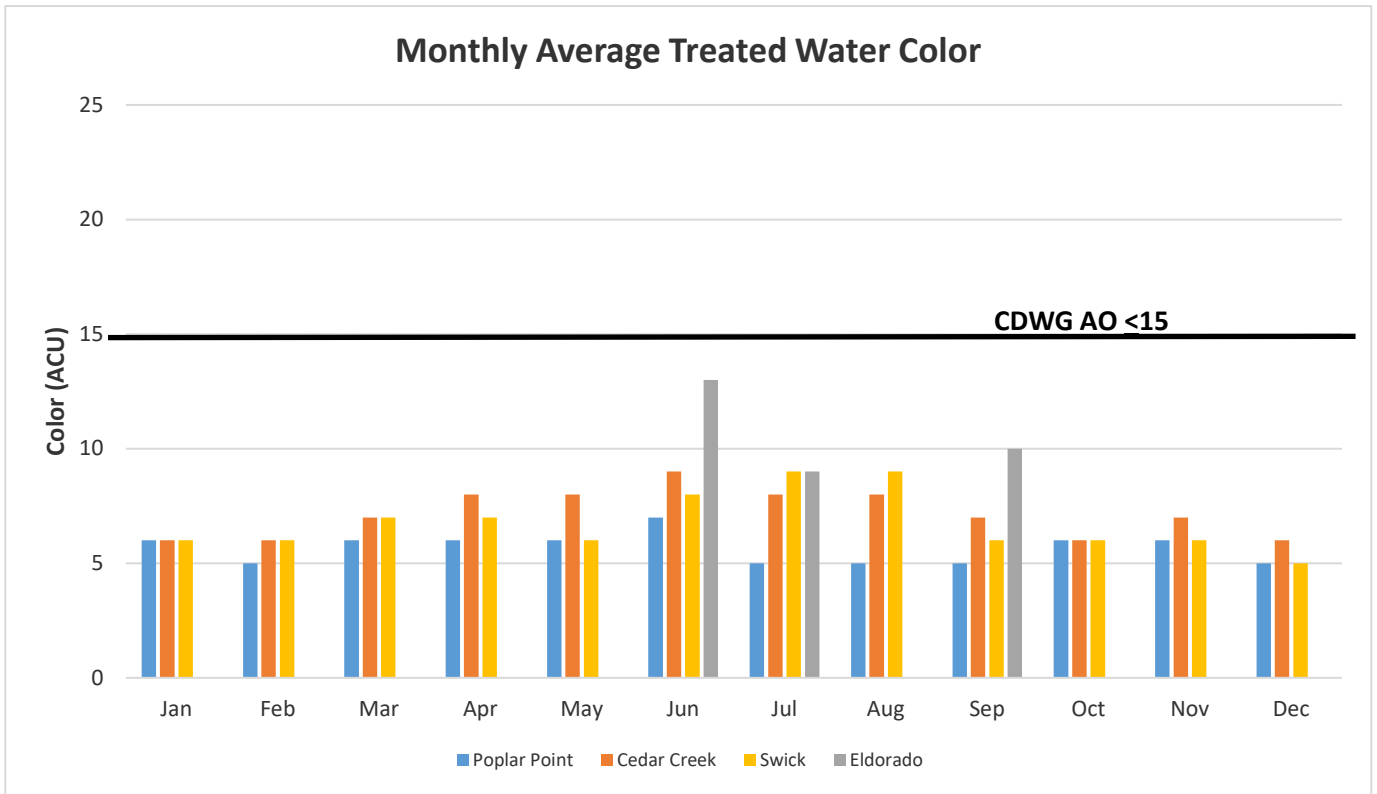


Figure 30. Monthly average Color for Treated Water

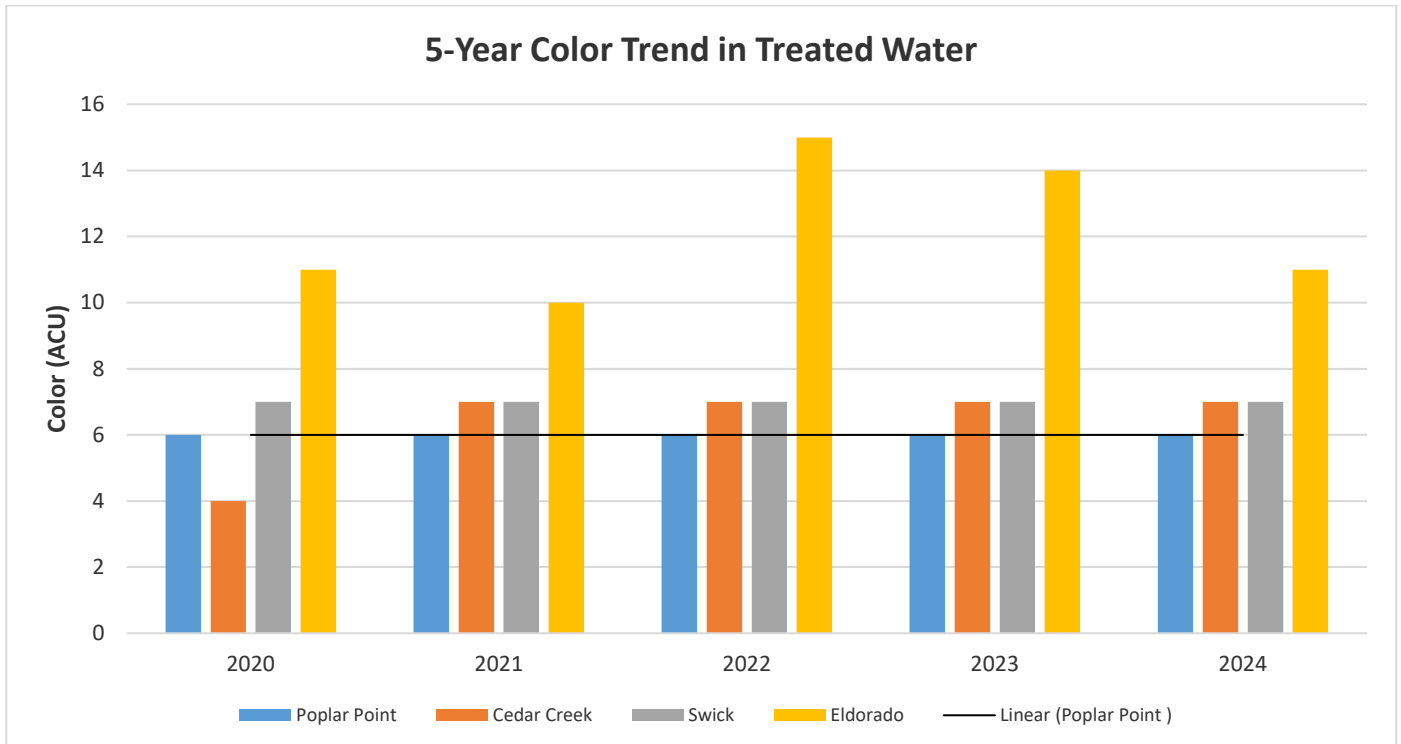


Figure 31. 5-Year Color trend in Treated Water

Temperature

The water temperature levels post treatment are not significantly different than the source water temperature as there is little heating or chilling applied during the treatment process. Elevated temperatures in treated water have been proven to enhance THM byproduct formation and therefore are preferred to be within objective limits. Minor objective exceedances were observed for both source and treated water during summer season, particularly at the shallower intakes at Eldorado and Swick (Table 24). There is a slight downward trend in the 5-year average temperature (Figure 33).

Intake	Average (°C)	Minimum (°C)	Maximum (°C)	Objective (°C)	Number of Exceedances	Number of Tests in 2024
Poplar Point	6.6	4.0	11.5	AO:≤15	0	171
Eldorado	17.4	12.5	21.0	AO:≤15	3	5
Cedar Creek	6.6	4.5	14.9	AO:≤15	0	88
Swick	12.1	5.0	19.5	AO:≤15	21	86

Table 24. Treated Water Temperature annual summary.

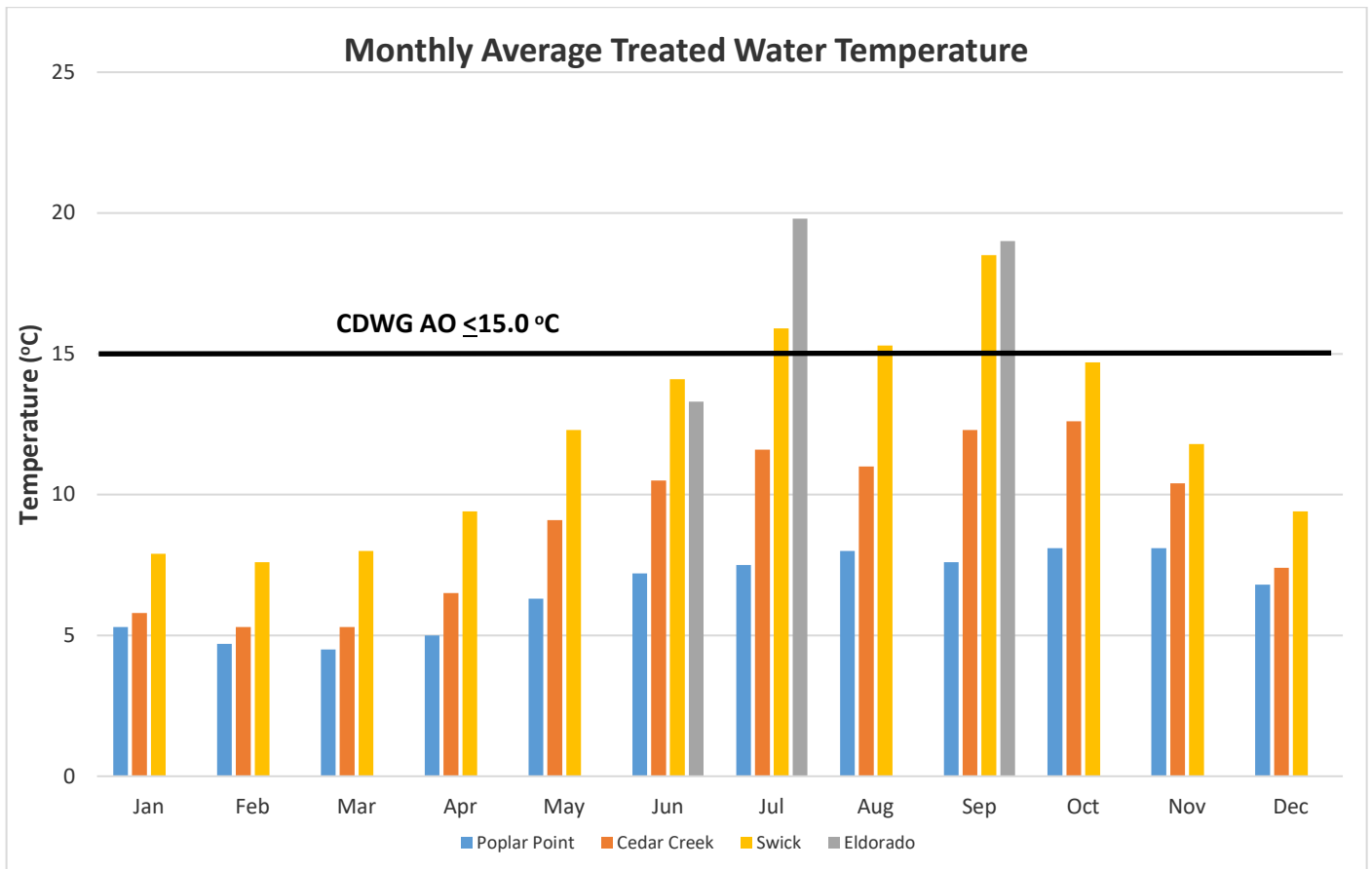


Figure 32. Monthly average Temperature of Treated Water

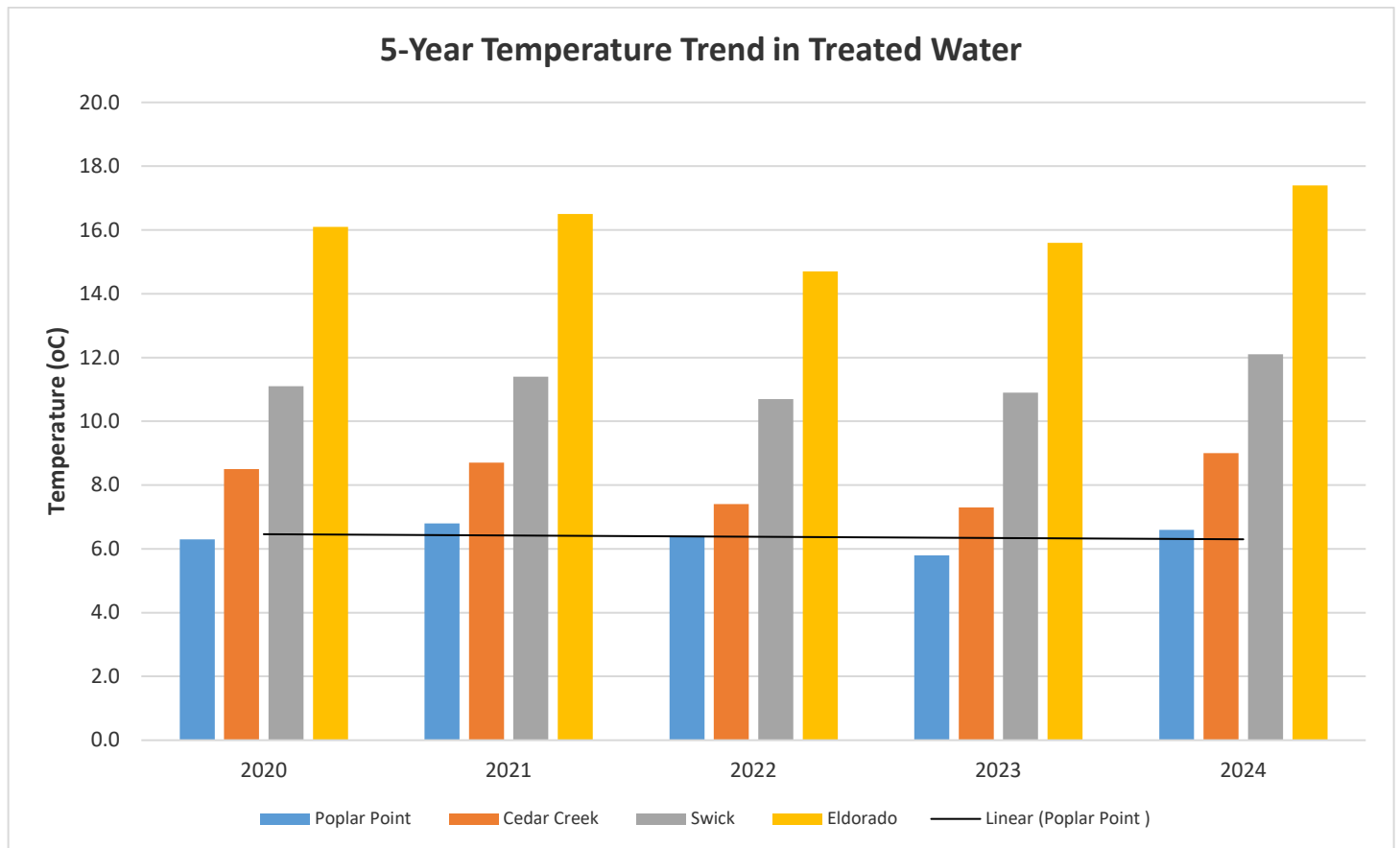


Figure 33. 5-Year Temperature trend in Treated Water

UV Transmittance

After dosing through the UV reactor cells, the transmittance of the treated water is increased by an average of 2% over the UV transmittance of the source water for all sites. All test results met the objective of >80% transmittance throughout 2024 and similar to the raw water, there was a marginal increase in the 5-year trend (Figure 35).

Intake	Average (%T)	Minimum (%T)	Maximum (%T)	Objective (%T)	Number of Exceedances	Number of Tests in 2024
Poplar Point	88.9	84.3	90.7	>80	0	171
Eldorado	86.7	80.1	89.3	>80	0	5
Cedar Creek	88.9	86.6	90.7	>80	0	88
Swick	87.5	85.8	90.3	>80	0	86

Table 25. Treated Water UV Transmittance annual summary.

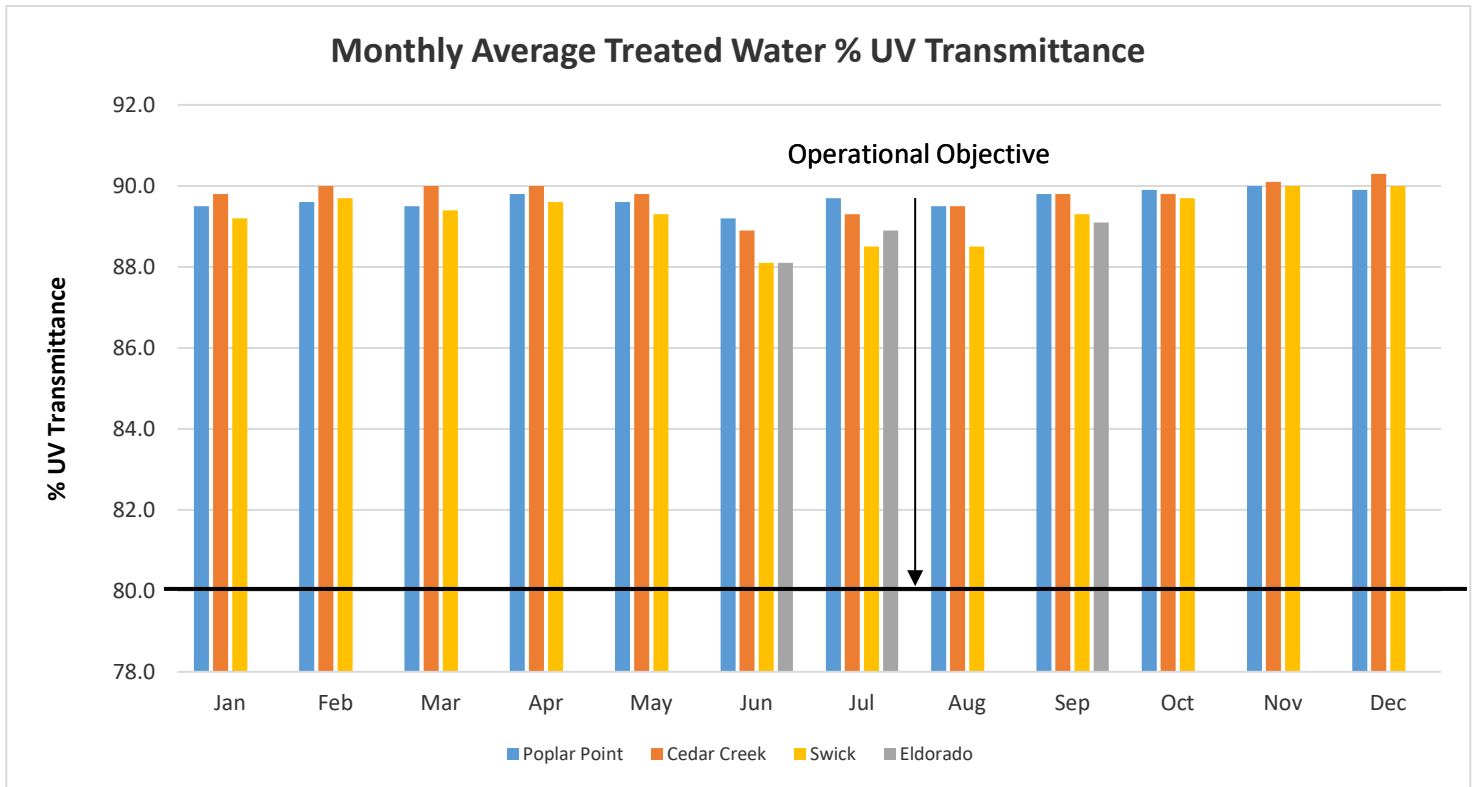


Figure 34. Monthly average % UVT for Treated Water

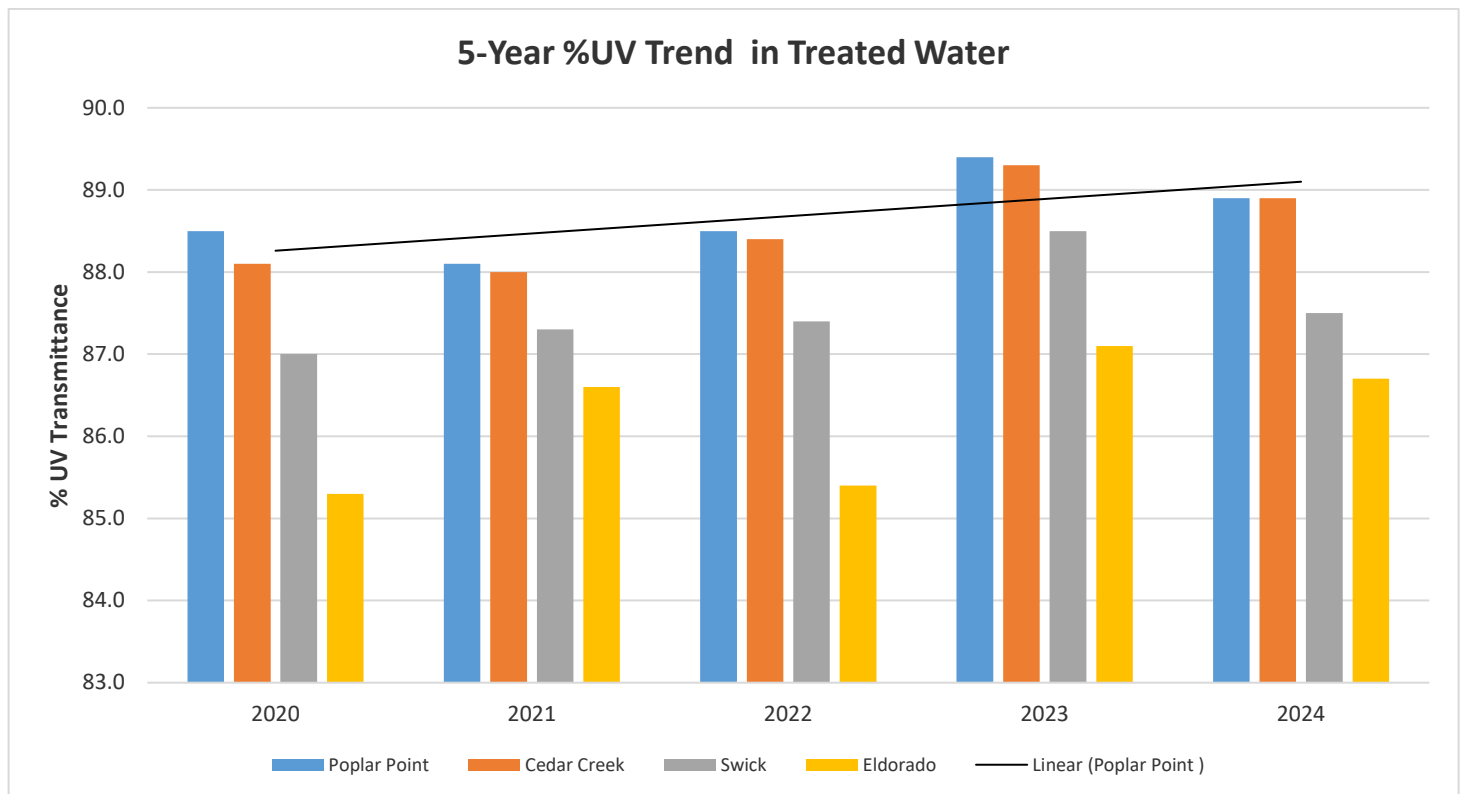


Figure 35. 5-Year %UVT trend in Treated Water

Annual Physical, Chemical and Biological Analysis

Comprehensive water analysis is conducted annually at each intake and compared to a variety of health and aesthetic objectives. There were no water quality guideline exceedances for any of the parameters as per CDWO guidelines (Table 26).

Caro Analytical Services			Poplar Point Treated	Eldorado Treated	KVR Treated	Swick Road Treated
Date Sampled			29-Jul-2024	29-Jul-2024	29-Jul-2024	29-Jul-2024
Physical Tests (Water)	Units	CDWQG	Water	Water	Water	Water
Colour, True	CU	AO<=15	<5.0	<5.0	<5.0	<5.0
Conductivity (EC)	uS/cm		299	296	315	310
Hardness, Total (as CaCO3)	mg/L		126	126	125	123
pH	pH units	7.0-10.5	8.17	8.11	8.19	8.15
Alkalinity, Total (as CaCO3)	mg/L		118	116	119	119
Solids, Total Dissolved	mg/L	AO<=500	170	167	177	174
Turbidity	NTU	MAC=1	0.57	0.47	0.66	0.37
Anions and Nutrients (Water)	Units					
Ammonia, Total (as N)	mg/L		<0.050	<0.050	<0.050	0.034
Chloride	mg/L	AO<=250	7.52	7.64	12.1	10.6
Fluoride	mg/L	MAC=1.5	0.21	0.22	0.22	0.22
Nitrate (as N)	mg/L	MAC=10	0.095	<0.010	<0.010	<0.010
Nitrite (as N)	mg/L	MAC=1	<0.010	<0.010	<0.010	<0.010
Sulfate	mg/L	AO<=500	30.5	30.2	29.9	29.8
Carbon, Total Organic	mg/L		4.08	4.15	4.30	4.23
Cyanide, Total	mg/L	MAC=0.2	<0.0020	<0.0020	<0.0020	<0.0020

Caro Analytical Services			Poplar Point Treated	Eldorado Treated	KVR Treated	Swick Road Treated
Date Sampled			29-Jul-2024	29-Jul-2024	29-Jul-2024	29-Jul-2024
Total Metals (Water)	Units					
Aluminum, total	mg/L	OG<0.1	0.0054	0.0108	0.0138	0.0057
Antimony, total	mg/L	MAC=0.006	<0.00020	<0.00020	<0.00020	<0.00020
Arsenic, total	mg/L	MAC=0.01	<0.00050	<0.00050	<0.00050	<0.00050
Barium, total	mg/L	MAC=2	0.0225	0.0227	0.0222	0.022
Boron, total	mg/L	MAC=5	<0.0500	<0.0500	<0.0500	<0.0500
Cadmium, total	mg/L	MAC=0.005	<0.000010	<0.000010	<0.000010	<0.000010
Calcium, total	mg/L		34.5	34	34	33.6
Chromium, total	mg/L	MAC=0.05	<0.00050	<0.00050	0.0008	<0.00050
Cobalt, total	mg/L		<0.00010	<0.00010	<0.00010	<0.00010
Copper, total	mg/L	MAC=2	0.00113	0.0166	0.001	0.00472
Iron, total	mg/L	AO<=0.3	<0.010	0.015	0.019	0.021
Lead, total	mg/L	MAC=0.005	<0.00020	<0.00020	<0.00020	0.00037
Magnesium, total	mg/L		9.77	9.84	9.69	9.51
Manganese, total	mg/L	MAC=0.12	0.00141	0.00124	0.00145	0.00123
Mercury, total	mg/L	MAC=0.001	<0.000010	<0.000010	<0.000010	<0.000010
Molybdenum, total	mg/L		0.00343	0.00342	0.00342	0.00333
Nickel, total	mg/L		0.00052	0.00053	0.00065	<0.00040
Potassium, total	mg/L		2.55	2.54	2.53	2.49
Selenium, total	mg/L	MAC=0.05	<0.00050	<0.00050	<0.00050	<0.00050
Sodium, total	mg/L	AO<=200	12.1	12.2	16.6	15.4
Strontium, total	mg/L	7	0.29	0.289	0.288	0.276
Uranium, total	mg/L	MAC=0.02	0.00253	0.00252	0.00247	0.00247
Zinc, total	mg/L	AO<=5	<0.0040	<0.0040	<0.0040	<0.0040

MAC= Maximum Acceptable Concentration related to Health Concerns

AO = Aesthetic Objective related to Taste, Odor, Appearance

Table 26. Treated Water comprehensive analysis summary.

Pesticides and Herbicides

The scan presented here includes historically applied compounds as well as newly formulated spray compounds. As of July 2021, none of the scanned Pesticides or Herbicides have been identified in the Kelowna water drinking water system meet appreciable drinking water levels (Table 27). Analysis is completed every four years.

CARO Analytical Services			POPLAR POINT TREATED	ELDORADO TREATED	KVR TREATED	SWICK ROAD TREATED
Date Sampled			26-Jul-2021	26-Jul-2021	26-Jul-2021	26-Jul-2021
Parameter	Units	CDWQG	Water	Water	Water	Water
Organochlorine Pesticides						
Aldrin	ug/L		<0.006	<0.006	<0.006	<0.006
alpha-BHC	ug/L		<0.010	<0.010	<0.010	<0.010
beta-BHC	ug/L		<0.050	<0.050	<0.050	<0.050
delta-BHC	ug/L		<0.050	<0.050	<0.050	<0.050
DDT, Total	ug/L		<0.010	<0.010	<0.010	<0.010
Dieldrin	ug/L		<0.010	<0.010	<0.010	<0.010
Endosulfan I + II	ug/L		<0.010	<0.010	<0.010	<0.010
Endosulfan sulfate	ug/L		<0.050	<0.050	<0.050	<0.050
Endrin aldehyde	ug/L		<0.020	<0.020	<0.020	<0.020
Endrin ketone	ug/L		<0.020	<0.020	<0.020	<0.020
Herbicides						
Bromacil	ug/L		<0.100	<0.100	<0.100	<0.100
Bromoxynil	ug/L	MAC=5	<0.20	<0.20	<0.20	<0.20
Butachlor	ug/L		<0.020	<0.020	<0.020	<0.020
Cyanazine	ug/L		<0.10	<0.10	<0.10	<0.10
2,4-D	ug/L	MAC=100	<0.10	<0.10	<0.10	<0.10
Dicamba	ug/L	MAC=120	<0.10	<0.10	<0.10	<0.10
Dinoseb	ug/L		<0.10	<0.10	<0.10	<0.10
Diuron	ug/L	MAC=150	<0.200	<0.200	<0.200	<0.200
MCPA	ug/L	MAC=100	<0.020	<0.020	<0.020	<0.020
2,4,5-T	ug/L		<0.10	<0.10	<0.10	<0.10
Picloram	ug/L	MAC=190	<0.10	<0.10	<0.10	<0.10

CARO Analytical Services			POPLAR POINT TREATED	ELDORADO TREATED	KVR TREATED	SWICK ROAD TREATED
Pesticides/Fungicides			26-Jul-2021	26-Jul-2021	26-Jul-2021	26-Jul-2021
Alachlor	ug/L		<0.10	<0.10	<0.10	<0.10
Atrazine & Metabolites	ug/L	MAC=5	<0.10	<0.10	<0.10	<0.10
Azinphos-methyl	ug/L	MAC=20	<0.20	<0.20	<0.20	<0.20
Captan	ug/L		<0.100	<0.100	<0.100	<0.100
Chlordane (cis + trans)	ug/L		<0.050	<0.050	<0.050	<0.050
Chlorothalonil	ug/L		<0.050	<0.050	<0.050	<0.050
Chlorpyrifos	ug/L	MAC=90	<0.010	<0.010	<0.010	<0.010
Deltamethrin	ug/L		<0.100	<0.100	<0.100	<0.100
Diazinon	ug/L	MAC=20	<0.020	<0.020	<0.020	<0.020
Dichlorvos	ug/L		<0.10	<0.10	<0.10	<0.10
Diclofop-methyl	ug/L	MAC=9	<0.10	<0.10	<0.10	<0.10
Dimethoate	ug/L	MAC=20	<0.200	<0.200	<0.200	<0.200
Disulfoton	ug/L		<0.100	<0.100	<0.100	<0.100
Endrin	ug/L		<0.020	<0.020	<0.020	<0.020
Fenchlorphos (Ronnel)	ug/L		<0.100	<0.100	<0.100	<0.100
Heptachlor	ug/L		<0.010	<0.010	<0.010	<0.010
Heptachlor epoxide	ug/L		<0.010	<0.010	<0.010	<0.010
Lindane	ug/L		<0.050	<0.050	<0.050	<0.050
Linuron	ug/L		<0.050	<0.050	<0.050	<0.050
Malathion	ug/L	MAC=190	<0.10	<0.10	<0.10	<0.10
Methoxychlor	ug/L		<0.050	<0.050	<0.050	<0.050
Methyl parathion	ug/L		<0.100	<0.100	<0.100	<0.100
Metolachlor	ug/L	MAC=50	<0.10	<0.10	<0.10	<0.10
Metribuzin	ug/L	MAC=80	<0.200	<0.200	<0.200	<0.200
Parathion	ug/L		<0.100	<0.100	<0.100	<0.100
Pentachloronitrobenzene	ug/L		<0.100	<0.100	<0.100	<0.100
Permethrin	ug/L		<0.010	<0.010	<0.010	<0.010
Phorate	ug/L	MAC=20	<0.10	<0.10	<0.10	<0.10
Prometon	ug/L		<0.300	<0.300	<0.300	<0.300
Prometryne	ug/L		<0.10	<0.10	<0.10	<0.10
Simazine	ug/L	MAC=10	<0.200	<0.200	<0.200	<0.200
Sulfotep	ug/L		<0.100	<0.100	<0.100	<0.100
Tebuthiuron	ug/L		<0.200	<0.200	<0.200	<0.200
Temephos (Abate)	ug/L		<0.500	<0.500	<0.500	<0.500
Terbufos	ug/L	MAC=1	<0.10	<0.10	<0.10	<0.10
Triallate	ug/L		<0.10	<0.10	<0.10	<0.10
Trifluralin	ug/L	MAC=45	<0.200	<0.200	<0.200	<0.200

Table 27. Pesticide and Herbicide scans of treated water

Radiological Parameters

There were minor detectable levels of Gross Alpha compounds (naturally occurring) and minor concentrations of Gross Beta compounds (artificially occurring), but well below the CDWQ guidelines (Table 28). Analysis is completed for these parameters every four years.

SRC Analytical Services			POPLAR POINT TREATED	ELDORADO TREATED	CEDAR CREEK TREATED	SWICK ROAD TREATED
Date Sampled			26-Jul-2021	26-Jul-2021	26-Jul-2021	26-Jul-2021
Parameter	Guideline*	Units	Water	Water	Water	Water
Radiological						
Gross Alpha	<1	Bq/L	<0.09	<0.09	0.08	<0.08
Gross Beta	<1	Bq/L	0.15	<0.07	0.19	0.15

Table 28. Radiological scans of treated water

Polyfluoroalkyl (PFAS) Substances

There were no detectable levels of PFAS or PFOS compound in both the Poplar Point and Swick system samples post treatment (Table 29). These compounds will be tested on an annual basis and compared to the most recent regulatory objective.

Bureau Veritas	UNITS	Detection Limit	SWICK TREATED	POPLAR POINT TREATED
Sampling Date			5-Dec-24	5-Dec-24
Perfluorinated Compounds				
Perfluorobutanoic acid (PFBA)	ng/L	2.0	ND	ND
Perfluoropentanoic Acid (PFPeA)	ng/L	2.0	ND	ND
Perfluorohexanoic Acid (PFHxA)	ng/L	2.0	ND	ND
Perfluoroheptanoic Acid (PFHpA)	ng/L	2.0	ND	ND
Perfluorooctanoic Acid (PFOA)	ng/L	2.0	ND	ND
Perfluorononanoic Acid (PFNA)	ng/L	2.0	ND	ND
Perfluorodecanoic Acid (PFDA)	ng/L	2.0	ND	ND
Perfluoroundecanoic Acid (PFUnA)	ng/L	2.0	ND	ND
Perfluorododecanoic Acid (PFDoA)	ng/L	2.0	ND	ND
Perfluorotridecanoic acid (PFTRDA)	ng/L	2.0	ND	ND
Perfluorotetradecanoic acid (PFTEDA)	ng/L	2.0	ND	ND
Perfluorohexadecanoic acid (PFHxDA)	ng/L	2.0	ND	ND
Perfluorooctadecanoic acid (PFODA)	ng/L	2.0	ND	ND
Perfluoropropanesulfonic acid PFPRS	ng/L	2.0	ND	ND
Perfluorobutanesulfonic acid (PFBS)	ng/L	2.0	ND	ND

Perfluoropentanesulfonic acid PFPes	ng/L	2.0	ND	ND
Perfluorohexanesulfonic acid(PFHxS)	ng/L	2.0	ND	ND
Perfluoroheptanesulfonic acid PFHpS	ng/L	2.0	ND	ND
Perfluorooctanesulfonic acid (PFOS)	ng/L	2.0	ND	ND
Perfluorononanesulfonic acid (PFNS)	ng/L	2.0	ND	ND
Perfluorodecanesulfonic acid (PFDS)	ng/L	2.0	ND	ND
Perfluorododecanesulfonic acid	ng/L	2.0	ND	ND
2H-Perfluorooctenoic Acid	ng/L	2.0	ND	ND
2H-Perfluoro-decenoic Acid	ng/L	2.0	ND	ND
4:2 Fluorotelomer sulfonic acid	ng/L	2.0	ND	ND
6:2 Fluorotelomer sulfonic acid	ng/L	4.0	ND	ND
8:2 Fluorotelomer sulfonic acid	ng/L	4.0	ND	ND
10:2 Fluorotelomer sulfonic acid	ng/L	4.0	ND	ND
Perfluorooctane Sulfonamide (PFOSA)	ng/L	4.0	ND	ND
MeFOSA	ng/L	4.0	ND	ND
EtFOSA	ng/L	4.0	ND	ND
MeFOSAA	ng/L	4.0	ND	ND
EtFOSAA	ng/L	4.0	ND	ND
MeFOSE	ng/L	4.0	ND	ND
EtFOSE	ng/L	4.0	ND	ND
Hexafluoropropyleneoxide Dimer Acid	ng/L	4.0	ND	ND
4,8-Dioxa-3H-Perfluorononanoic Acid	ng/L	2.0	ND	ND
Perfluoro-3-methoxypropanoic acid	ng/L	2.0	ND	ND
Perfluoro-4-methoxybutanoic acid	ng/L	2.0	ND	ND
Nonafluoro-3,6-dioxaheptanoic acid	ng/L	4.0	ND	ND
9Cl-PF3ONS (F-53B Major)	ng/L	2.0	ND	ND
11Cl-PF3OUdS (F-53B Minor)	ng/L	2.0	ND	ND
Perfluoro2ethoxyethanesulfonic acid	ng/L	2.0	ND	ND
PFECHS (acid)	ng/L	2.0	ND	ND
3-Perfluoropropylpropanoic acid	ng/L	10	ND	ND
2H2H3H3H-Perfluorooctanoic acid	ng/L	4.0	ND	ND
3-Perfluoroheptylpropanoic acid	ng/L	4.0	ND	ND

Table 29. PFAS and PFOS compounds in treated water

Appendix D

Water Distribution Water Quality Monitoring Parameters

Distribution Water Quality Parameters

Chlorine – Free

To maintain free chlorine residual throughout the distribution system, booster stations are equipped to inject additional sodium hypochlorite at strategic intervals and are sampled from point of source through to end of pipe to maintain an operational target of 0.2 mg/mL free chlorine residual throughout. These sites are monitored weekly and reported to IHA monthly. The goal of achieving an operating Chlorine residual of 0.2 mg/L was not always achieved in the city distribution system (Table 30). The 5-year trend indicates a marginal decrease in free Chlorine residual throughout the city system distribution (Figure 37).

	Average (mg/L)	Minimum (mg/L)	Maximum (mg/L)	Number of Tests in 2024
City System	0.74	0	1.79	1011
Swick	0.46	0	1.56	97

Table 30. Free Chlorine in distribution water system

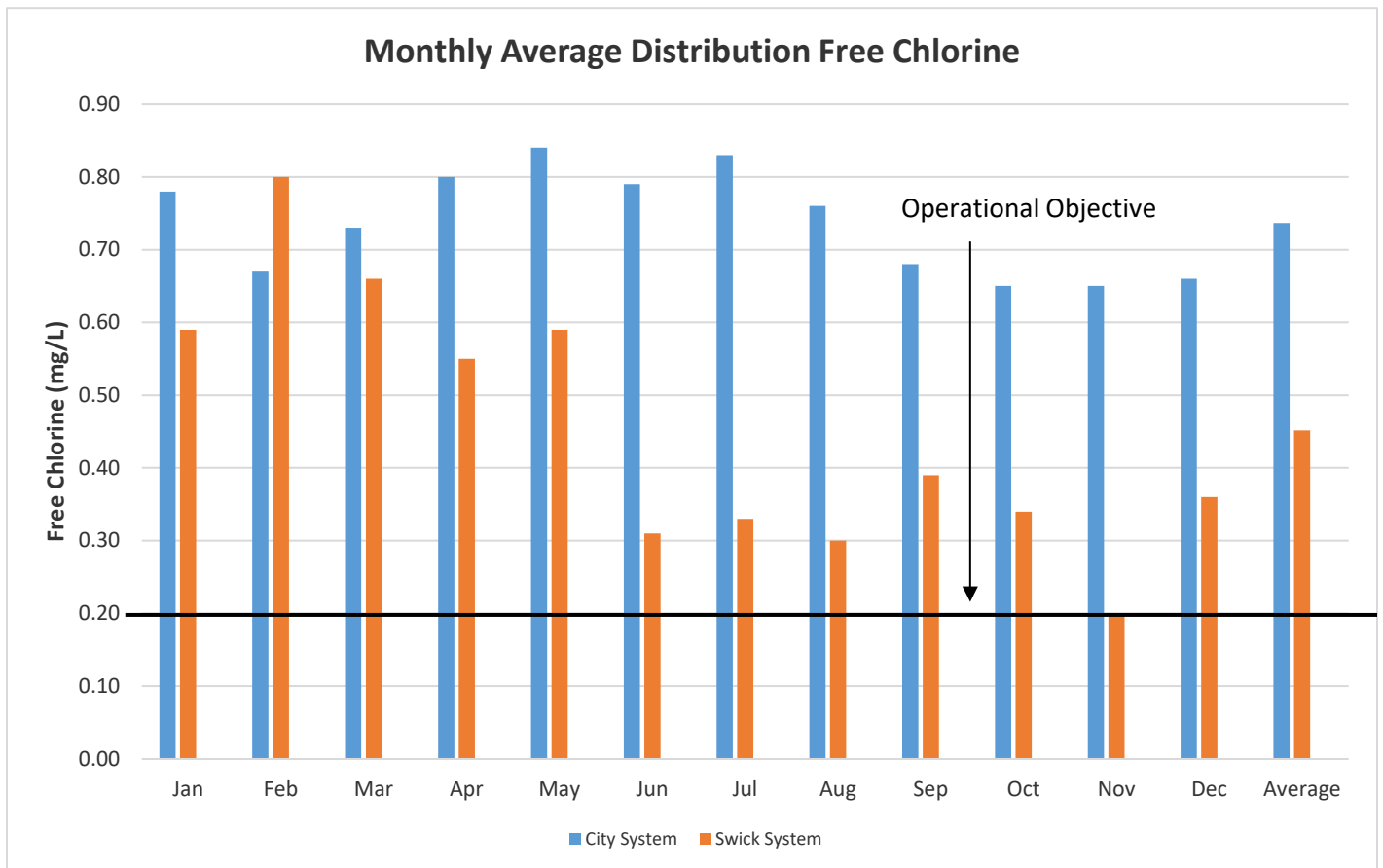


Figure 36. Monthly average Free Chlorine in Distribution System

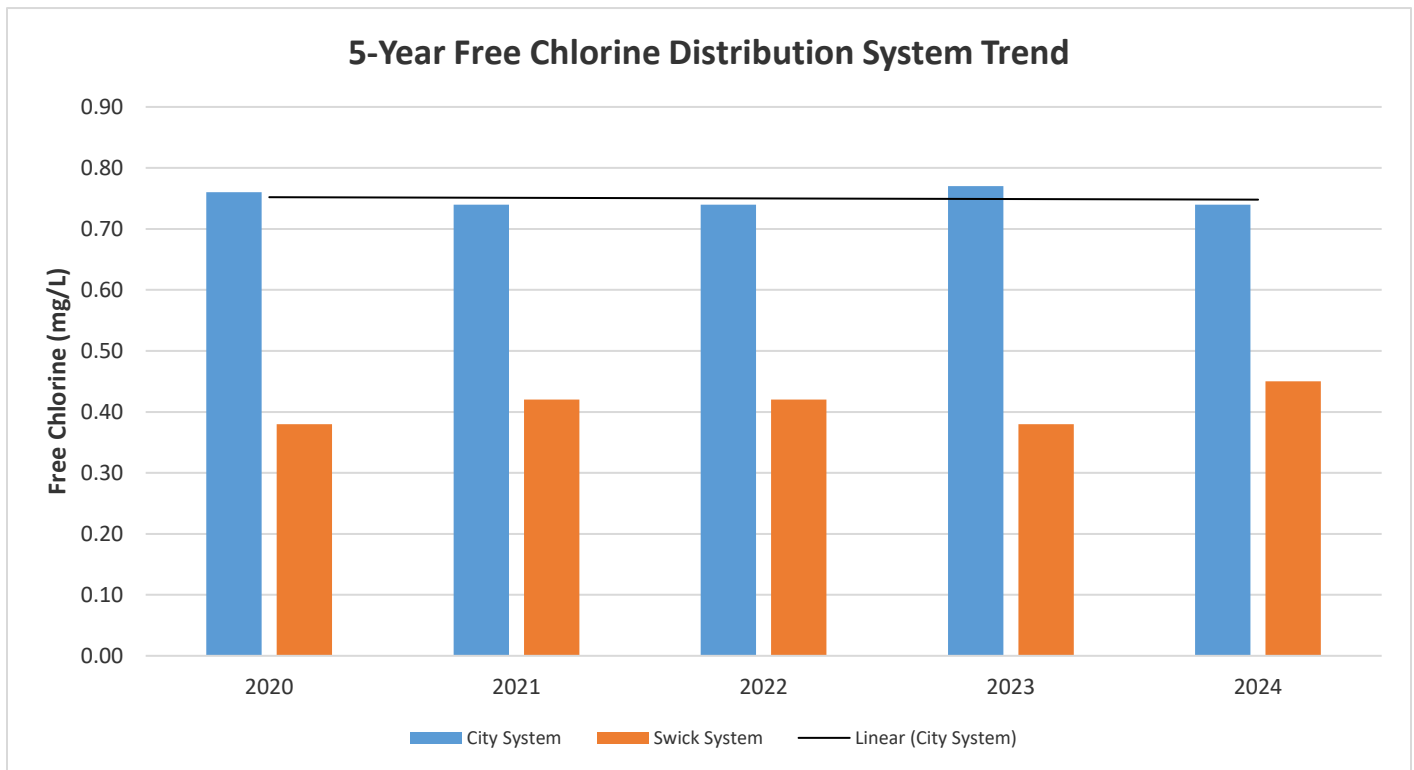


Figure 37. 5-Year Average Free Chlorine in Distribution System

Total Coliform

Total Coliform and E. Coli. bacteria are monitored routinely at various points along the distribution system to ensure that no bacterial re-growth has occurred and that new bacteria has not been introduced through leaks or line breaks. To date, there has been no indication that there were detectable levels of Total Coliform or E. Coli. at any of the distribution sampling sites (Tables 31 and 32).

	Average (MPN/100ml)	Minimum (MPN/100ml)	Maximum (MPN/100ml)	Guideline (MPN/100ml)	Number of Exceedances	Number of Tests in 2024
City System	<1.0	<1.0	<1.0	<1.0	0	1010
Swick	<1.0	<1.0	<1.0	<1.0	0	97

Table 31. Total Coliform in distribution water system summary

E. Coli.

	Average (MPN/100ml)	Minimum (MPN/100ml)	Maximum (MPN/100ml)	Guideline (MPN/100ml)	Number of Exceedances	Number of Tests in 2024
City System	<1.0	<1.0	<1.0	<1.0	0	1010
Swick	<1.0	<1.0	<1.0	<1.0	0	97

Table 32. E. Coli. in distribution water system summary

Trihalomethanes

Trihalomethanes (THM) and Haloacetic acids (HAA) are produced during the relatively slow organic reaction that occurs between free chlorine and naturally occurring organic precursors such as humic and fulvic acids. Samples are tested quarterly (Figure 38) and also reported as an annual average to demonstrate compliance with the 0.10 mg/L Canadian Drinking Water guideline requirements. Despite a decrease in the average TTHM concentrations in 2024, the 5-year trend showed a marginal increase over the past 5 years, primarily due to the extension of the distribution system into remote areas (Figure 39).

	Average (mg/L)	Minimum (mg/L)	Maximum (mg/L)	Guideline (mg/L)	Number of Exceedances	Number of Tests in 2024
City System	0.6390	0.0364	0.1650	<0.1	3	32
Swick	0.0758	0.0517	0.103	<0.1	2	8

Table 33. Summary of THM concentrations in the distribution water system

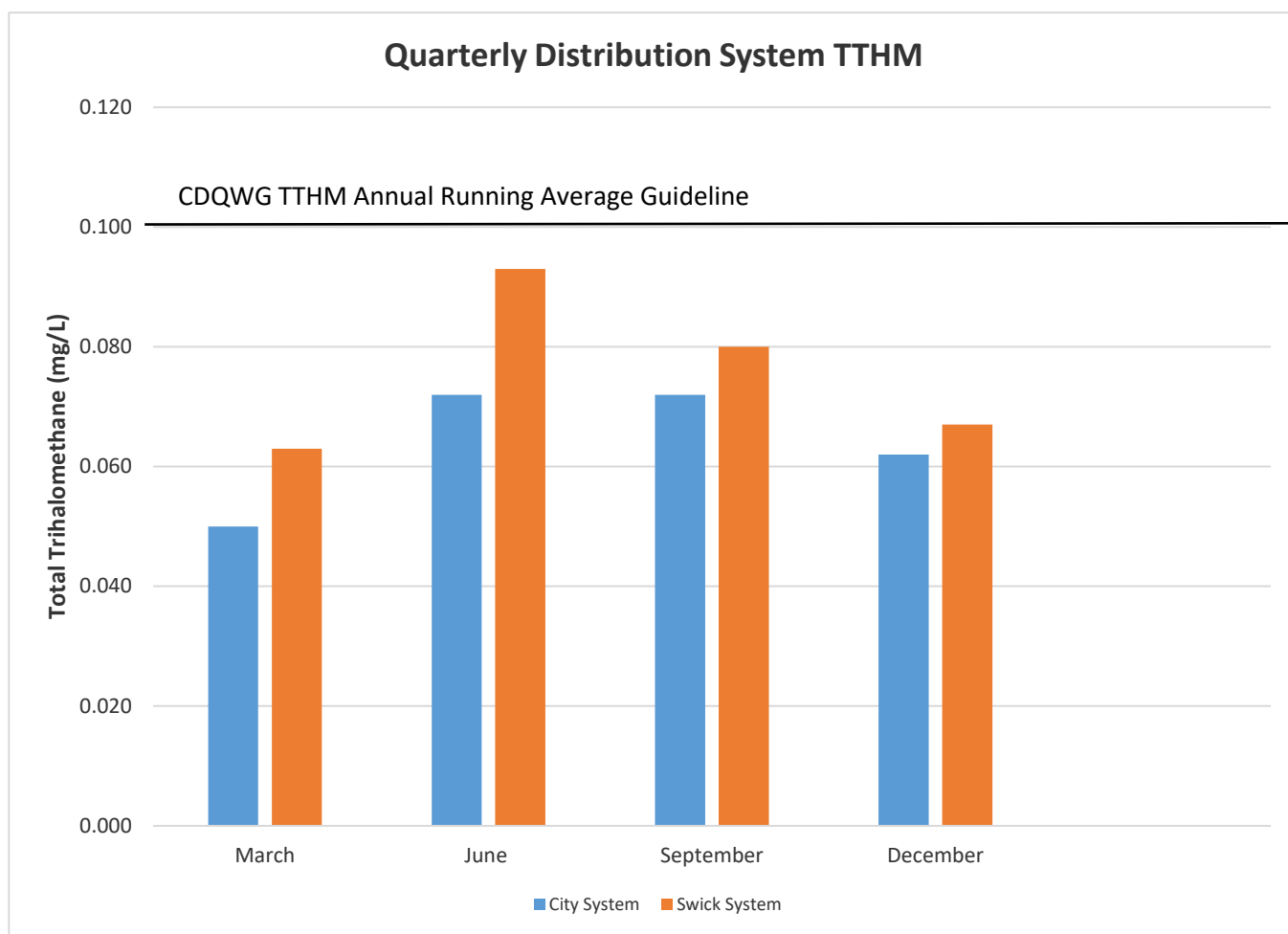


Figure 38. Quarterly TTHM in Distribution system

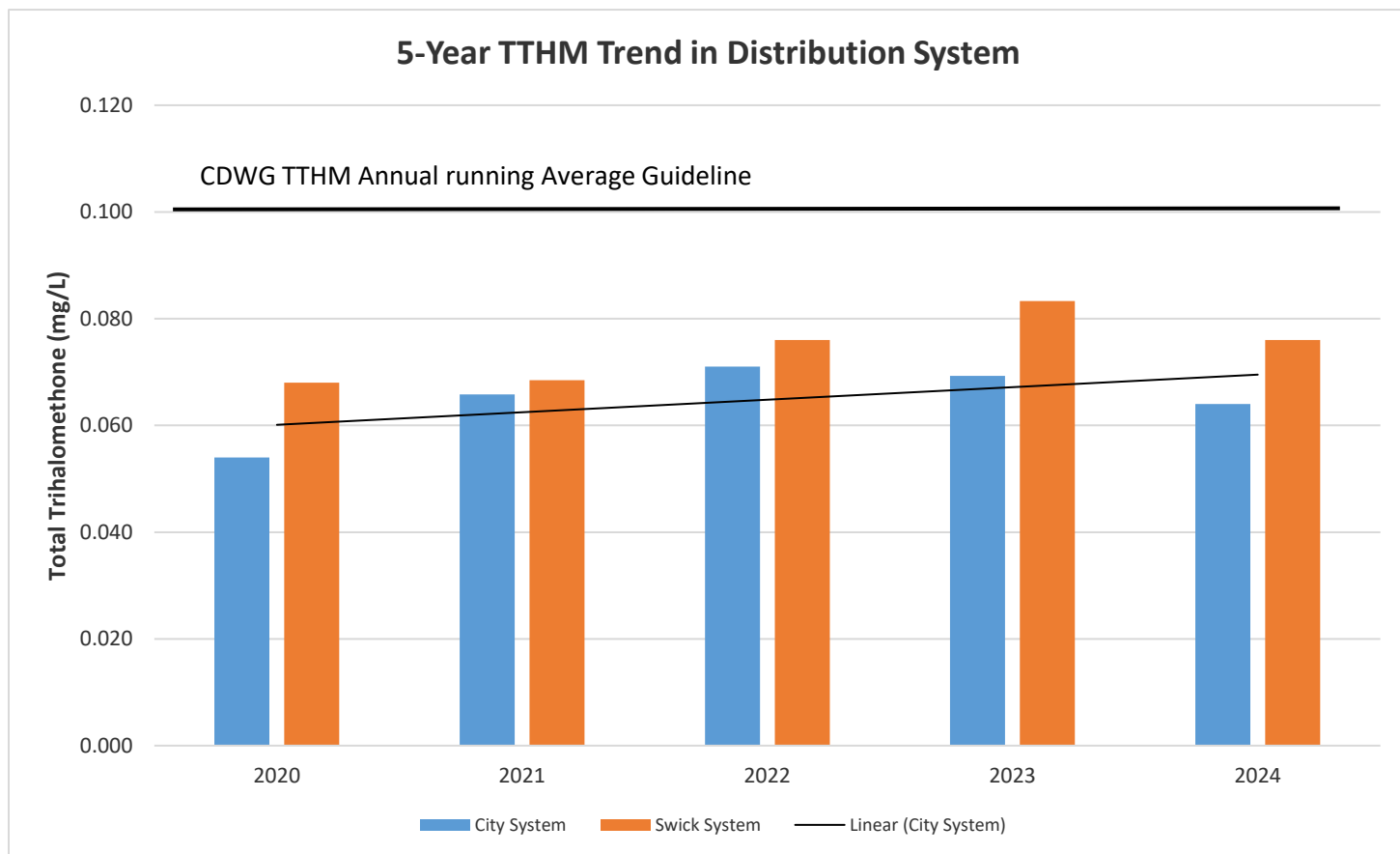


Figure 39. 5-year THM trend in Distribution Systems

Haloacetic Acids

Haloacetic acid is also a disinfection byproduct that has health guidelines associated with them. There were no guideline exceedances above 0.8 mg/L at any of the sampling sites throughout 2024 (Table 34). The 5-year trend indicates a marginally increasing concentration of HAA’s in the City system, similar to TTHM (Figure 41).

	Average (mg/L)	Minimum (mg/L)	Maximum (mg/L)	Guideline (mg/L)	Number of Exceedances	Number of Tests in 2024
City System	0.0430	0.0185	0.0663	<0.08	0	32
Swick	0.0399	0.0034	0.0588	<0.08	0	8

Table 34. Summary of HAA concentrations in the distribution water system

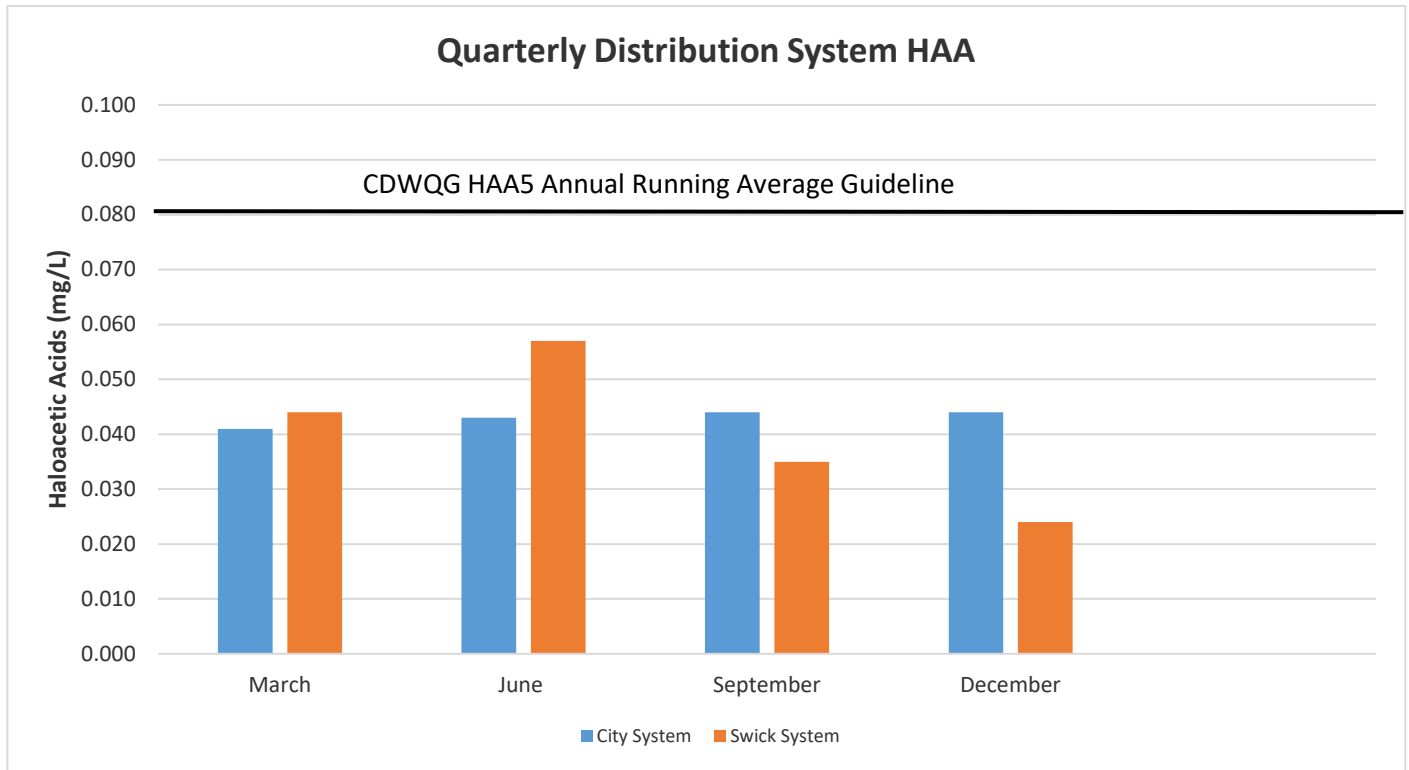


Figure 40. Quarterly Haloacetic Acids in Distribution Systems

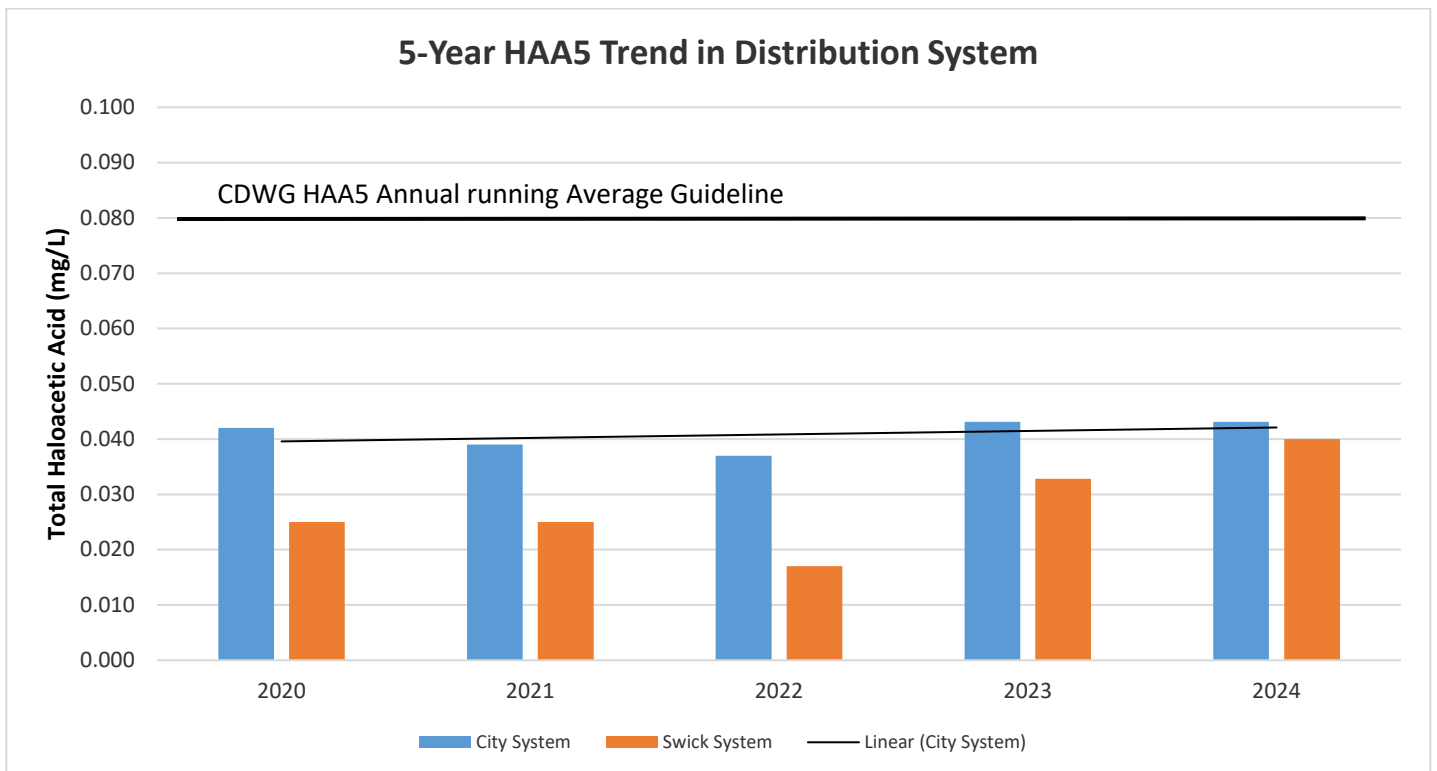


Figure 41. 5-year Haloacetic Acid trends in Distribution Systems

Appendix E

Drainage and Beaches

Drainage and Beaches

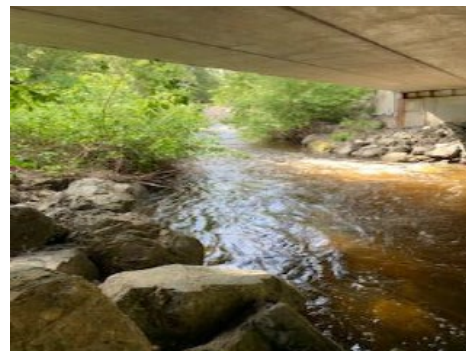
Introduction

One of the largest water quality impacts to Okanagan Lake stems from upland water sources and storm water outfall discharges. The principal stormwater scenario is that the stormwater flows develop in response to local precipitation and carry a wide variety of pollutants such as sand, silt, dissolved metals, pesticides, nutrients, and fecal material. Additionally, exceptional events can occur in which a fuel or chemical spill enters the stormwater system.

To understand the relationship that this water sources have with the water quality at the city intakes, the COK has been comparing and overlaying water quality parameters from impactful creeks identified in the Source Water Assessment with the water intake quality. These insights help shape environmental planning and action if trends or threats are identified. The monitoring consists of routine creek sampling, supplemental creek monitoring in the event of elevated Turbidity at intakes to determine if a connection in events exists. Monitoring also increased during substantial rain events, first flush storm system events in spring, and beach sampling for E. Coli. during the summer months.

Creek Monthly Monitoring

The mouths of Brandt's, Mill, and Mission Creek are sampled a minimum of 5 times in one month (5/30) throughout the year, weather and conditions permitting. Turbidity and Bacterial trends are noted and communicated to the respective Utility groups to allow for operational adjustments or investigate possible storm-sanitary interconnect contamination.



Creek testing parameters include ammonia, chloride, true color, conductivity, dissolved oxygen, *E. coli*, pH, total suspended solids, temperature, and Turbidity and are graphically presented relative to a number of applicable water quality guidelines including:

- British Columbia Aquatic Water Quality Guidelines (BCAWQG)
- Canadian Drinking Water Quality guidelines (CDWQG) Aesthetic Objectives (AO)
- Canadian Council of the Ministry of Environment (CCME)
- Guidelines for Canadian Recreational Water Quality (GCRWQ)

Specific sampling sites listed in the figures can be found in the [Sampling Site](#) section of this Appendix.

Ammonia

The presence of high concentrations of Ammonia can indicate that sewage contamination may be present and coming from septic or sanitary leakage. For all major tributaries, the concentrations were below calculated CCME guidelines for freshwater. Brandt’s Creek remains have the highest concentrations of all the tributaries (Figure 43).

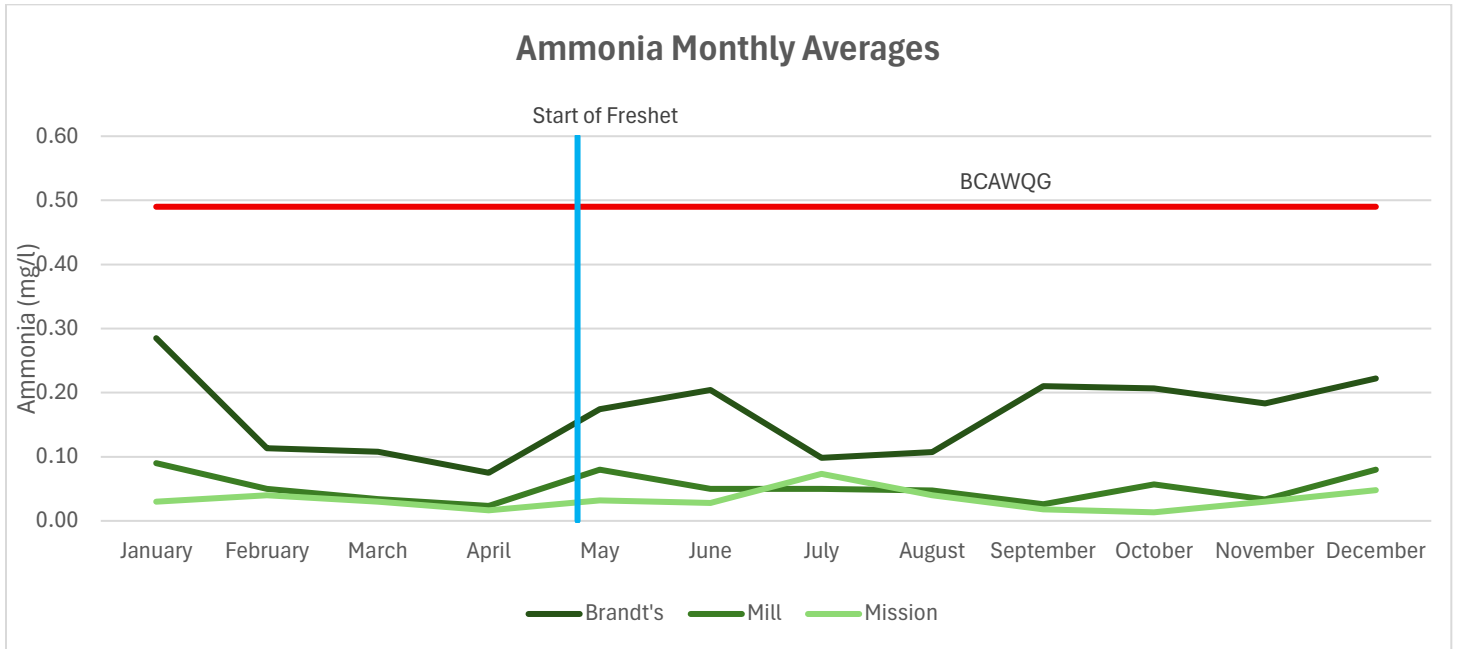


Figure 42. Monthly Ammonia average for creek samples

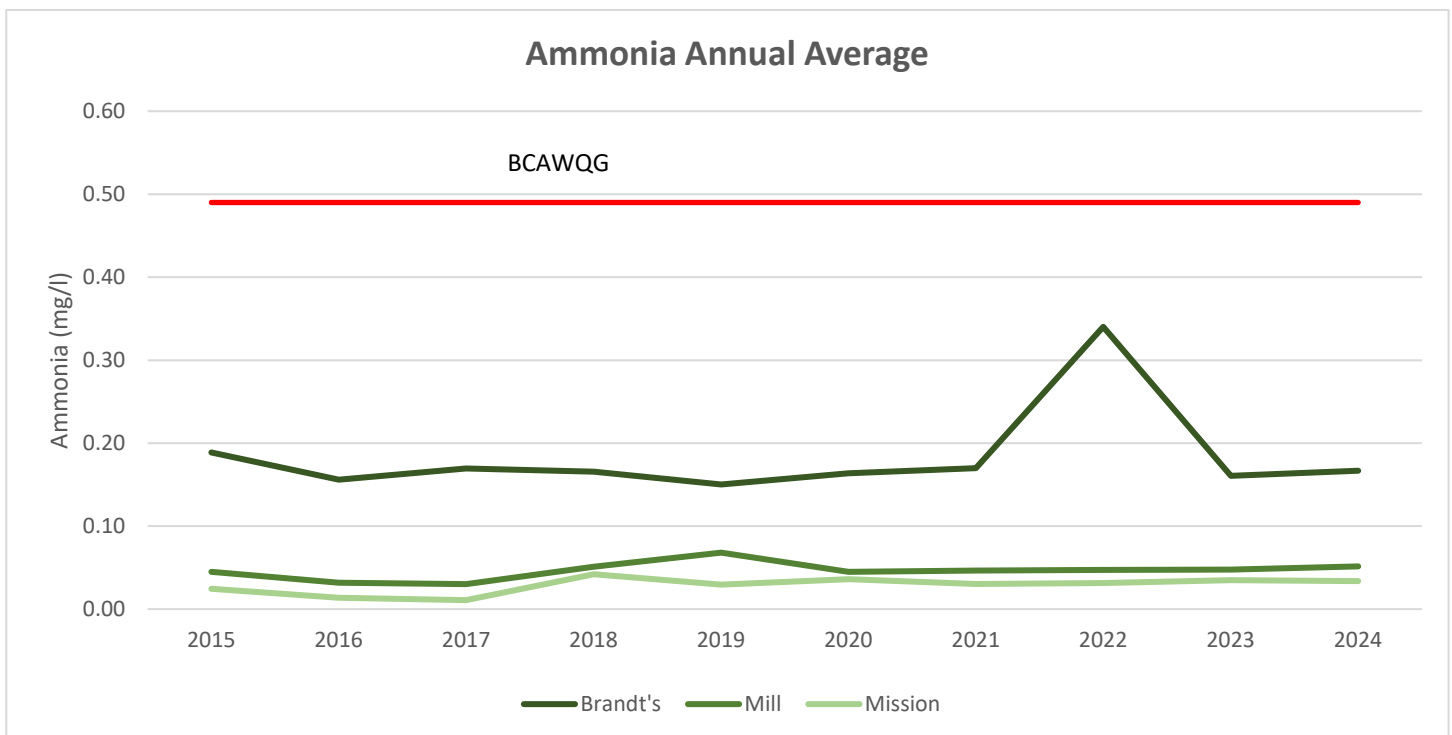


Figure 43. Yearly Ammonia average for creek samples

Chloride

The presence of elevated Chloride concentrations is a potential indicator that dissolved road salt is contributing to discharge into creeks. Monthly data indicated a downward trend through freshet in all tributaries and all within Aesthetic objectives. The 10-year trend indicated that the flooding events of 2017 and 2018 had a very marginal effect on chloride concentrations relative to non-flooding years (Figure 45).

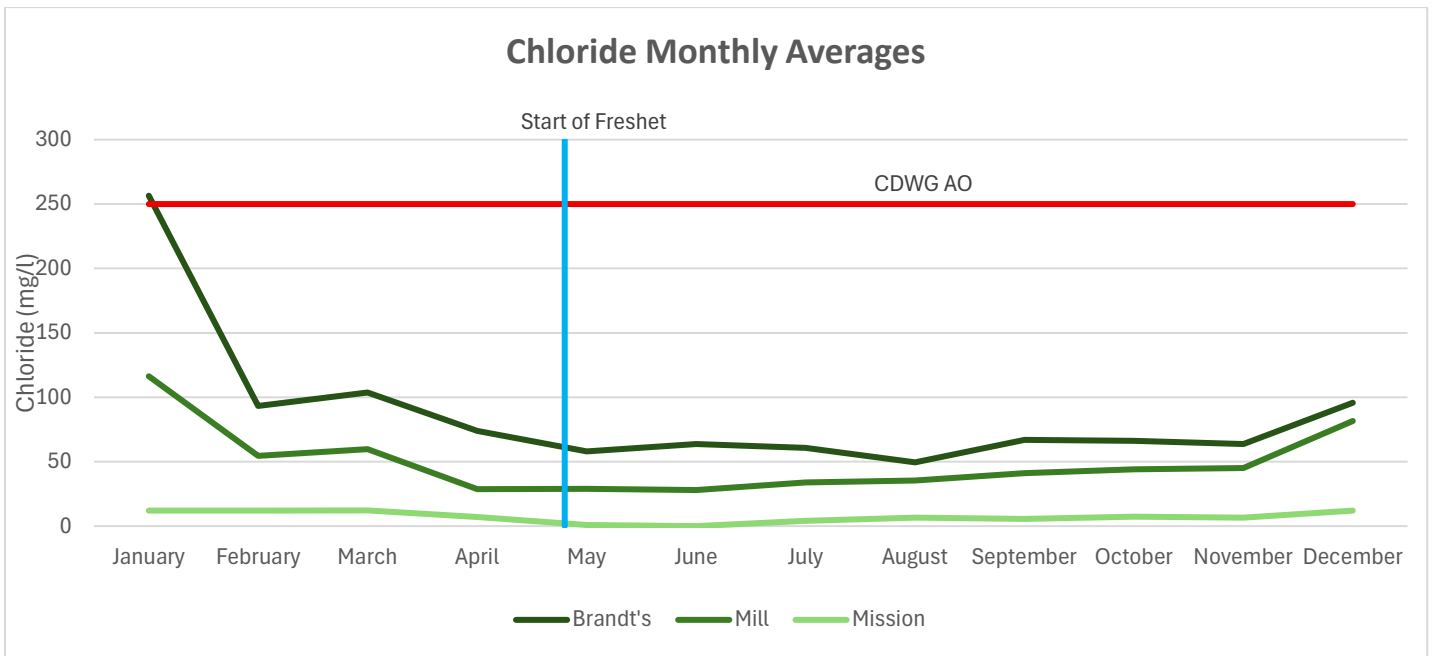


Figure 44. Monthly Chloride average for creek samples

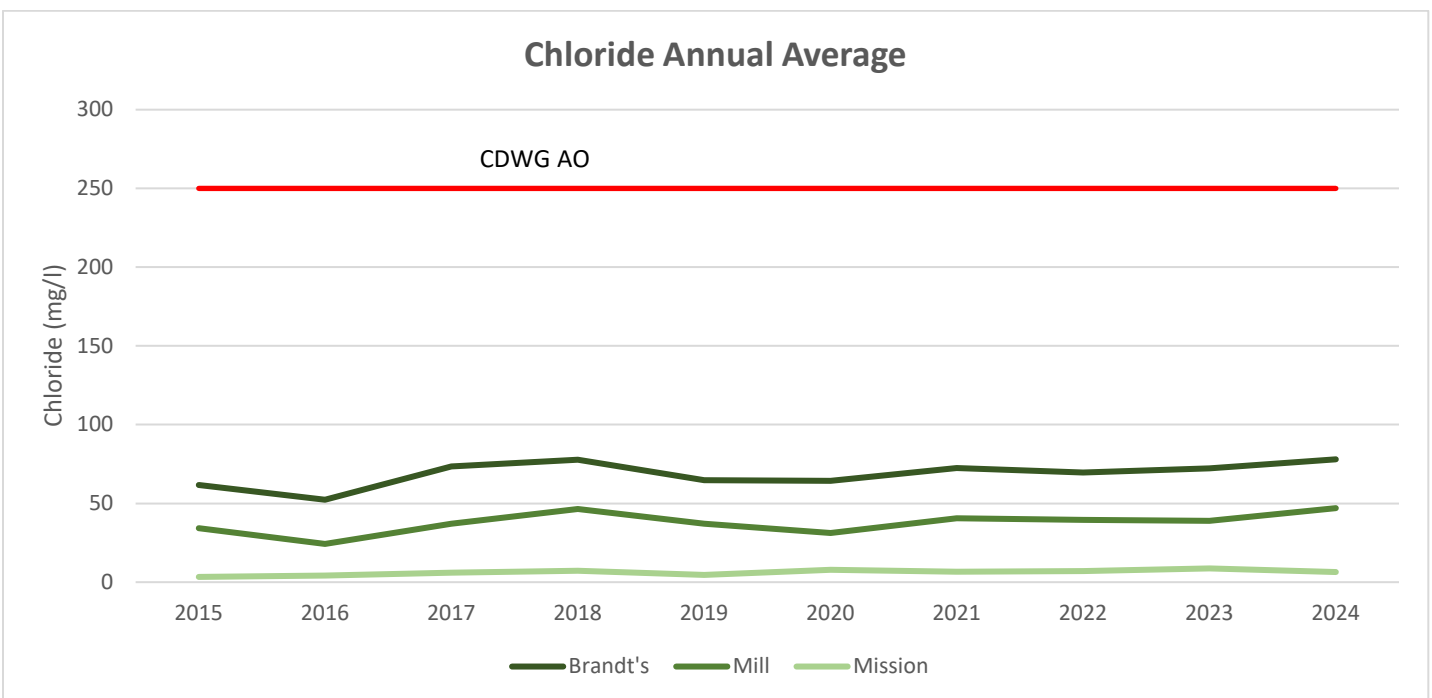


Figure 45. Yearly Chloride average for creek samples

Color

Color in creeks is typically related to the volume of the water flow and the extent of upstream or in-stream bank / bed erosion occurring. The decomposition of naturally occurring organic materials in the bank and floating materials give the creek water its distinctive dark brown appearance and reduces the overall water clarity. All creeks were above the drinking water aesthetic guidelines throughout the year. The color concentrations tend to spike in Mission and Mill creeks during times of freshet and subside during low flow seasons (Figure 46).

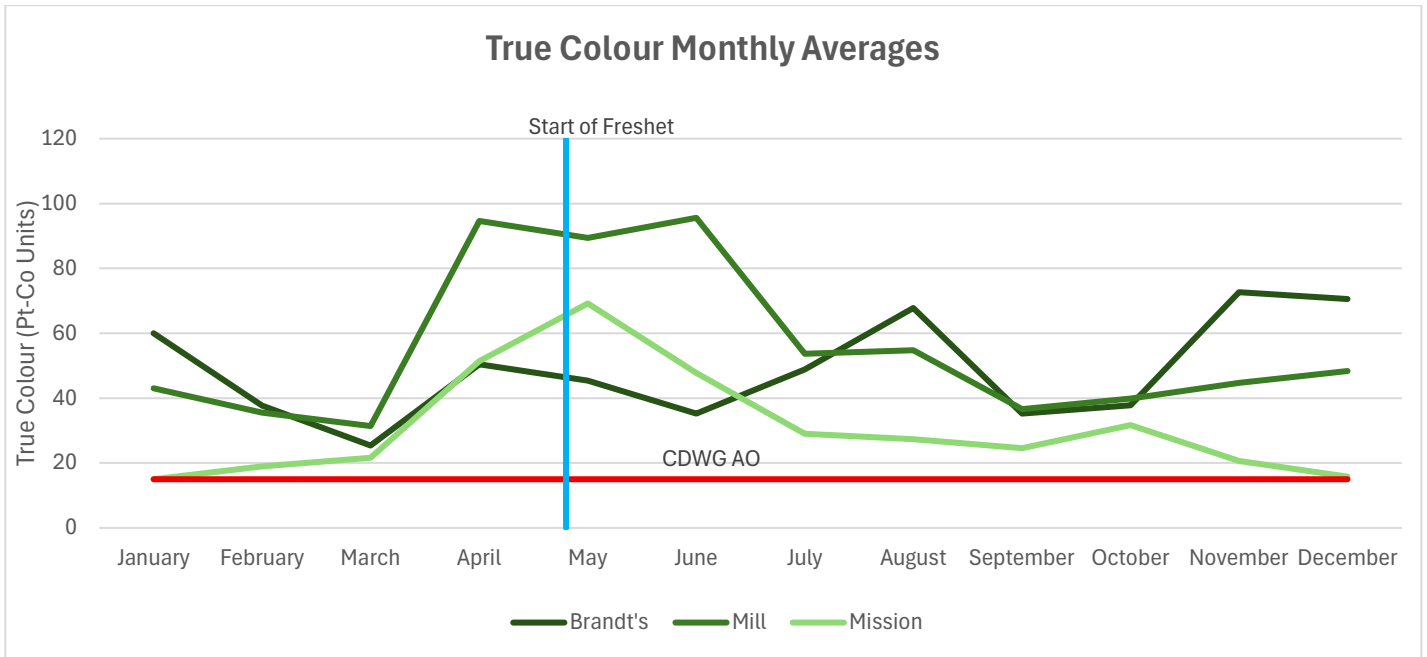


Figure 46. Monthly Color averages for creek samples

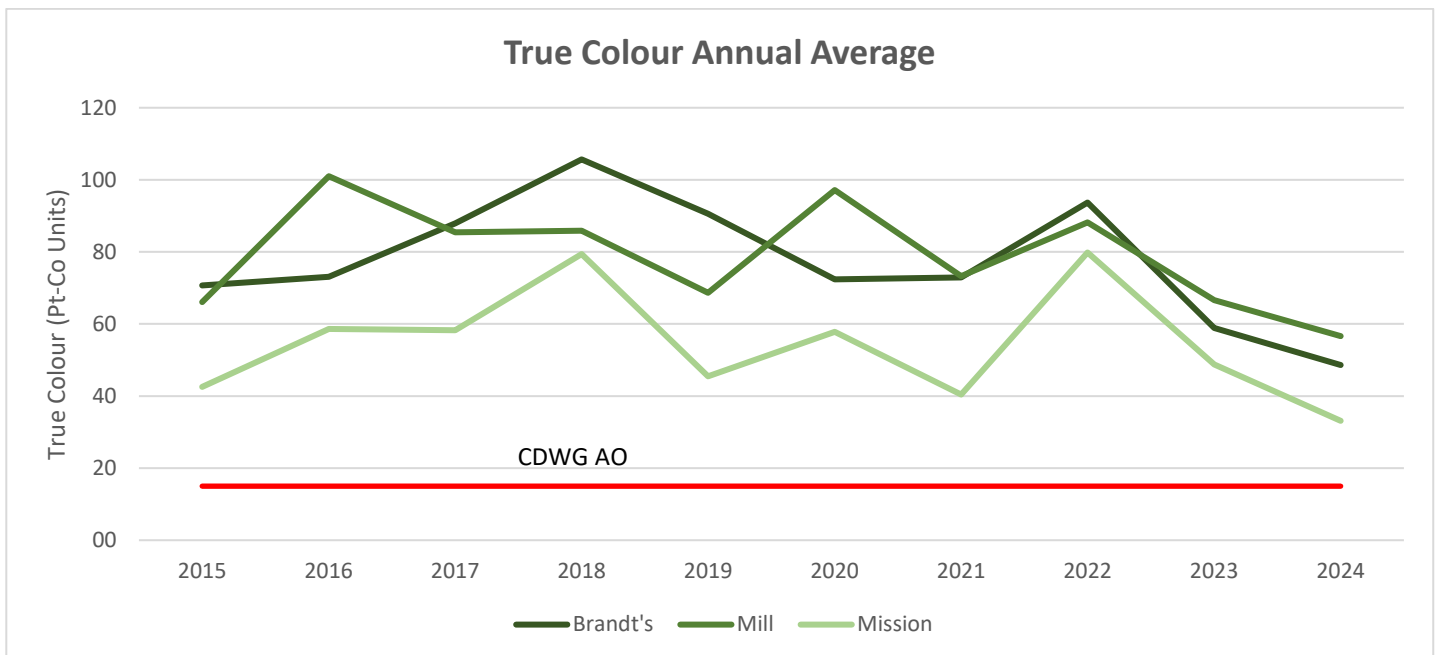


Figure 47. Yearly Color average for creek samples

Conductivity

Conductivity concentrations, an indication of the amount of minerals in the water, trended lower through freshet with little evidence of impact of road salt application (Figure 48). The overall 10-year trend indicates that conductivity is increasing in the major tributaries and potentially influencing the overall conductivity in Okanagan Lake (Figure 49).

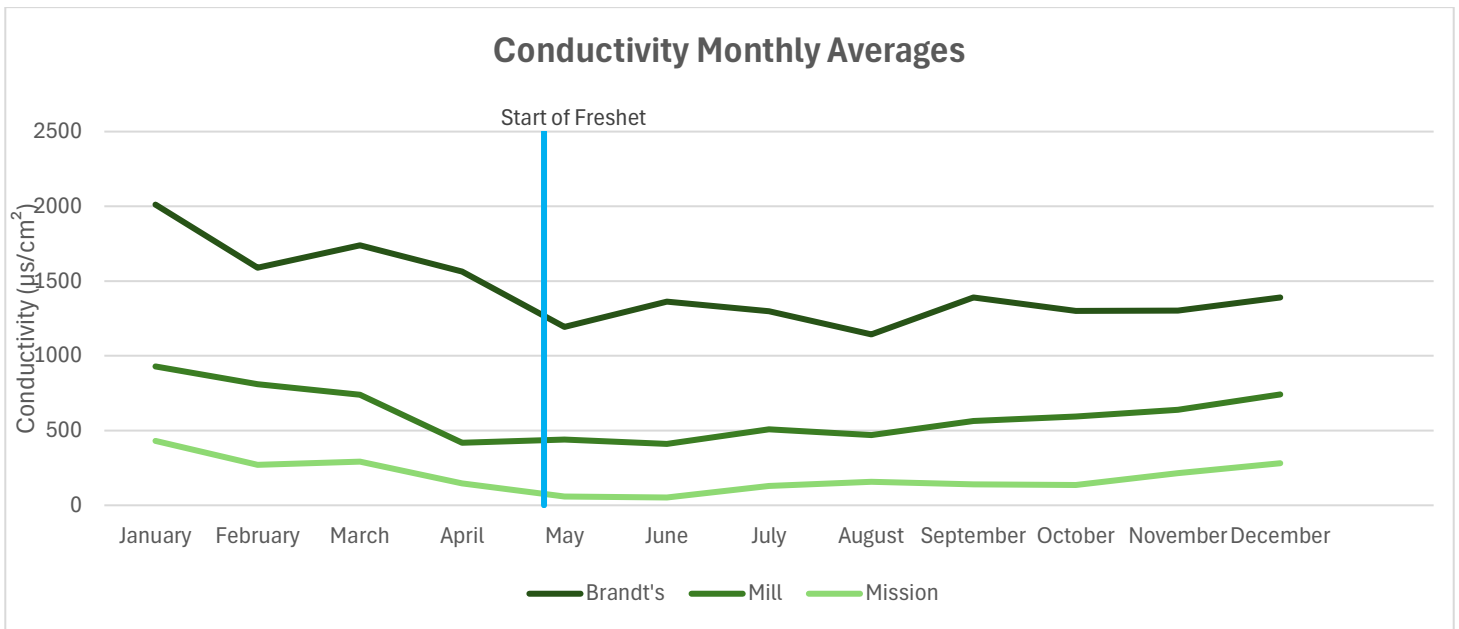


Figure 48. Monthly Conductivity averages for creek samples

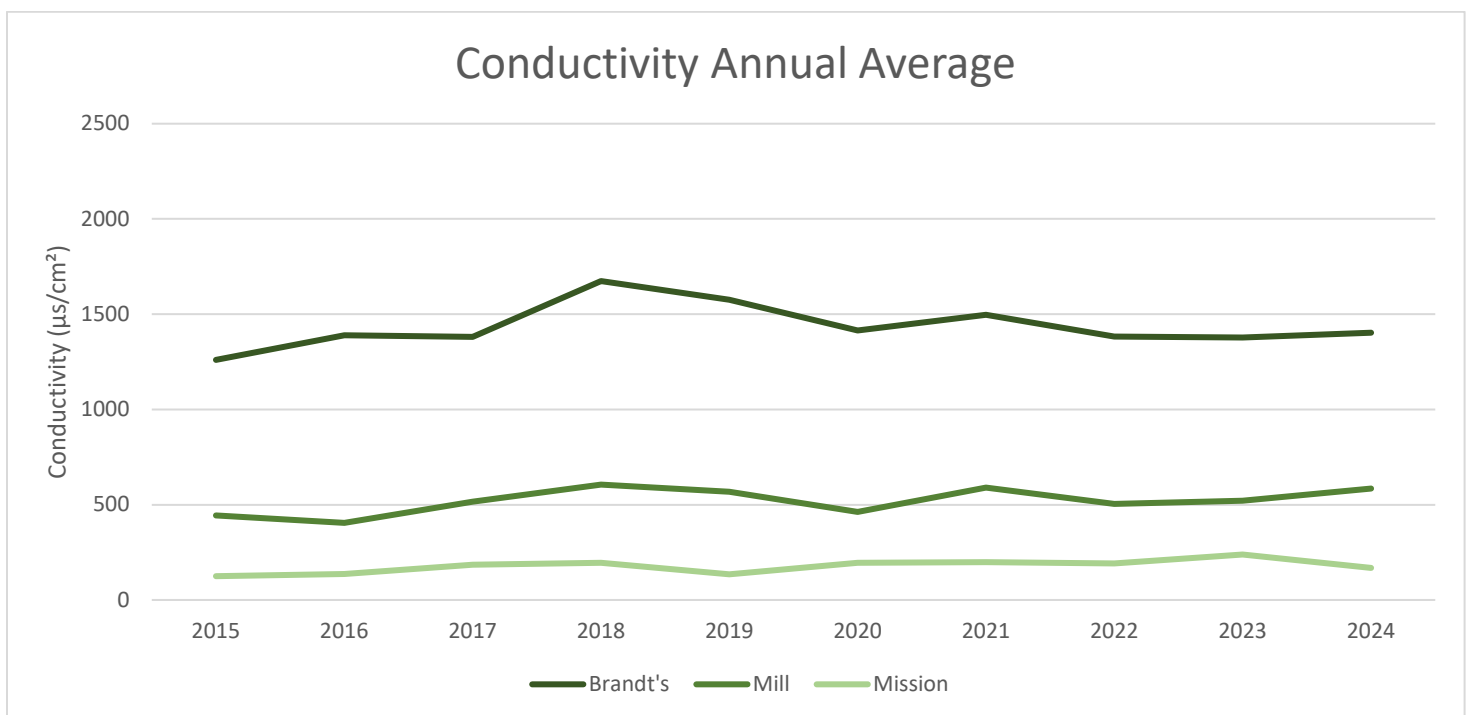


Figure 49. Yearly Conductivity average for creek samples

Dissolved Oxygen

Dissolved Oxygen concentration levels above 14 mg/L or below 2 mg/L have a detrimental effect on aquatic life and become more saturated in colder water as is demonstrated in the seasonal measurement (Figure 50). Tributaries tested indicate that the monthly average for dissolved oxygen never went below the CCME lower range limit while the 10-year averages show a marginally increasing trend (Figure 51).

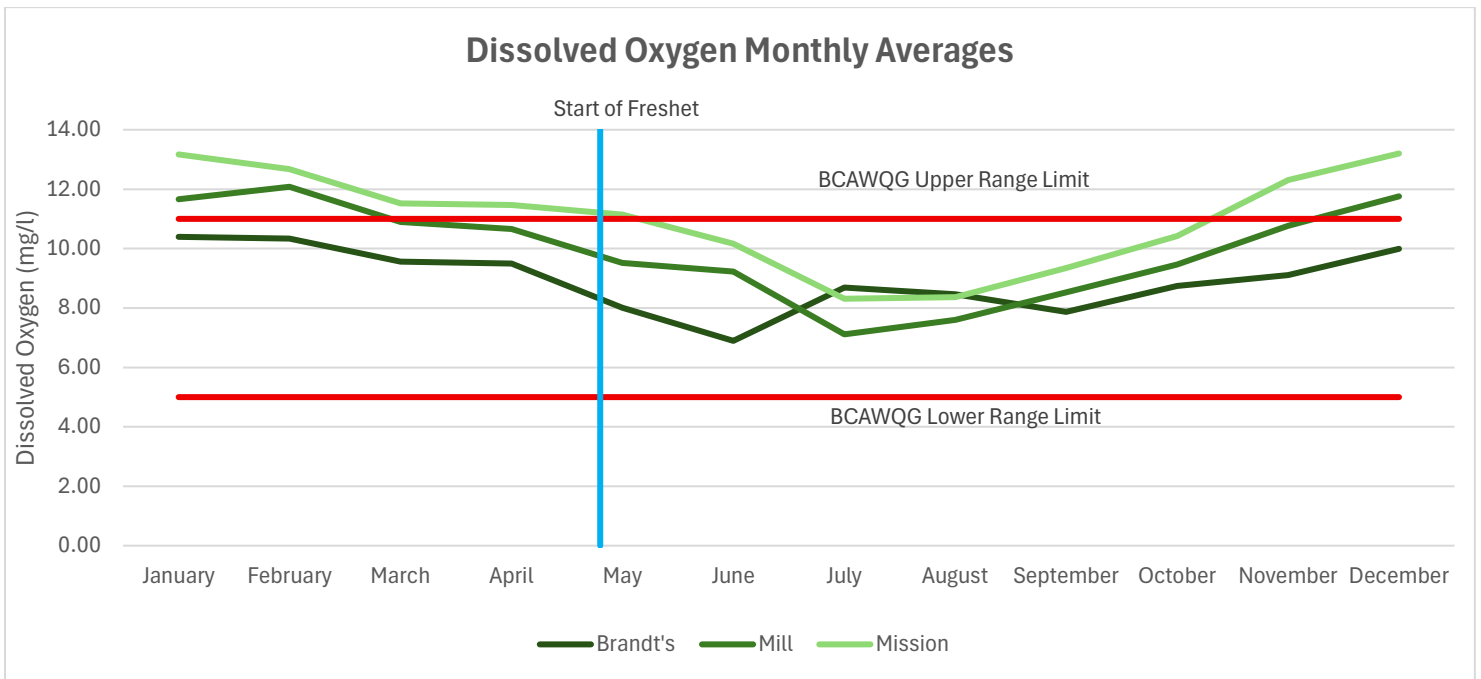


Figure 50. Monthly Dissolved Oxygen average for creek samples

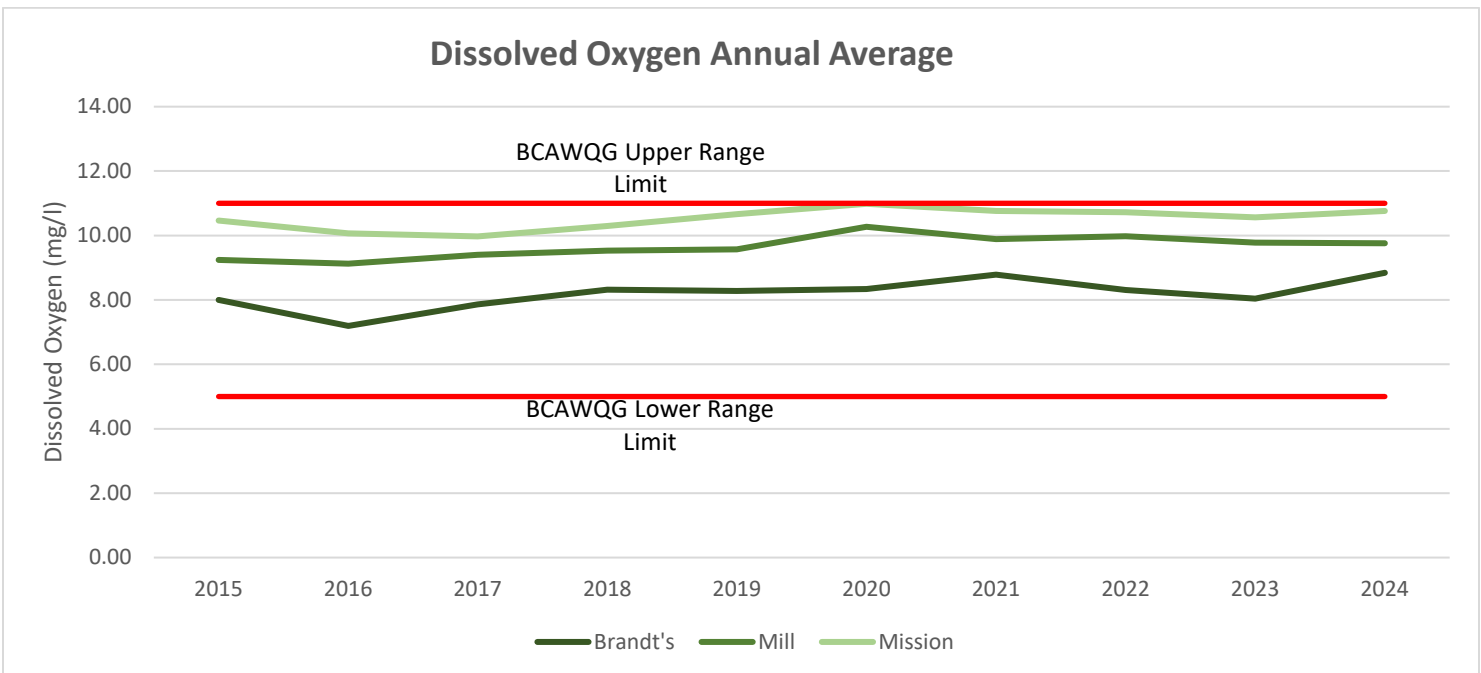


Figure 51. Yearly Dissolved Oxygen average for creek samples

E.coli.

The highest E. coli counts have typically been observed in Brandt’s creek with elevated counts in the fall and winter most likely due to lower flow, lack of water freezing in the winter, and an increase in waterfowl present (Figure 52). The dredging of Mill creek in 2018/2019 most likely related to the overall increasing trend in E.coli. counts over the past 10 years (Figure 53). The only creek regularly observed within the Recreational guidelines is Mission creek.

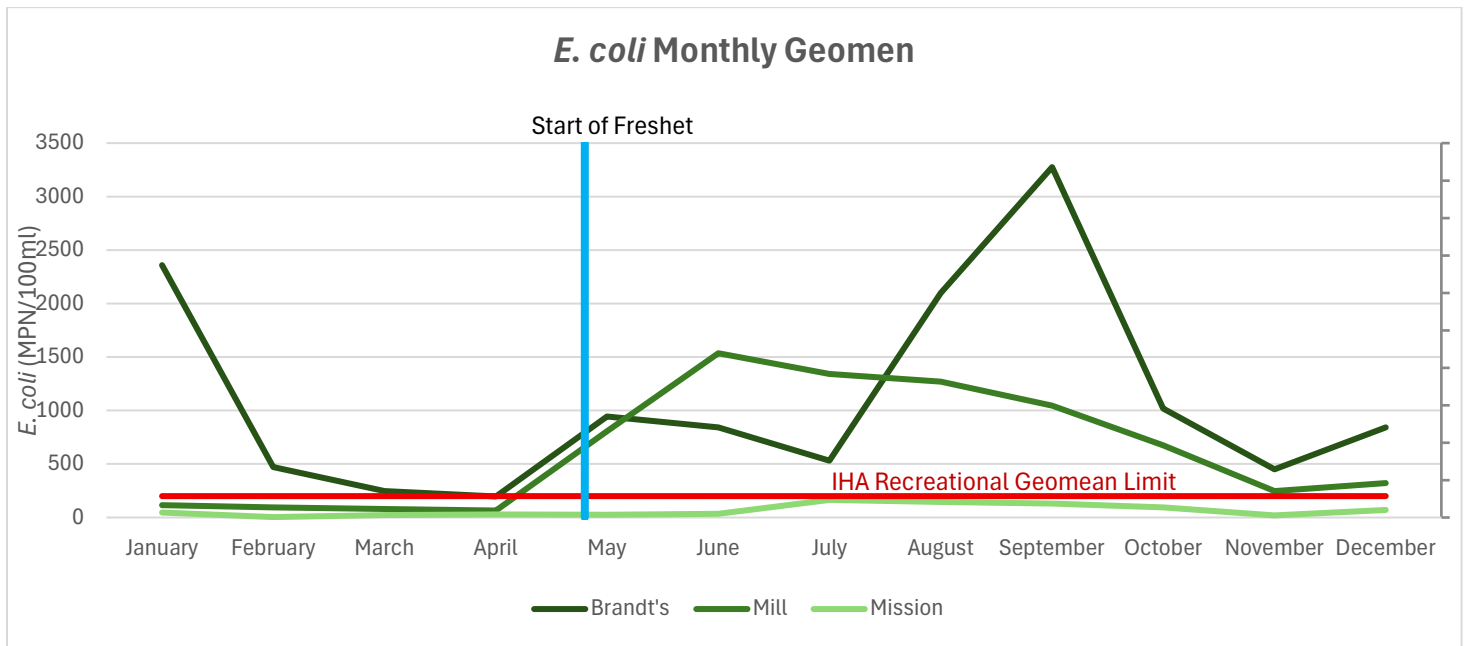


Figure 52. Monthly E. coli averages in creek samples

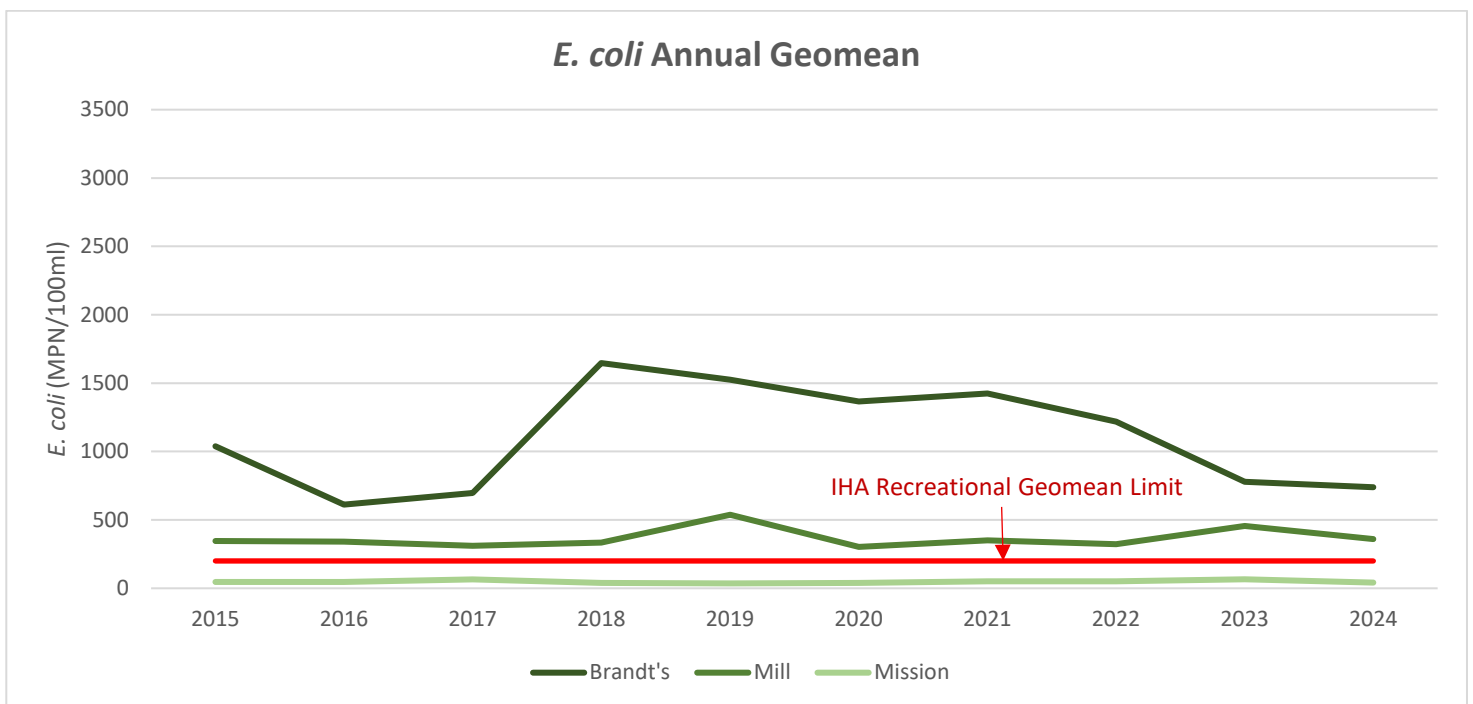


Figure 53. Yearly E.coli. average for creek samples.

pH

Freshet periods tend to historically have an acidify effect on water quality while the most alkaline periods are observed during colder seasons (Figure 54). The 10-year trend indicates a modest increase and all within the drinking water guidelines (Figure 55).

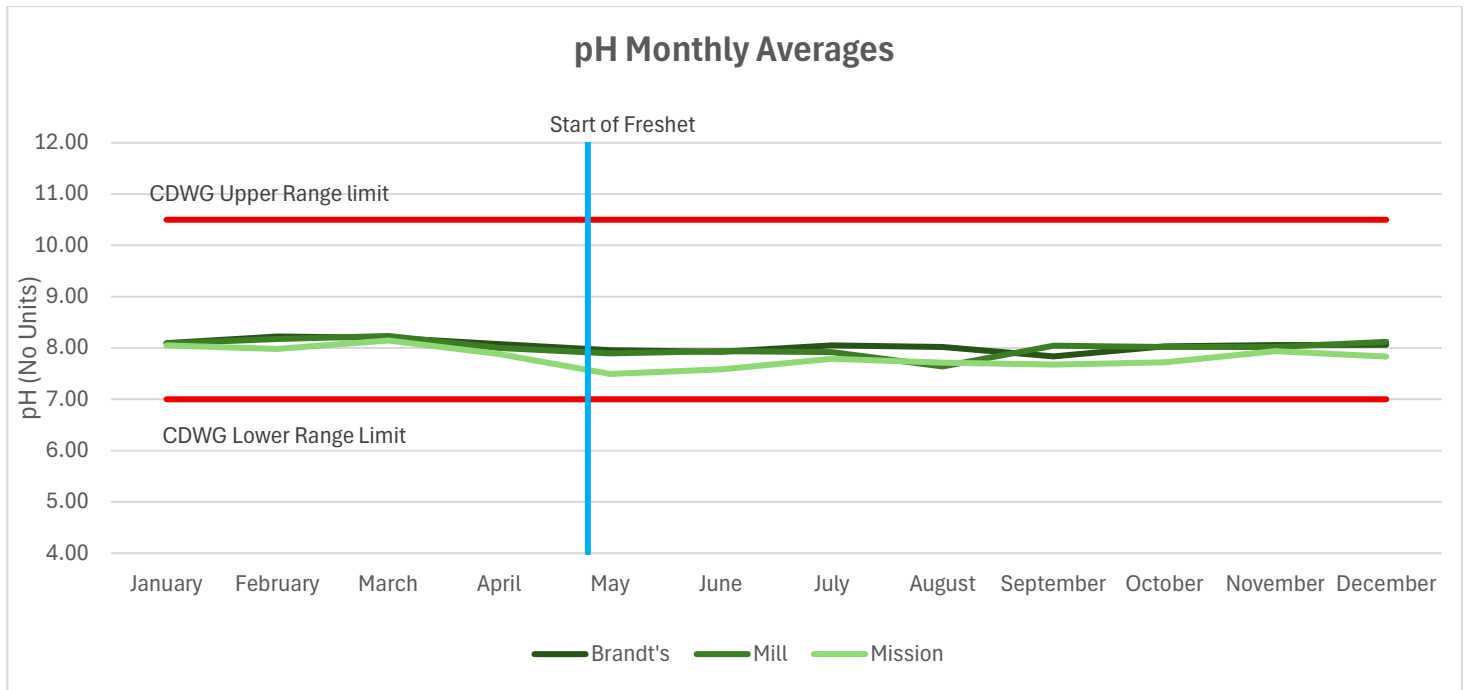


Figure 54. Monthly pH averages for creek samples

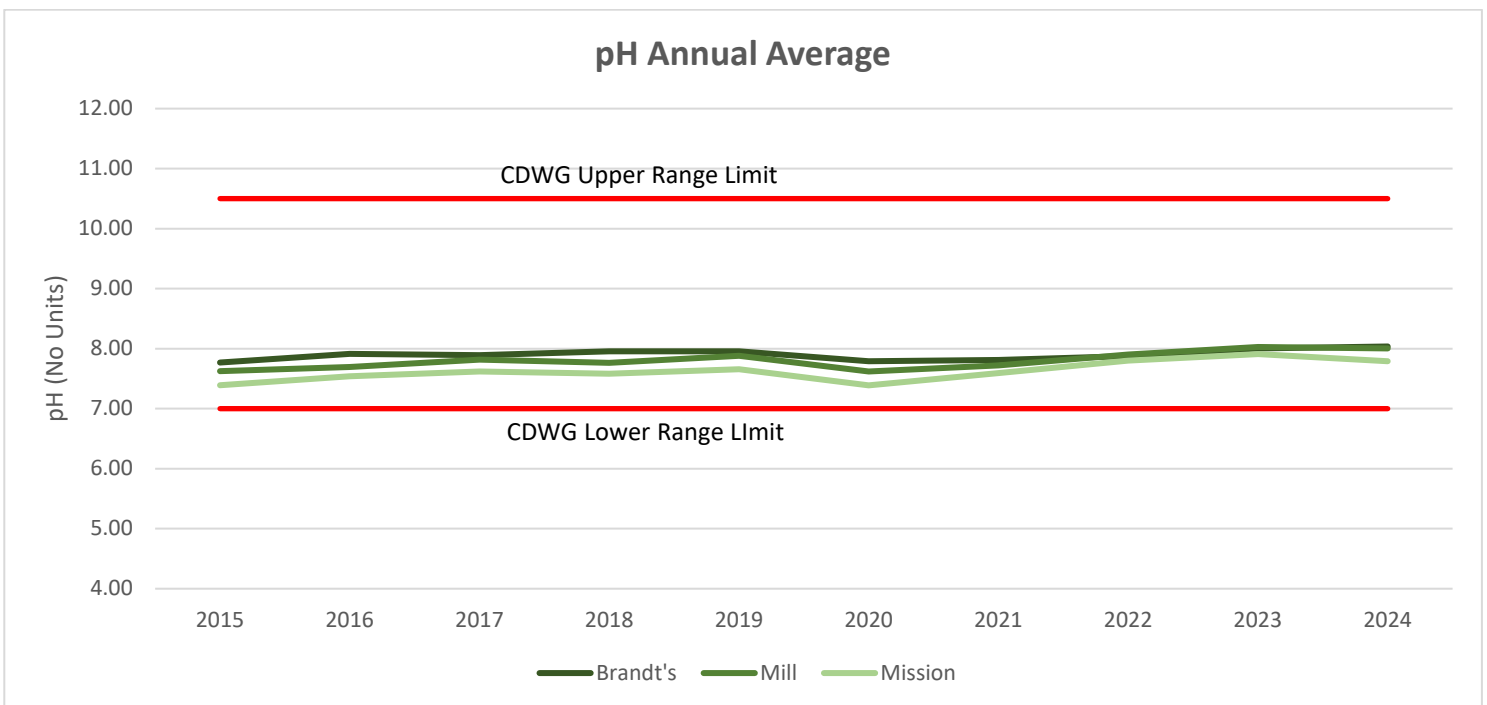


Figure 55. Yearly pH average for creek samples

Total Suspended Solids (TSS)

As with Color and Turbidity, Total Suspended Material increased during the intense freshet and rain events that flushed sediment through the tributaries (Figure 56). The overall trend saw a general rebound in TSS concentrations over the flooding years of 2017 and 2018 (Figure 57).

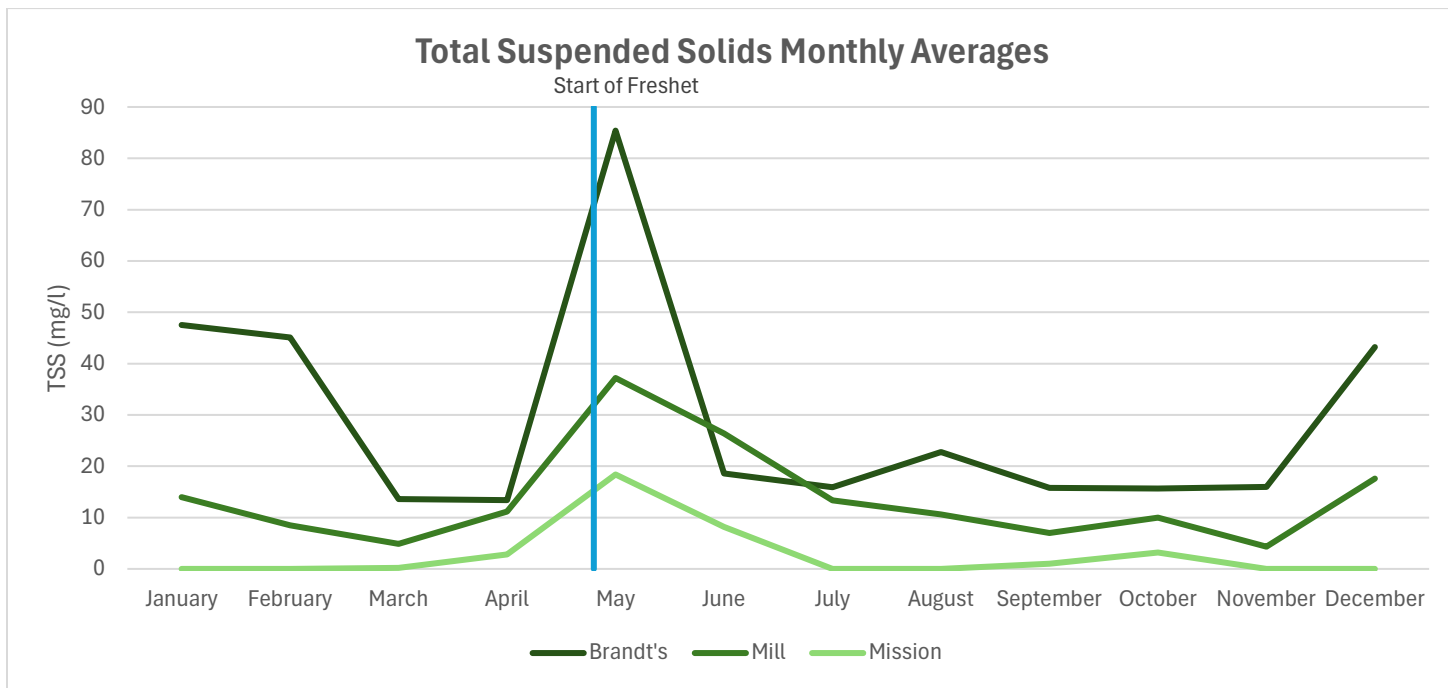


Figure 56. Monthly TSS averages for creek samples

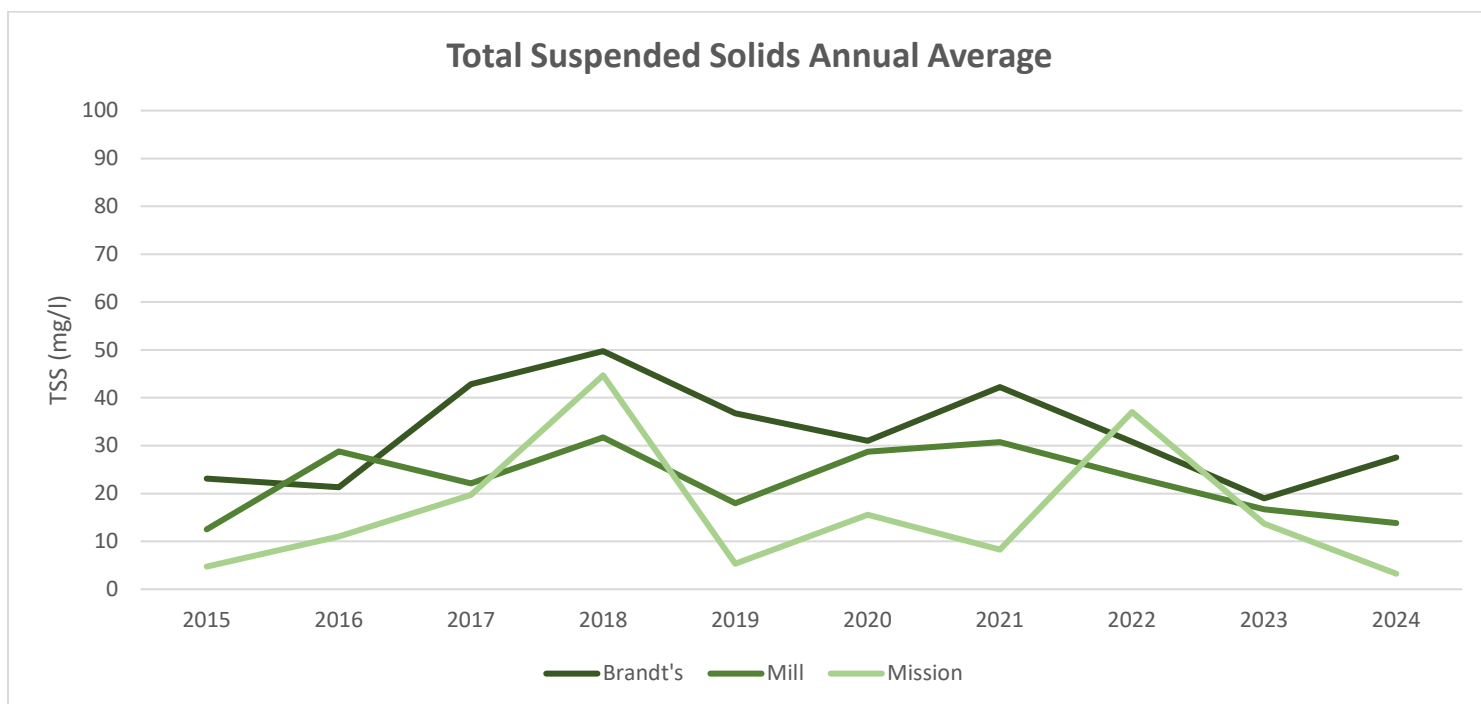


Figure 57. Yearly TSS average for creek samples

Turbidity

The monthly and year over year concentration patterns of Turbidity were closely linked to the concentration of Total Suspended Solids (Figures 56-59). The peak of Turbidity in Mission creek in 2022 was related to upstream bank erosion that resulted in elevated concentrations.

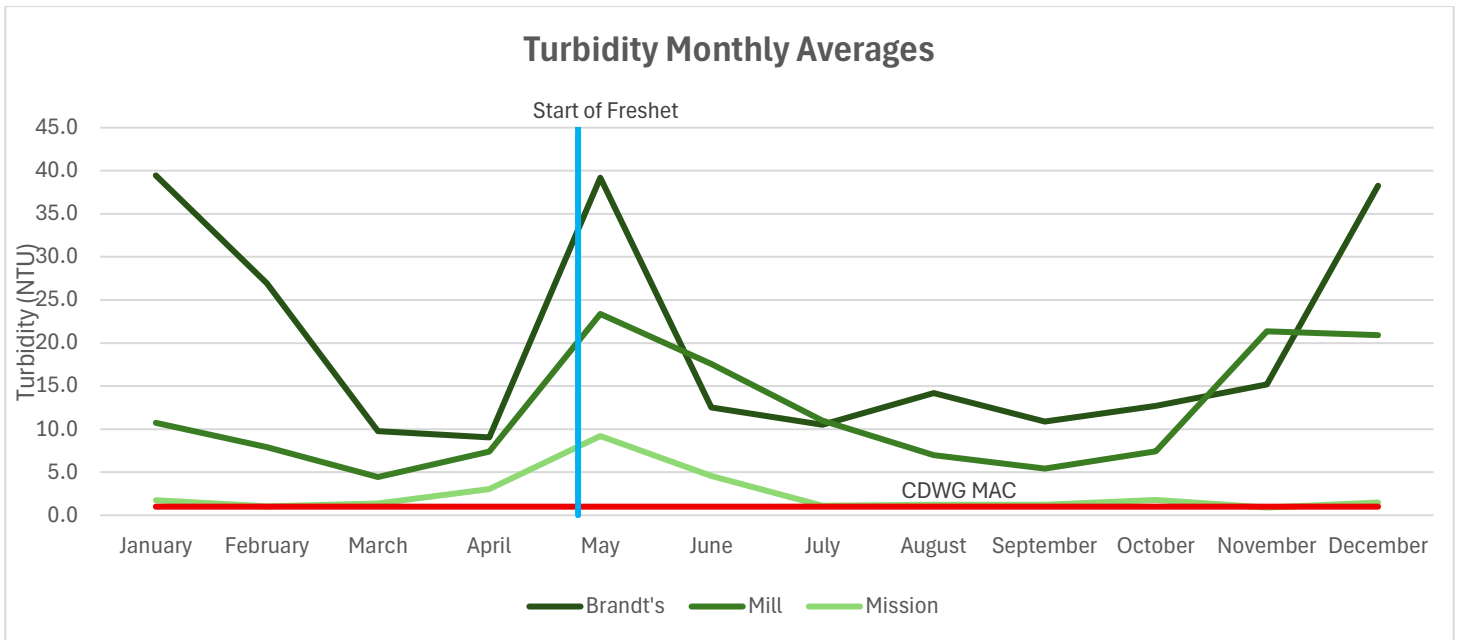


Figure 58. Monthly Turbidity averages for creek samples

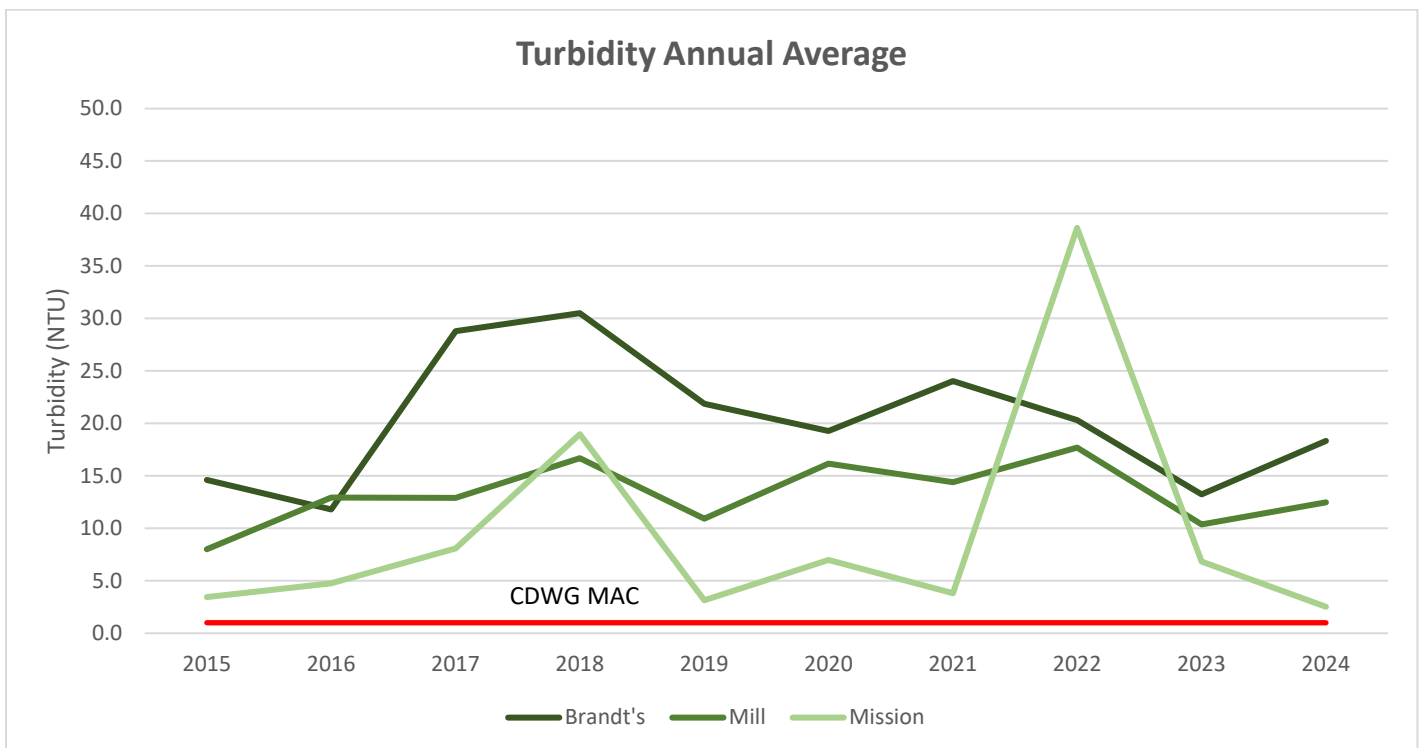


Figure 59. Yearly Turbidity averages for creek samples

Temperature

The monthly profile of each of the main tributaries was consistent with previous years, as is the annual average over the past 10 years (Figures 60-61).

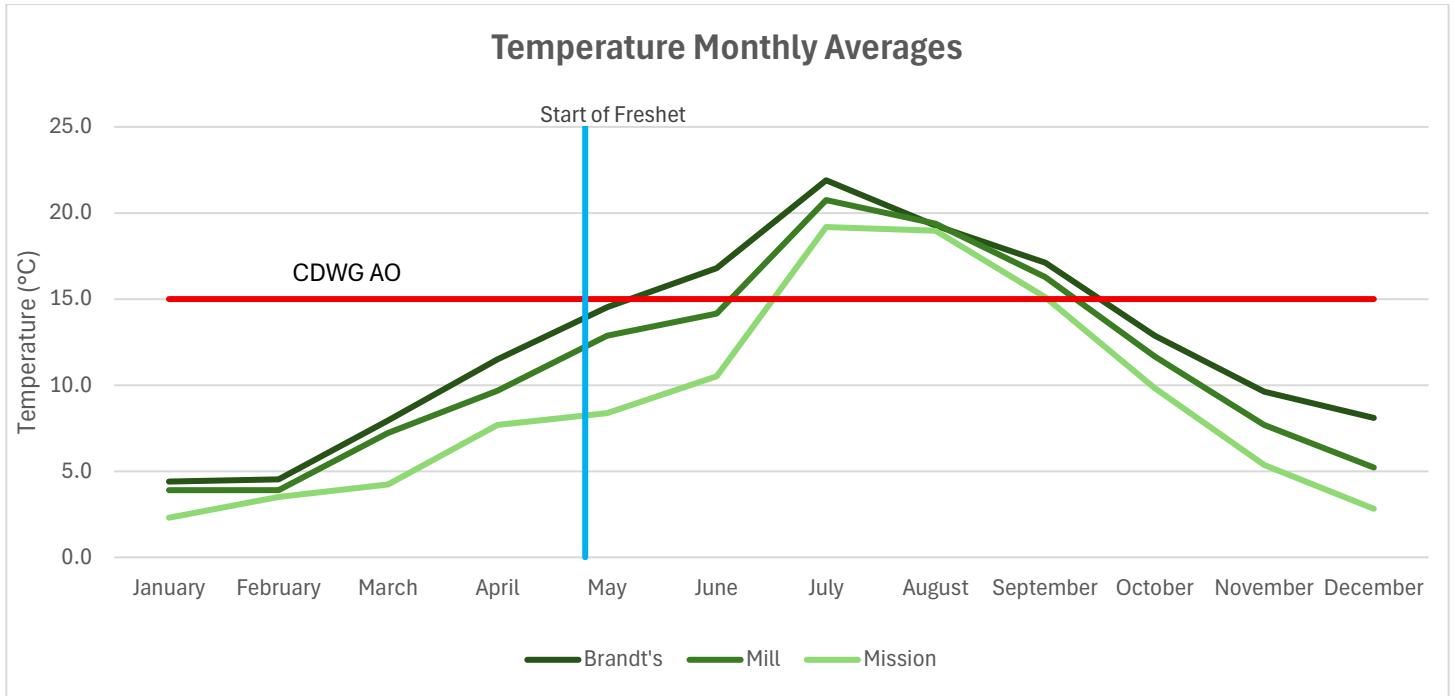


Figure 60. Monthly Temperature average for creek samples

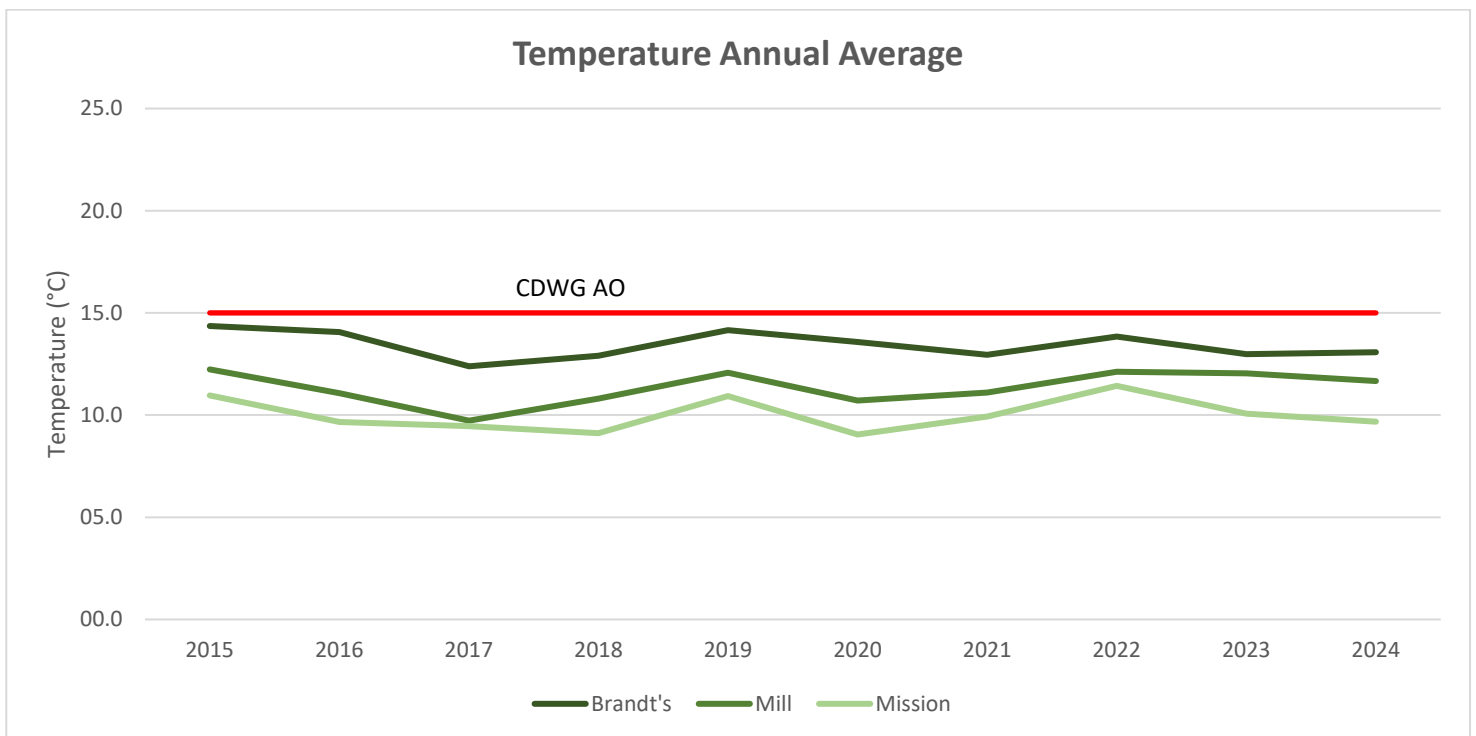


Figure 61. Yearly Temperature average for creek samples

Nitrates and Phosphates

Soluble nutrients and minerals carried through tributaries are one of the largest, consistent contributors of Nitrates and Phosphorus concentrations. Monthly measurements do not indicate any elevated levels of nitrogen coinciding with freshet (Figure 62) but have been observed in a phosphorus spike in Mill and Brandt's (Figure 63).

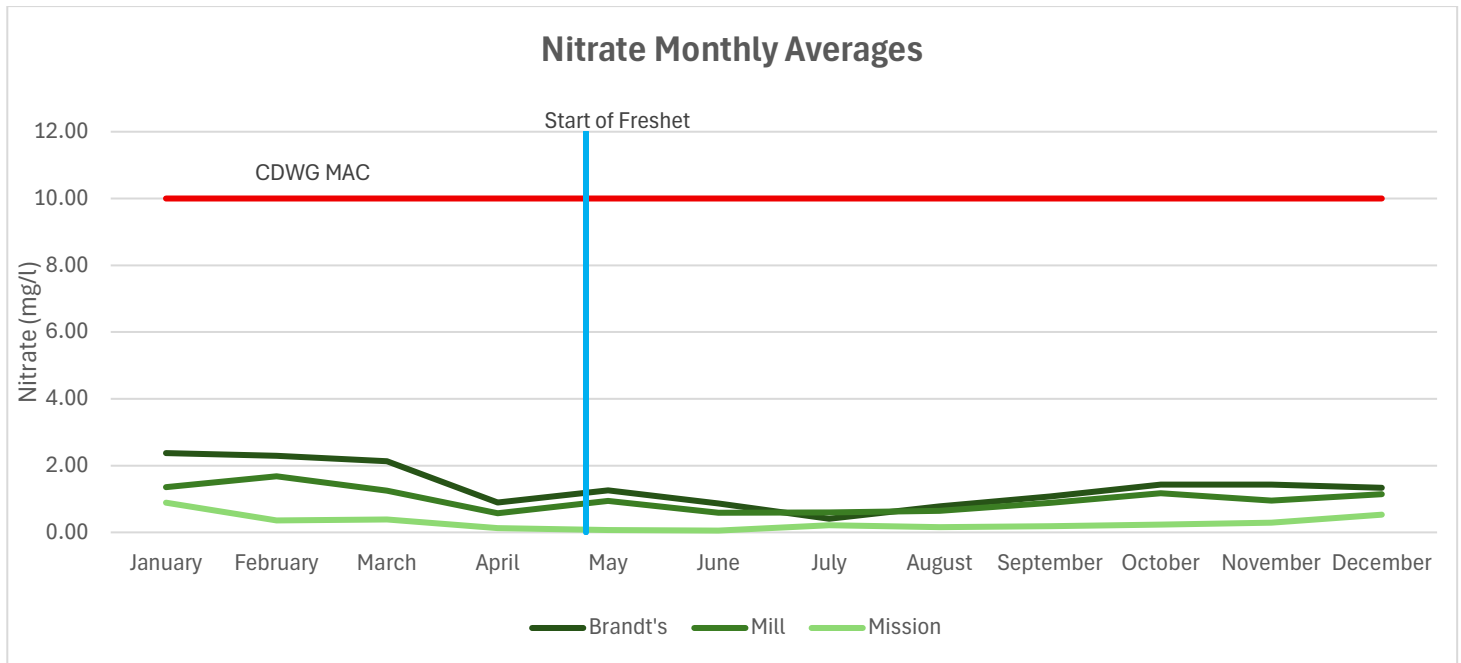


Figure 62. Monthly Nitrate concentrations for creek samples

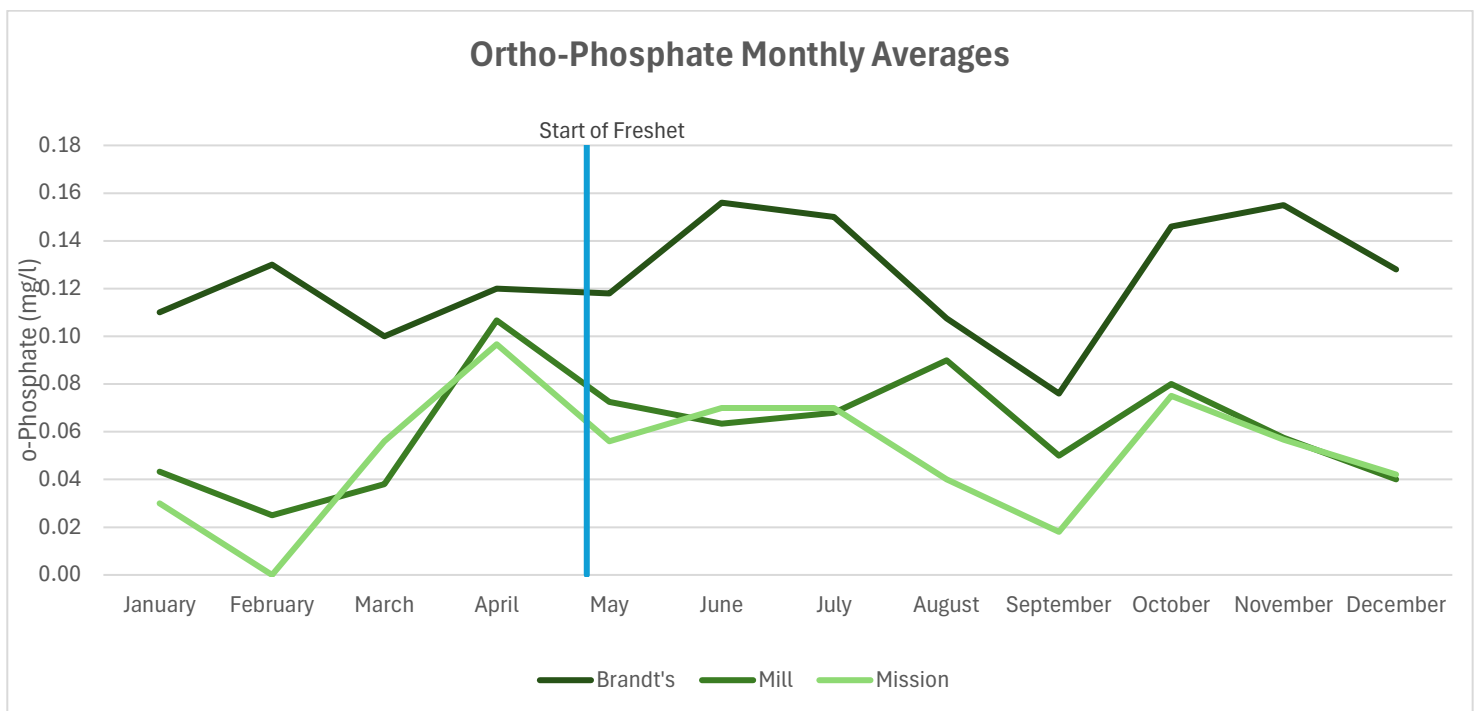


Figure 63. Monthly Phosphate concentrations for creek samples

Creek Testing during elevated Turbidity at Intakes

The mouths of Brandt’s Creek, Mill Creek, and Mission Creek are sampled when there is increased Turbidity in raw water quality. Turbidity concentrations at the drinking water intakes are typically 0.5 NTU or below, but increases in the spring when freshet occurs, and the lake is mixing. The intent of this tracking is to potentially correlate the contribution of creek Turbidity and *E. coli* concentrations to Turbidity values at intakes and subsequent natural asset planning and restoration that could take place in the future to minimize these impacts. It also provides a predictive model to assess elevated risk and allow for operational treatment adjustments in preparation for such impacts.

Poplar Point Intake

Although Brandt’s Creek has the closest proximity to the Poplar Point intake, it’s relatively low flow and drainage into a designated wetland before entering the lake prevents it from having a significant impact. Mission and Mill creek turbidity seems to coincide with elevated turbidity at the Poplar Point intake (Figure 64), albeit somewhat of a delayed effect. Bear and Brandt’s did not appear to make a significant contribution. *E.coli* counts were minor and only experienced in the two months following the start of freshet (Figure 65).

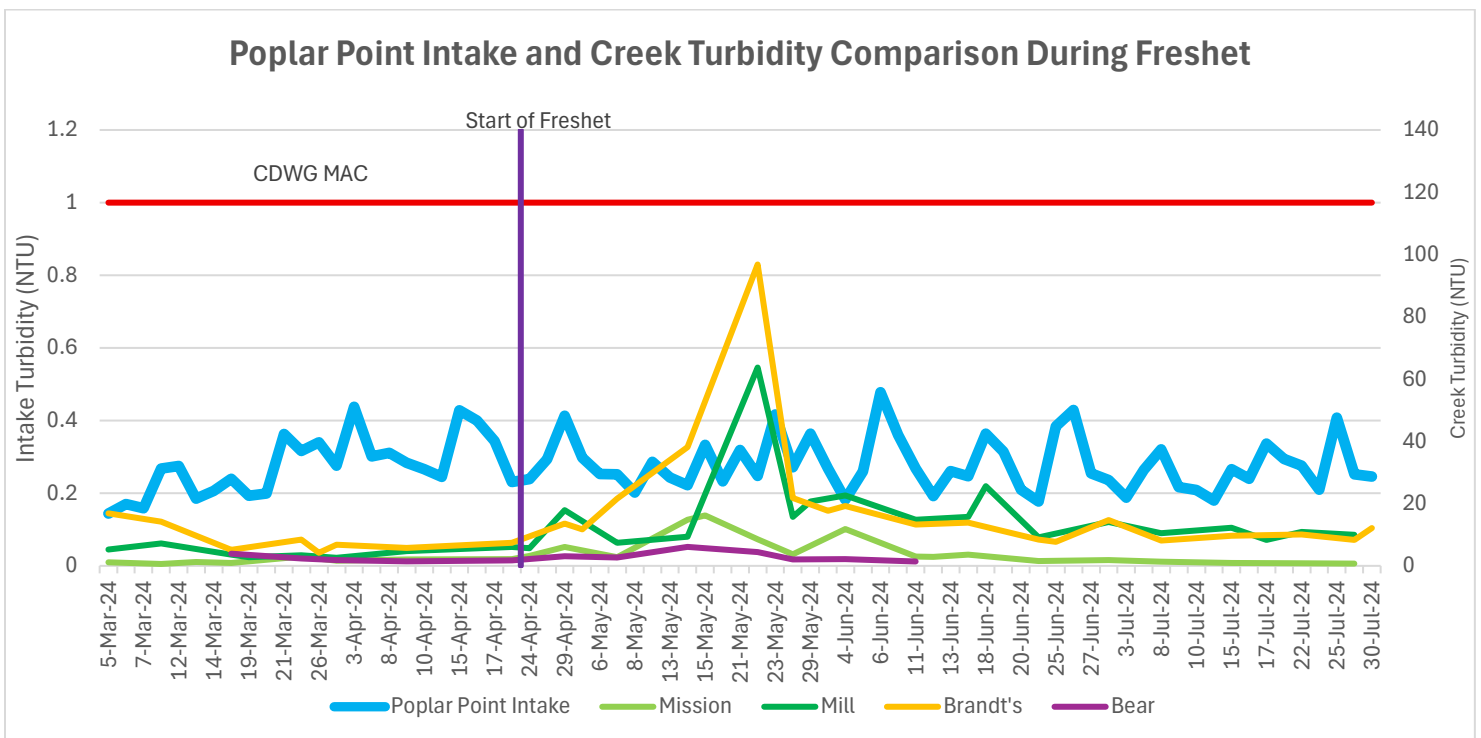
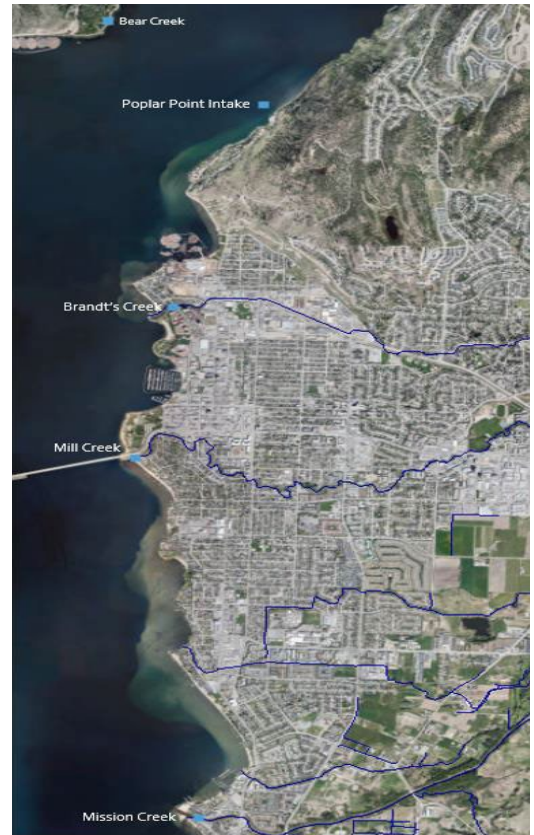


Figure 64. Poplar Point Intake Turbidity relative to surrounding Tributary Turbidities during freshet.

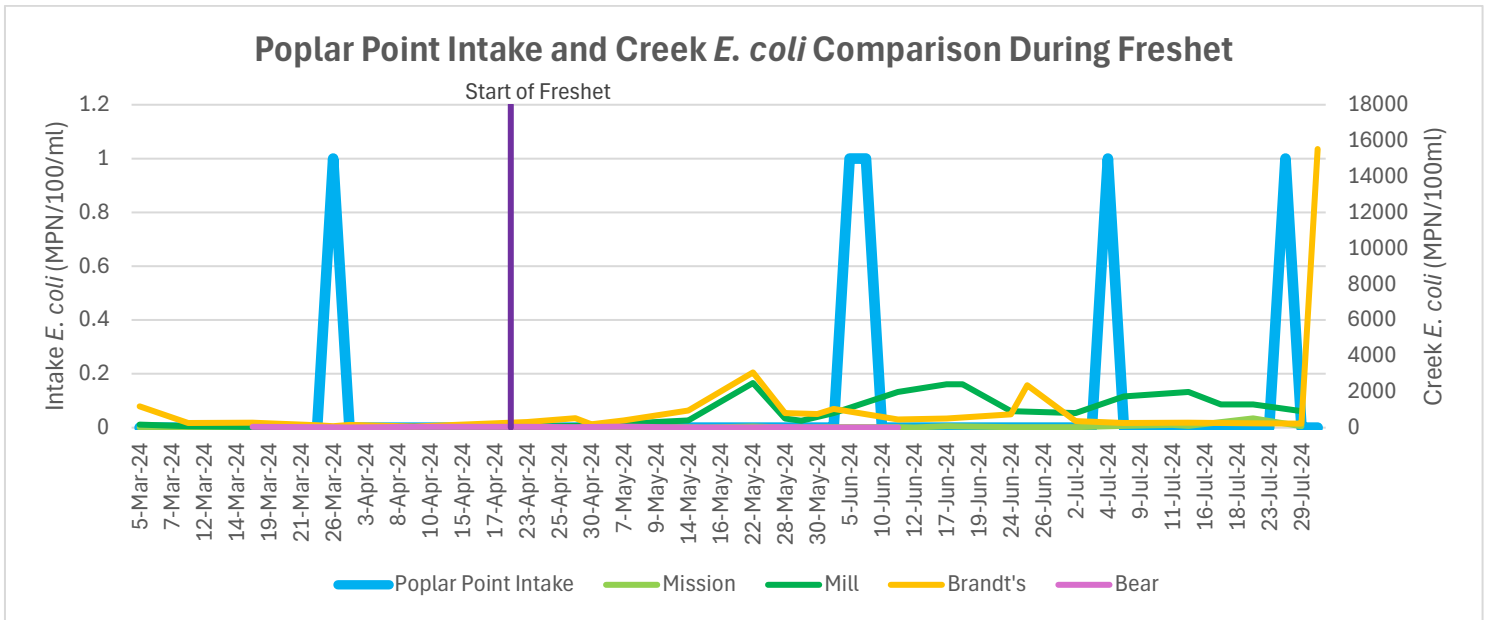


Figure 65. Poplar Point Intake E. coli relative to surrounding Tributary E. coli during freshet.

Cedar Creek Intake

Historically, Mission Creek has proven to have the highest impact to water quality at the Cedar Creek due to the high volume of water and proximity but is very much dependent on wind and current direction. There was an increase in Cedar Creek intake turbidity shortly after Mission creek turbidity spikes (Figure 66). There was very little E.coli at Cedar Creek intake and no correlation associated (Figure 67).

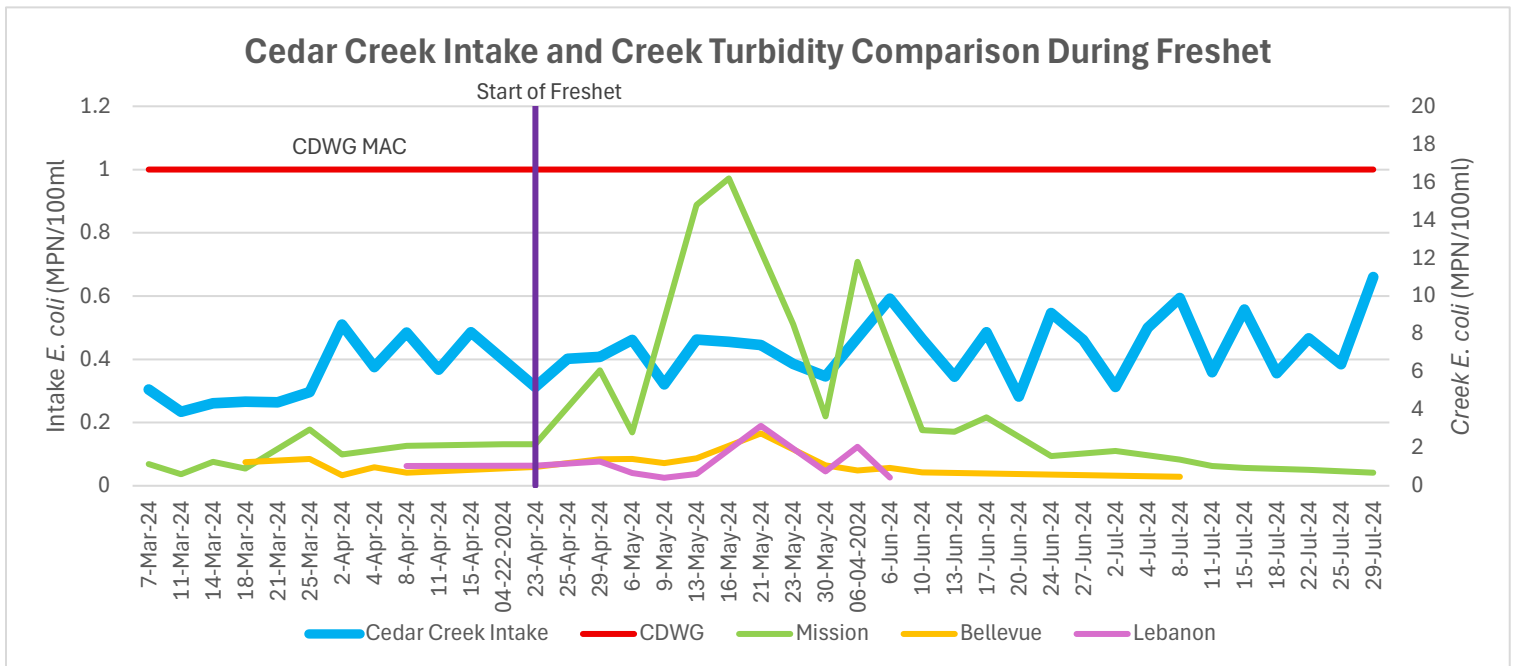


Figure 66. Cedar Creek Intake Turbidity relative to surrounding Tributary Turbidities during freshet.

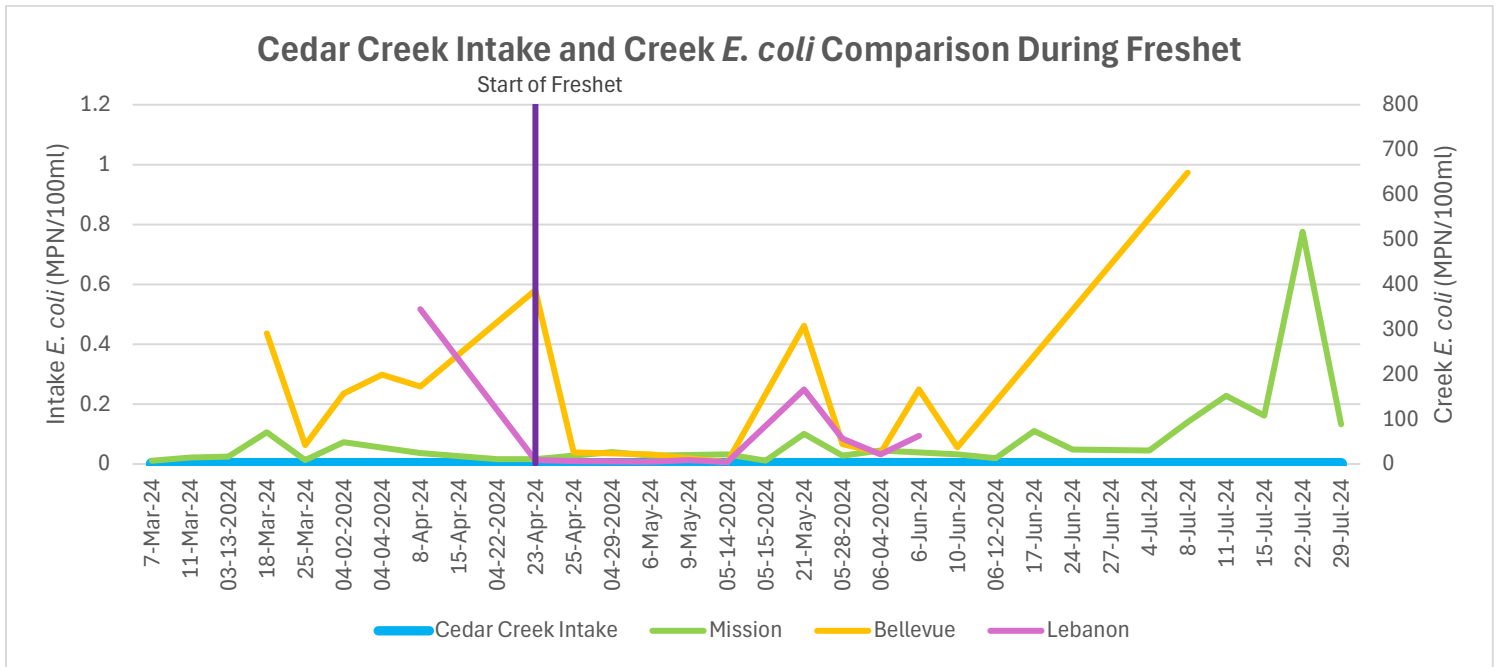


Figure 67. Cedar Creek Intake E. coli relative to surrounding Tributary E. coli during freshet.

Eldorado Intake

Due to the relatively shallower depth, Eldorado has typically seen the highest impact from tributary water quality. Both Mission and Mill creeks have historically had the greatest influence, but 2023 measurements only indicated a marginal impact and did not appear to have a significant impact (Figure 68). E.coli counts remained low through the seasonal use of the intake, like the creeks (Figure 69).

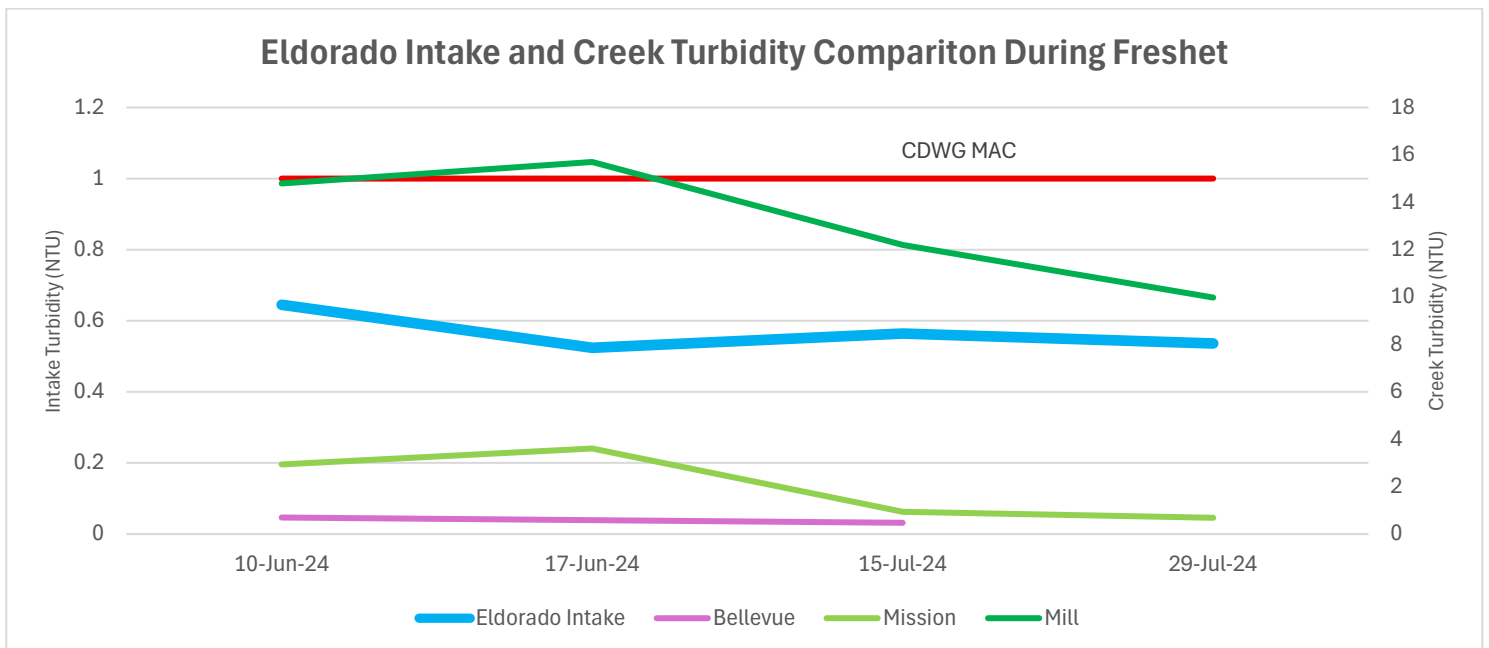


Figure 68. Eldorado Intake Turbidity relative to surrounding Tributary Turbidities during freshet.

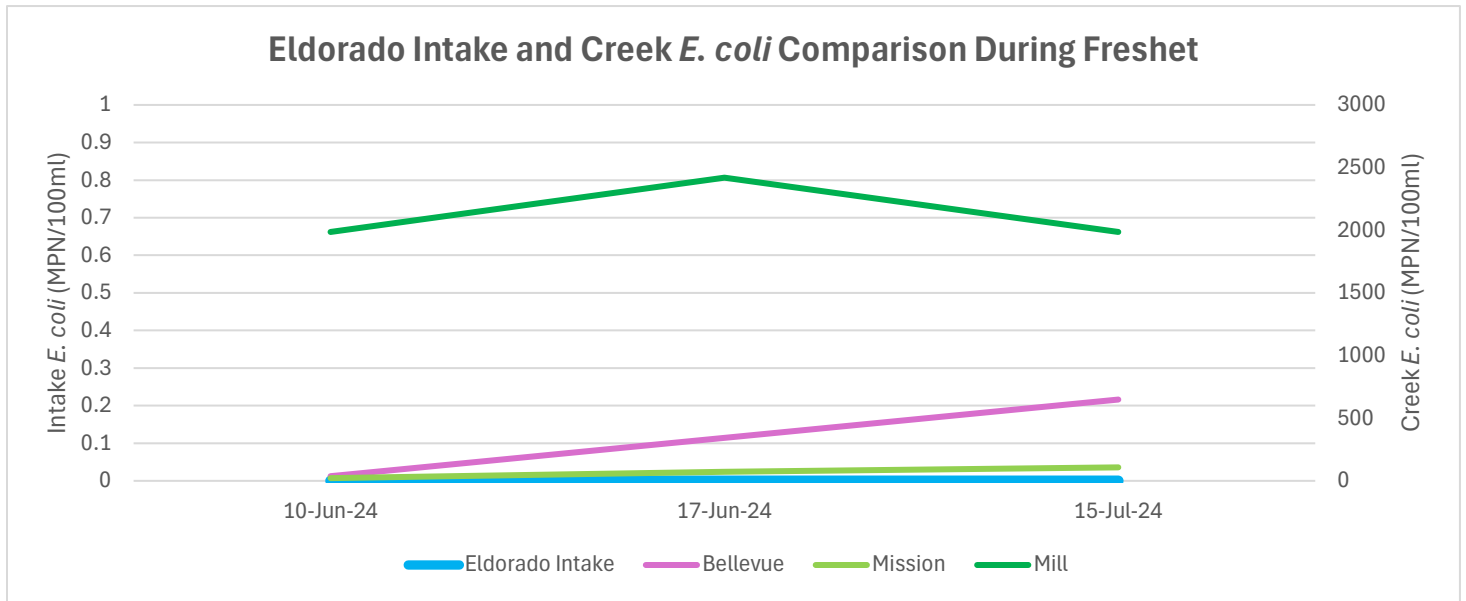


Figure 69. Eldorado Intake E. coli relative to surrounding Tributary E. coli during freshet.

Swick Intake

Varty creek has the closest proximity in relation to Swick, but the impact varies dramatically based on the overall volume and time span of the snowmelt in the lower snow shed. Other creeks in the area are considered seasonal as well and did not appear to have significant impact on the observed Turbidity or E.coli counts at the Swick intake (Figure 70, 71).

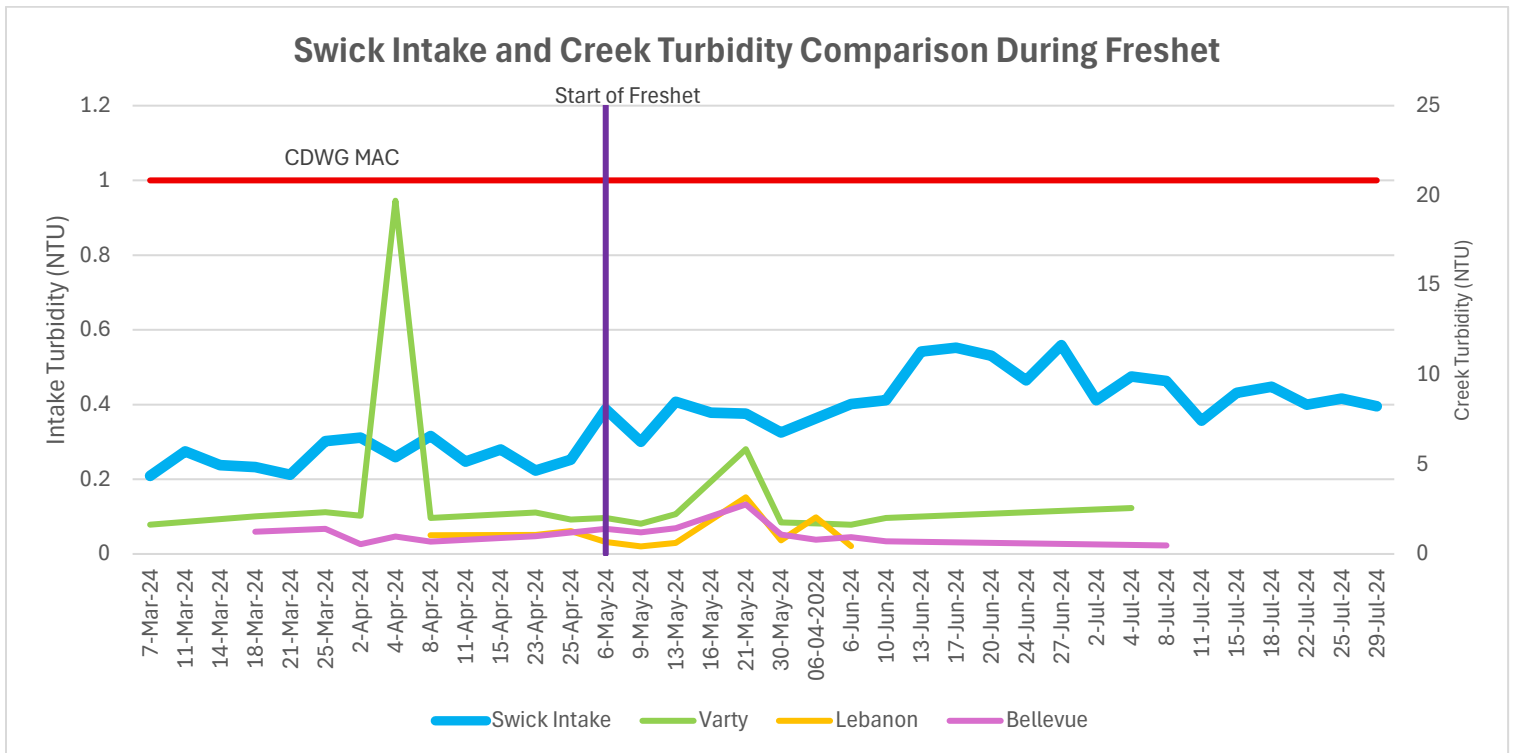


Figure 70. Swick Intake Turbidity relative to surrounding Tributary Turbidities during freshet.

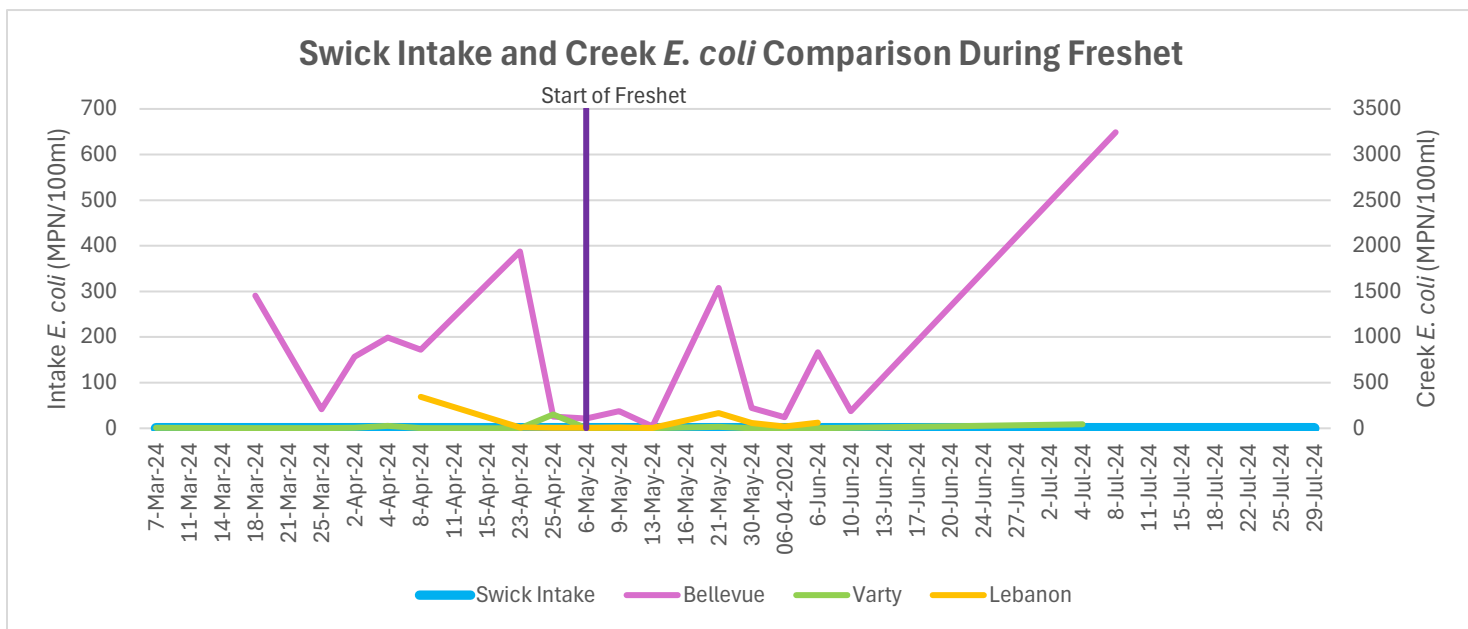


Figure 71. Swick Intake E. coli relative to surrounding Tributary E. coli during freshet.

First Flush and Rain Event Monitoring at Outfalls

First flush is defined as the first major rain or snow melt that would push significant material through the storm water system and eventually into Okanagan Lake. Brandt’s Creek and Mill Creek outfalls were monitored during the first flush and rain events of more than 5mm (Table 34-35). As expected, there was consistent trend of First Flush depositing the highest number of Suspended Solids, Color, E. coli and Turbidity into the creeks relative to subsequent rain events. Conductivity, Chloride, and pH all tended to drop because of a dilution and buffering and acidity effect of the snow / rain water – which is consistent with previous years’ trend.

Brandt’s Creek Outfall				
Parameter	Brandt’s Creek at Brant Ave, April 30, 2024 Pre-Rainfall	Rain Event ~12mm, May 22, 2024	Brandt’s Creek at Brant Ave, Dec 11, 2024, Pre-Rainfall	Rain on Snow Event ~13.4mm, Dec 18, 2024
Ammonia as NH3-N (mg/l)	0.06	0.16	0.15	0.59
Chloride (mg/l)	88	12	84	470
True Colour (Pt-Co Units)	49	215	47	222
Conductivity (µs/cm²)	1934	90	1944	2086
Dissolved Oxygen (mg/l)	9.28	9.46	10.52	12.07
E. coli (MPN/100ml)	189	1789	272	3282
Nitrate as NO3-N (mg/l)	2.74	0.19	2.39	0.31
o-Phosphate as PO4-P (mg/l)	0.1	0.21	0.13	0.09
pH	8.29	7.18	8.28	7.83
Total Suspended Solids (mg/l)	65	55	17	978
Temperature (°C)	11.1	13.5	6.3	3.9
Turbidity (NTU)	34.3	61.5	13.8	1220

Table 35. Water Quality at Brandt’s creek during rainfall events

Mill Creek Outfall				
Parameter	Mill Creek at Hardy St, April 24, 2024 Pre-Rainfall	Rain Event ~12mm, May 22, 2024	Mill Creek at Hardy St, Dec 17, 2024, Pre-Rainfall	Rain on Snow Event ~13.4mm, Dec 18, 2024
Ammonia as NH3-N (mg/l)	0.03	0.1	0.07	0.44
Chloride (mg/l)	21	28	75	153
True Colour (Pt-Co Units)	99	97	30	223
Conductivity (µs/cm ²)	357	462	610	588
Dissolved Oxygen (mg/l)	11.13	9.47	13.03	11.52
E. coli (MPN/100ml)	48	1293	126	216
Nitrate as NO3-N (mg/l)	0.24	0.62	1.19	0.31
o-Phosphate as PO4-P (mg/l)	0.08	0.09	0.04	0.11
pH	8.2	7.81	8.16	7.77
Total Suspended Solids (mg/l)	5	80	10	801
Temperature (°C)	10.8	13.6	4.9	2.3
Turbidity (NTU)	4.7	49.9	6.32	968

Table 36. Water quality at Mill creek during rainfall events

Fascieux Creek Rain Event Sampling

Fascieux Creek is a typical storm collection creek within the Utility boundary that is monitored at multiple locations during rain events to potentially identify contamination connected with raw sewage. Along with various chemical parameters, E. coli. is the primary indicator for storm / sanitary interconnection as it is not naturally occurring and carries a significant health risk. Further investigation is required if E. Coli. counts are more than 25,000 MPN/100mL. Chemical and Biological profiles and trends recorded were like those noted at the Brandt’s and Mill Creek outfalls (Tables 35-36). The samples tested did not indicate any significant increase in E. coli. concentrations, which indicates that there are no current interconnection issues with sanitary for this outfall system.

Fascieux Creek at Gordon Drive			
Parameter	Rain Event ~12mm, May 22, 2024	Rain on Snow Event ~13.4mm, December 18, 2024	2024 Average
Ammonia NH3-N (mg/l)	0.15	0.35	0.25
Chloride (mg/l)	12	311	162
True Colour (Pt-Co Units)	91	185	138
Conductivity (µs/cm ²)	152.3	1228	690
Dissolved Oxygen (mg/l)	9.02	8.68	8.85
E. coli (MPN/100ml)	2400	249	773
Nitrate as NO3-N (mg/l)	0.29	0.35	0.32
o-Phosphate as PO4-P (mg/l)	0.11	0.05	0.08
pH (No Units)	7.2	7.53	7.37
Total Suspended Solids (mg/l)	32	214	123
Temperature (°C)	12.4	5.1	8.8
Turbidity (NTU)	19.6	253	136.3

Table 37. Water quality test results of Fascieux Creek at Gordon during rain events

Fascieux Creek at Gosnell Road			
Parameter	Rain Event ~12mm, May 22, 2024	Rain on Snow Event ~13.4mm, December 18, 2024	2024 Average
Ammonia NH3-N (mg/l)	0.08	0.18	0.13
Chloride (mg/l)	12	104	58
True Colour (Pt-Co Units)	65	162	114
Conductivity (µs/cm ²)	156.2	729.3	443
Dissolved Oxygen (mg/l)	8.95	8.89	8.92
E. coli (MPN/100ml)	1467	985	1202
Nitrate as NO3-N (mg/l)	0.11	0.61	0.36
o-Phosphate as PO4-P (mg/l)	0.18	0.07	0.13
pH (No Units)	7.35	7.73	7.54
Total Suspended Solids (mg/l)	7	79	43
Temperature (°C)	11.9	6.1	9.0
Turbidity (NTU)	7.54	111	59.3

Table 38. Water quality test results of Fascieux Creek at Gosnell during rain events

Fascieux Creek at Watt Rd			
Parameter	Rain Event ~12mm, May 22, 2024	Rain on Snow Event ~13mm, December 18, 2024	2024 Average
Ammonia NH3-N (mg/l)	0.12	0.5	0.31
Chloride (mg/l)	12	311	162
True Colour (Pt-Co Units)	82	149	116
Conductivity (µs/cm ²)	172.4	1250	711
Dissolved Oxygen (mg/l)	8.32	9.85	9.09
E. coli (MPN/100ml)	3448	1198	2032
Nitrate as NO3-N (mg/l)	0.23	0.66	0.45
o-Phosphate as PO4-P (mg/l)	0.18	0.1	0.14
pH (No Units)	7.19	7.53	7.36
Total Suspended Solids (mg/l)	109	711	410
Temperature (°C)	13.1	6.5	9.8
Turbidity (NTU)	52.2	944	498.1

Table 39. Water quality test results of Fascieux Creek at Watt during rain events

Beach Sampling for *E. coli*

The city of Kelowna beaches were sampled at eleven sites once a week from May through September. The beaches sampled were City Park (2 sites), Gyro Beach Park (2 sites), Rotary Beach Park (2 sites), Sarson’s Beach Park (2 sites), Strathcona Park (1 site), and Waterfront Park (2 sites). The graphs indicate the geometric mean for each site relative to the geometric mean guideline, which is the primary determining factor when beaches need further testing or water quality notification for swimmers. Rotary Beach consistently had the highest E.coli. counts of any site and required a swimming advisory posting in September for an extended period (Figure 72, 73).

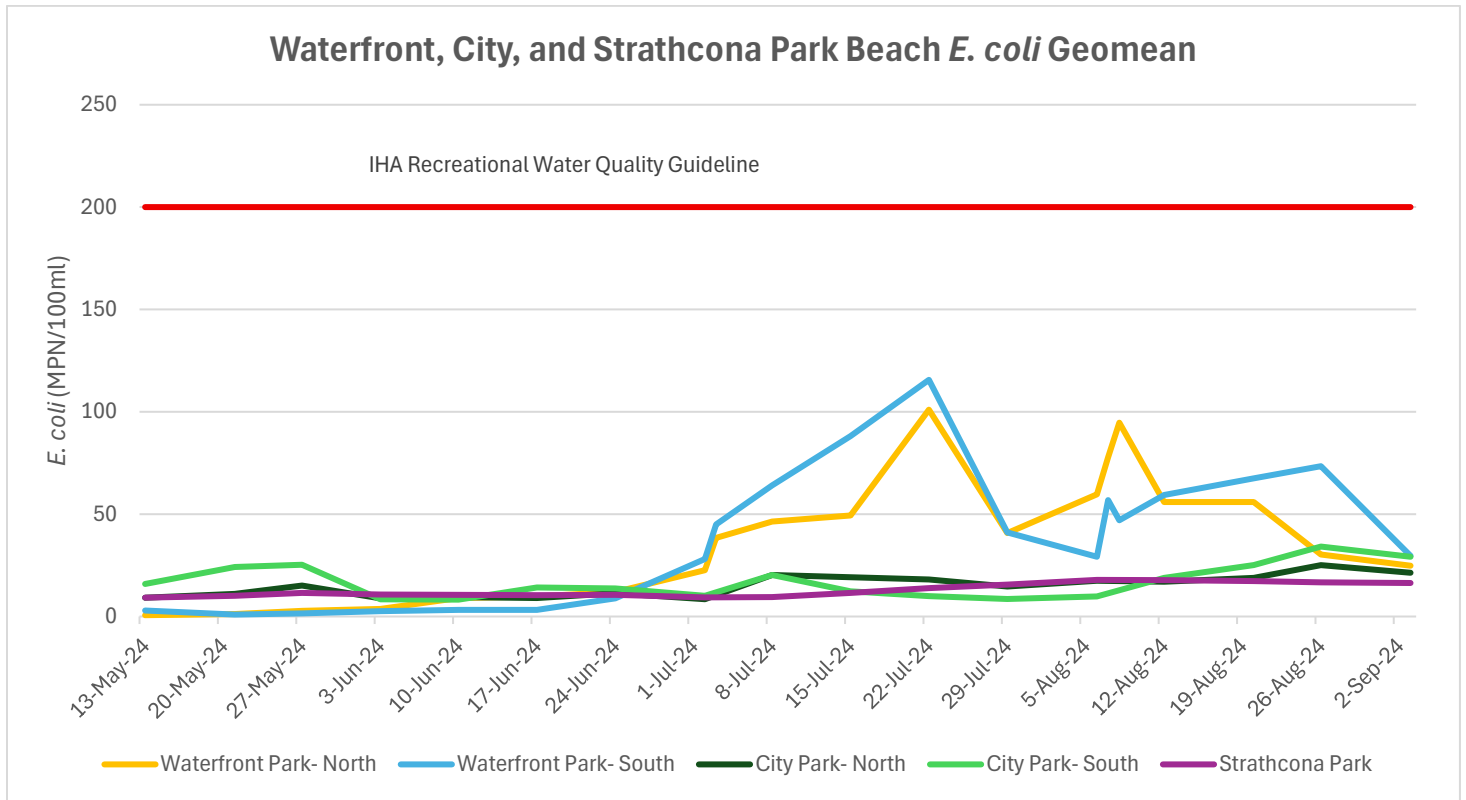


Figure 72. *E. Coli*. test results at north Kelowna beaches.

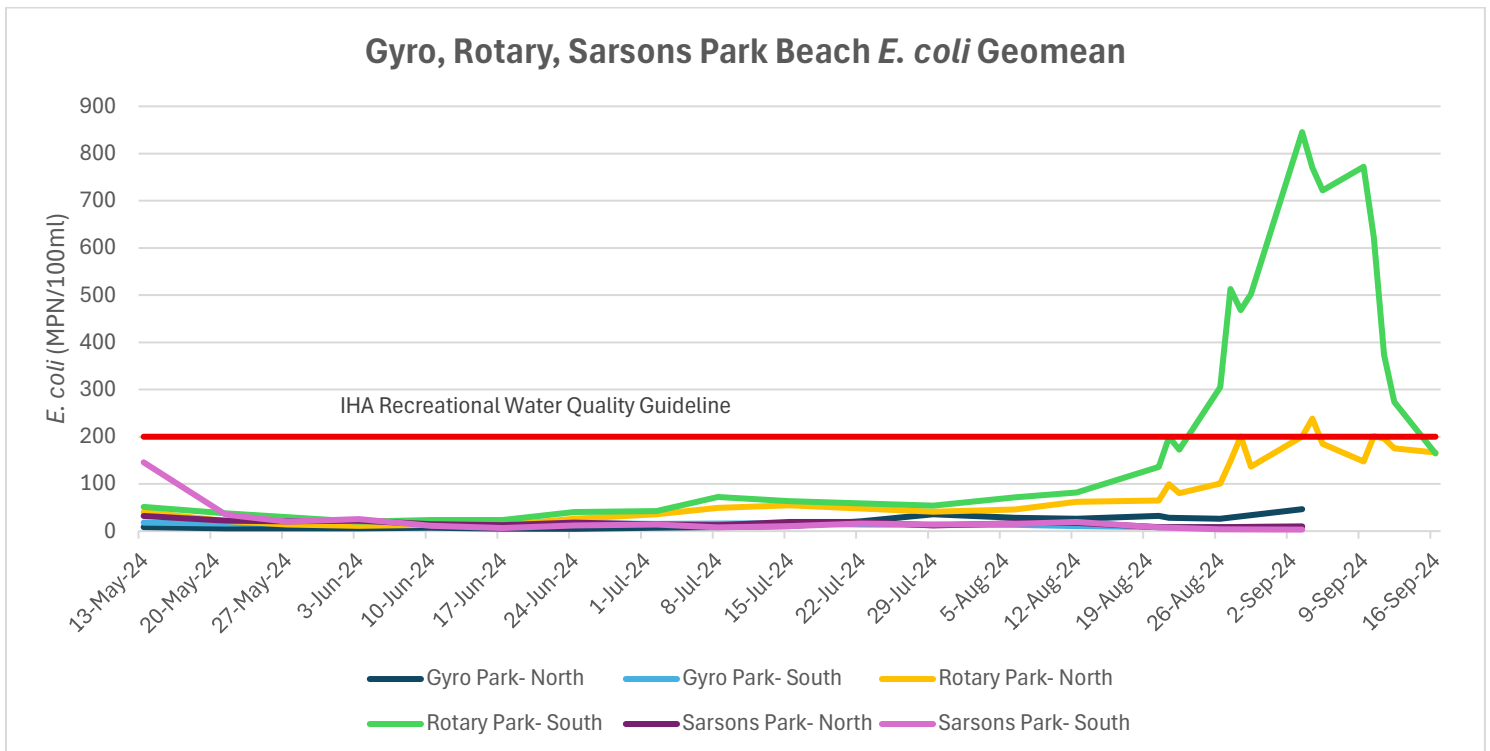


Figure 73. *E. Coli*. test results at south Kelowna beaches.

Tributary and Beach Sampling Sites

The creeks sampled are Brandt’s Creek, Mill Creek, Mission Creek, and Fascieux Creek. The main sample site on Brandt’s Creek is near the mouth of Brandt’s Creek located in Rotary Marsh Wetland on Sunset Drive (Figure 62). The other sample site on Brandt’s Creek is a 750mm outfall pipe located on Gordon Drive and Weddell Place which is sampled for first flush as well as during rain events of 7mm or more. The main sample site on Mill Creek is located near the mouth at the end of Lake Avenue (Figure 62). The other sample site on Mill Creek is a 1075mm outfall pipe located on Enterprise Way and Hardy Street which is sampled for first flush as well as during rain events of 5mm or more. The main sample site located on Mission Creek is near the mouth and is accessed by Bluebird Road (Figure 62). Fascieux Creek has three sampling site locations: Gordon Drive between KLO Road and Bothe Road, Gosnell Road and Quesnel Road, and at the end of Watt Road. Beach sites are located between the lower Mission and Knox Mountain foreshore.



Figure 74. Kelowna Beach and Creek sample sites