

October 23, 2019



Dear Property Owner, Business or Tenant:

RE: Pending emergency water shutdown

Earlier this month, the City Water Utility discovered a leak in an aging pipe along the former SEKID water transmission line. We immediately implemented temporary mitigations to maintain water service to customers while developing a permanent solution. The solution is to repair the leaky pipe, tentatively scheduled to take place during the first week of November. The delay between the leak discovery and the repair is due to the required fabrication, ordering and delivery of essential parts that were not readily available locally.

To complete the repairs, the City Water Utility will need to perform a controlled shutdown of the water transmission main currently supplying irrigation and domestic water use to 237 former SEKID customers who have not yet been connected to the City drinking water system. Your property has been identified as one included in the water shutdown. Once underway, and barring any unforeseen circumstances, the repair is anticipated to take up to 48 hrs. During the repair, your property will be without water.

To assist during this time, the City Water Utility will make potable water available at the SEKID office (3235 Gulley Rd), where customers may fill containers and bottles for personal use. You may also consider filling containers in advance to allow for personal use, filling of toilets, etc. during the shutdown. This service will be available as of Thursday, October 24, 2019.

The pipe repair requires significant personnel and equipment to execute. Residents may notice crews, trucks and activity in the Mathews Rd and Sealy Rd area during the repair. Road closures at or around the site may also be necessary. After water service is restored, a Boil Water Notice will be implemented until testing indicates the water is safe for consumption. We apologize for the inconvenience that this issue will cause.

The City will announce the official date of the repair and any corresponding road closures as soon as possible. Please watch for this announcement by:

- Visiting the City's website at kelowna.ca/water
- Following the City's social media channels (Facebook and Twitter [@cityofkelowna](https://twitter.com/cityofkelowna))
- Monitoring local news: radio, online news or local newspapers

The Kelowna Integrated Water – Phase 1 project will see clean drinking water from the City Water Utility brought into the Southeast Kelowna area over the next two years. To date, approximately 363 properties of the 2,000 have been connected to the City system.

For more information, please review the FAQs on the reverse of this page.

Sincerely,

Andy Weremy, P.Eng., Water Operations Manager
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Frequently Asked Questions

Q. What happened with the pipe? How was the issue discovered?

A. This 30-inch diameter water transmission line is approaching 50 years old. The leak was discovered when carrying out other maintenance in the system.

Q. Why did this happen?

A. At this time the leak is suspected to be on account of the age of the pipe and local conditions.

Q. How significant is the problem at this point? Could it get worse?

A. Currently the problem is being managed and the leak is flowing under reduced flow. The leak is being monitored but could worsen, leading to a water shut off earlier than anticipated.

Q. How long will it take to fix? What is the fix?

A. A plan to repair the pipe has been developed. The materials are on order as they were not available locally. The delivery is approximately 12 days. The repair is expected to take several days to complete.

Q. If you are only repairing the pipe, is there a risk that this could happen again in the future, particularly if the pipe is quite old? Why not replace the pipe or pipe section?

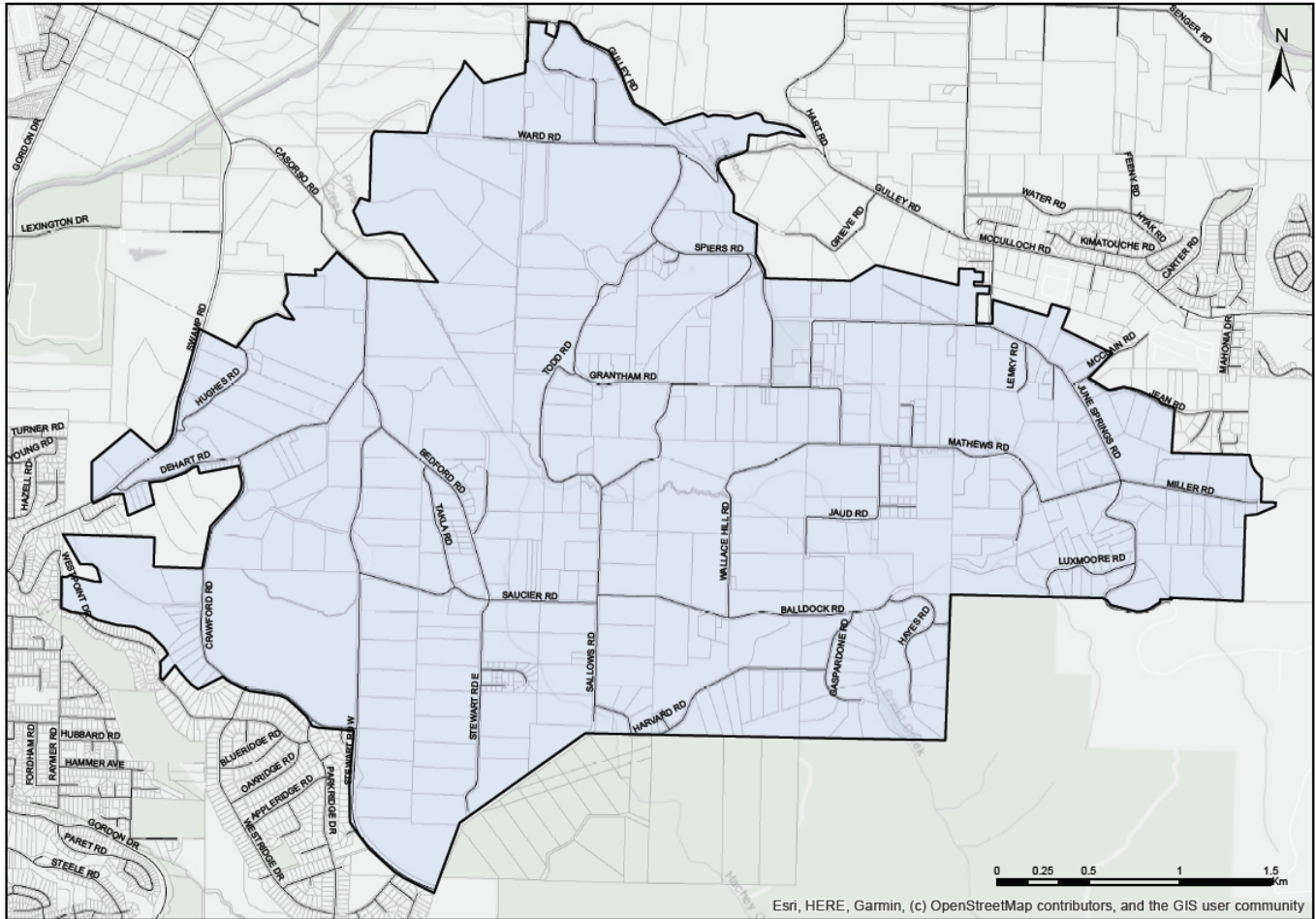
A. As with any pipeline a subsequent pipe failure is possible. The repair process will try to determine contributing factors and conditions; however, a full replacement is a much larger work activity that requires additional coordination. Replacement of the pipe should not be necessary if the full pipe is in acceptable condition.

Q. Who is affected and how?

A. The water outage impacts 237 customers who currently receive water from the former SEKID irrigation and domestic water use systems. Properties that have been connected to the City Water Utility system are not impacted.

The map identifies the overall area that may be affected by the issue (water outage and/or road closures). Note this does not distinguish between which properties are affected by the water shutdown and which are not. The map only identifies the overall area that is affected.

SEKID IRRIGATION NETWORK - EMERGENCY OUTAGE AREA



Q. Can I use the water after the repair?

A. Because the transmission main has to be fully drained for the repair, then refilled, a Boil Water Notice will need to continue on this system until there is assurance that any contaminants that may have entered the system during the leak or repair process are removed.

Boil Water Notice - Precautions

During a Boil Water Notice, the City advises that any water that has a chance of being ingested should be boiled, whether it's for beverages, food preparation, coffee machines, brushing teeth, making ice or water for pets.

All water should be boiled for one minute, cooled and stored in clean, covered containers in a refrigerator. Residents are reminded to cool water prior to use to avoid burns or scalds.