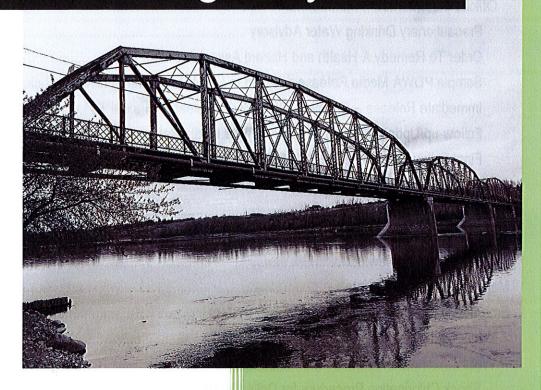
2022

# Waterworks Emergency Plan



Community:

Town of Battleford

Water Source: Address:

Ground Water – 4 Wells Adjacent to the North Sask. River

Contacts:

P.O. Box 40, 392 25<sup>th</sup> Street West, Battleford, SK Manager - Phone: (306) 937-6228 | Cell: (306) 441-7090

Water Plant - Phone: (306) 937-6224

Admin - Phone: (306) 937-6220 | Fax: (306) 937-5963

Revised: 2022-01-05

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Introduction and Policy Statement

This Emergency Response Plan is intended to guide the actions of the Town of Battleford personnel during an emergency response that may affect water quality. Its sole purpose is to ensure the safety of Town personnel, consumers, protection of life, property and the environment in the most .fficient way possible in the event of an unexpected incident.

Performance goals and acceptable levels of service:

Life Safety

The primary goal of the water system is to ensure the safety of its users. At all times, safe, clean water should be provided to the public. Examples of conditions that should never occur are the failure of the distribution system; the distribution of contaminated water; the release of hazardous materials and the collapse of structures.

High Quality Water

Supply Consumers with sufficient quantities of safe and acceptable water

Fire Suppression

Supply enough water for fire suppression and make such water available

as soon as possible after an emergency

Public Health Needs

Supply the following needs with potable water in the allowable time span

after an emergency.

Commercial & Business

Supply businesses relying on water as soon as possible



**Emergency Contacts** 

tility Personnel  Contact Name	Contact Title	Phone No.	Phone No. 2	FAX Number	Email Address
the same of the sa		(306) 937-6228	(306) 441-7090	(306) 937-5963	aubrey@battleford.ca
Whittleton, Aubrey	Manager	(306) 937-6224	(306) 441-7752	(306) 937-5963	markmichelman@sasktel.net
Michelman. Mark	W/S Operator 2	(306) 937-6224	(306) 480-6113	(306) 937-5963	myke81@live.ca
Kolosnjaji, Mihajlo	W/S Operator 2	(306) 937-6224	(306) 441-3342	(306) 937-5963	gkday@sasktel.net
Day, Glenn	W/S Operator		(306) 480-9703	(306) 937-5963	ramacmiron@yahoo.ca
Ramac, Miron	W/S Operator	(306) 937-6224		(306) 937-5963	Wright.bailey9@gmail.com
Wright, Bailey	Maintenance Personnel	(306) 937-6224	(306) 481-5783		works@battleford.ca
Noble, Kayla	Admin Assistant	(306) 937-6220	(306) 480-6606	(306) 937-5963	WORKS@battlefold.ca

mergency Contacts Company Name	Contact Name	Contact Title	Phone No.	Phone No. 2	FAX Number	Email Address
	Contact Name					
lealth & Safety	Olaska Olassa	Public Health Inspector	(306) 446-5418	(306) 441-0099		PublicHealthInspection@pnrha.ca
Public Health	Clarke, Steven	Medical Health Officer	(306) 446-6426	(306) 441-5572	(306) 446-6432	
Medical Health Officer	Nsungu, Dr. Mandiangu	WSA - Project Officer	(306) 230-3184	(306) 933-8387	(306) 933-6820	bruce.dahl@wsask.ca
Vater Security Agency	Dahl, Bruce	Safety & Enviro.Coordinator	(780) 853-8512	(000) 000 000.	(000)000	lauries718@gmail.com
	Sherman, Laurie	Regina, Saskatchewan	(306) 787-9563			
Emergency Planning			(306) 933-6116	- N. C. C. C. S. C.	Light Hart I do	
mergency Planning		Saskatoon, Saskatchewan	(800) 667-7525			
SE Spill Emergency		24 Hour Line	(306) 953-2980			- Will B 1 / 2 / 2/2/2
		Outside Province			(306) 446-1738	- Beasker ich
Police		Local	(306) 446-1720		(306) 445-1738	
Ambulance		Local	(306) 310-911	75.5 XVVII.	(306) 446-4114	
Hospital		Local	(306) 446-6600	(200) 027 0000	(306) 937-3719	geoff@battleford.ca
Fire Department	Thompson, Geoff	Deputy Fire Chief	(306) 441-1534	(306) 937-6208	(306) 937-3719	firechief@battleford.ca
Fire Department	Gabruch, Larry	Fire Chief	(306) 441-0577	(306) 937-6208	(300) 937-37 19	publicsafetyofficer@battleford.ca
Bylaw	McAngus, Ross	Enforcement	(306) 441-5607	(306) 937-6231		publicsaletyofficel@battleford.ca
Municipal Enginee	erina					
Company Name	Contact Name	Contact Title	Phone No.	Phone No. 2	FAX Number	Email Address
BCL	Contact Hamo	Rando Company	(306) 477-2822		(306) 955-3755	A Martin Maria Committee of the Committe
Associated Engineering		100	(306) 721-2466		5 M	and the second
Suppliers				Phone No. 2	FAX Number	Email Address
Company Name	Contact Name	Contact Title	Phone No.	Phone No. 2	FAX Number	Lilian Fladress
Anderson Pump House – Pump Manufacturer	Smith, Gerry		(306) 441-3482	(306) 937-7741		= 1 2 2 2
Regal Manufacturing - ClearTech	Day, Rick	Sales Manager	(306) 280-7112	(800) 387-7503	(888) 281-8109	rday@cleartech.ca
Chemicals - ClearTech	Day, Rick	Sales Manager	(306) 280-7112	(800) 387-7503	(888) 281-8109	rday@cleartech.ca
Chemicals - ClearTech	Orders	•	(800) 387-7503		(888) 281-8109	orders@cleartech.ca
Chemicals - ClearTech	Administration	Service to be	(306) 664-2522		(306) 665-6216	Maria Para Cara Cara
Chemicals - ClearTech	24 Hour Line		(306) 664-2522			
Excavation Service		Control Title	Phone No.	Phone No. 2	FAX Number	Email Address
Company Name	Contact Name	Contact Title	(306) 937-3777	(306) 441-7490	, 70t Hambon	sanburn.construction@sasktel.n
Sanburn Construction	Mahon, Fred	Owner	(866) 828-4888	(306) 525-2356		0
Odilballi Odilottation						

Floatriciona			(000) 303-2223			
Electricians				DI AL O	EAVAlumbar	Freel Address
Company Name	Contact Name	Contact Title	Phone No.	Phone No. 2	FAX Number	Email Address
CMP Electric			(833) 222-1094		14.14	
Collins Electric	F1 O	0	(306) 441-5703			fauchonelectric@gmail.com
Fauchon Electric Ltd.	Fauchon, Sean	Owner	(306) 441-3566	(306) 441-8656	(306) 446-6106	lauchonelectric@gmail.com
Fedler Electric	Fedler, Rick Fedler, Rodney	Owner	(306) 445-3885 (306) 445-3885	(306) 441-6494	(306) 446-6106	
Cardinas Flantria	Fedier, Rodney	Owner	(306) 937-2633	(300) 441-0434	(300) 440-0100	
Gardiner Electric General Plumbing			(306) 445-2341		(306) 445-2289	
L7 Electric			(306) 446-2425		(300) 443-2203	
Manula Electric			(306) 441-3587	(844) 206-5533		
Ultimate Powerline	<u> </u>		(306) 445-1661	(011) 200 0000		
Plumbing			(000) 110 1001	Note that the same of		
	(Construct Construct of the Construction of th				COVID-1	
Company Name	Contact Name	Contact Title	Phone No.	Phone No. 2	FAX Number	Email Address
Big Sky Mechanical Ltd.			(306) 480-5030			
Billy's Plumbing			(306) 441-7083		(306) 446-3588	
Cheynes Plumbing			(306) 445-6691 (306) 441-9703	(306) 446-2309	(300) 440-3300	
Garry Weran Contracting				(300) 440-2309		
Hawtin Plumbing Services			(306) 441-4158			
Hydros Plumbing			(306) 445-0442	(306) 441-1317		
Luk Plumbing & Hearing			(306) 445-6707	(306) 445-6708	(306) 463-2635	
P&W Mechanical			(306) 446-2770	(000) 440 0100	(306) 445-1038	
River City			(306) 445-4344		(306) 445-4497	
Triver Oity	Winterhault, Todd	Owner	(306) 445-4344	(306) 441-6920	(306) 445-4497	
	Dimmick, Brent	Omio	(306) 445-4344	(306) 441-1634	(306) 445-4497	
Rooted Plumbing &		-		(000)	(000)	in the second se
Heating	Edlin, Carson	Owner	(306) 386-7870	and the second		2 0
<b>Bottled Water Sup</b>	nliers			Market Inc.		nego 8AV - Uterlay Kepalisi
THE PERSON NAMED IN POST OF THE PERSON NAMED IN PARTY OF THE PERSON NAMED	THE RESIDENCE OF THE PERSON NAMED IN COLUMN 2 IS NOT THE OWNER, THE PERSON NAMED IN COLUMN 2 IS NOT THE OWNER,	Contact Title	Phone No.	Phone No. 2	FAX Number	Email Address
Company Name Battlefords Pure Water	Contact Name	Contact fille	(306) 441-1489	Priorie No. 2	FAX Number	Lillali Addless
Culligan Water			(306) 445-6266		7 7 7	
Easthill Enterprises		The state of the s	(306) 441-7228			22 117
Superior Water Ltd.			(780) 870-5970			
				•		
Dulanity Camboots						
Priority Contacts		Land and the Control of the Control		les promise a series	E CHAVAN	E. DALLES
Company Name	Contact Name	Contact Title	Phone No	Phone No. 2	FAX Number	Email Address
Pharmacies, Office	es & Clinics		real state (by )	propert files of	Call I rev	#2 .com/2   1935/500.
Co-op Pharmacy			(306) 446-5520			
Remedy's Rx Pharmacy			(306) 937-2600	2000	(306) 937-3298	rxaccounts@hotmail.com
Pharmacies, Office	es & Clinics					
Company Name	Contact Name	Contact Title	Phone No	Phone No. 2	FAX Number	Email Address
Heritage Christian	Control					SECTION OF THE SECTION AND ADDRESS OF THE SECTION ADDRESS OF
Playtime Co-Operative			(306) 937-3184			
Senior Housing						
	(	O- test Title	Dhoos No.	Dhosa No. 2	FAX Number	Email Address
Company Name	Contact Name	Contact Title	Phone No (306) 446-6900	Phone No. 2	(306) 937-2258	Elliali Address
Battlefords District Care	Dattlefeeds Housing Aut	h o eile e	(306) 937-3055		(306) 446-1277	
Golden Years Lodge Meadow Sweet Manor	Battlefords Housing Aut Battlefords Housing Aut		(306) 937-3055		(306) 446-1277	
	Dattielorus nousing Aut	Hority	(300) 931-3033		(300) 440-1277	
Bakeries						
Company Name	Contact Name	Contact Title	Phone No	Phone No. 2	FAX Number	Email Address
29th Street Market	Kim, Danny & Lindsay		(306) 937-3377		5.041070-22	
Co-op Food Market			(306) 446-5520			
Tim Hortons			(306) 446-2088	7-100-0		The second second second second
Restaurants, Fast	Food, Catering					
Company Name	Contact Name	Contact Title	Phone No	Phone No. 2	FAX Number	Email Address
Busters Pizza			(639) 390-3700			battleford.busterspizza@gmail.com
Li King			(306) 937-7363			an base an
Pennydale Junction			(306) 937-3544	7.4	(306) 937-5952	pennydale@sasktel.net
R & J Garden	Cheung, Ricky & Wu, Jo	enny	(306) 937-5555			rickycheung6118@gmail.com
Subway			(306) 937-2048			jervon@sasktel.net
Tim Hortons	New Tark	15	(306) 446-2088			alternation of the second
Redneck's Concession	Warren, Wayne & Shell	еу	(306) 445-2436	(306) 441-6543		Sec. 11.5
Schooling			3343481408141			
Company Name	Contact Name	Contact Title	Phone No	Phone No. 2	FAX Number	Email Address
Battleford Central	Sommerfeld, Monique	Principal Principal	(306) 937-2112	THORUTAL 2	(306) 937-7175	bcs@lskysd.ca
Datablora Certifal	Charbin, Lindsay	Vice Principal	(306) 937-2112		(306) 937-7175	
Board Member	Leask, Glen	- Floor Intolpul	(306) 441-3534	(306) 937-7702	(355) 551 7 110	glen.leask@lskysd.ca
Dodia Monibol	Lodon, Ololl		1 (000) 111 0004	1300/03/1/02		1 0

(866) 363-2225

Access Cable

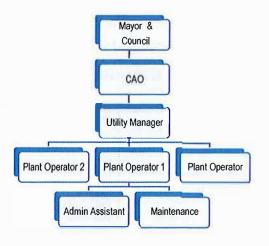
Heritage Christian	Weibe, Gerald	Principal   Admin	(306) 446-3188		(306) 446-3187	heritage@lskysd.ca
St. Vital Catholic	Nichol, Natasha	Principal	(306) 937-2233		(306) 937-7666	Natasha.nichol@lskysd.ca
		Secretary	(306) 937-2233		(306) 937-7666	stvital@lskysd.ca
Utilities		nidescono es con la cida comi o activo	A. A. San A.			
Company Name	Contact Name	Contact Title	Phone No	Phone No. 2	FAX Number	Email Address
Access Cable			(866) 363-2225			
Bell			(866) 875-9591	(800) 773-2121		
Sask First Call			(866) 828-4888	(306) 525-2356		
Sask.Energy			(800) 567-8899	(888) 700-0427		
Sask.Power	Stuckless, Everett		888-757-6937	(306) 227-4033		estuckelss@saskpower.com
Sask.Tel			(855) 444-9464	-611		
	Dereniwsky, Suzane		(306) 446-5348	(306) 481-3660	(306) 445-7337	
	Chupa, Diane		(306) 777-1223		` '	
Telus			(866) 558-2273	310-3100		

(888) 999-2321

Organization and Responsibilities Emergency Planning Task Force

Virgin Mobile

Contact Name	Contact Title	Phone No	Phone No. 2	Email Address
Leslie. Ames	Town Mayor	3 4 4 4 4 4 4	(306) 441-2412	mayorleslie@battleford.ca
Laing, Doug	Town Designate Member		(306) 441-7706	councillorlaing@battleford.ca
Whittleton, Aubrey	Utility Manager	(306) 937-6228	(306) 441-7090	aubrey@battleford.ca
Alam, Ashraful	Town CAO	(306) 937-6203	(306) 400-9788	ashalam@battleford.ca
Dahl, Bruce	WSA Project Manager	(306) 446-6426	(306) 441-5572	bruce.dahl@wsask.ca
Dr. Nsungu	Medical Health Officer	(306) 441-5572		
MacAngus, Ross	Town Bylaw Enforcement	(306) 937-6231	(306) 441-1534	publicsafety@battleford.ca



Water Quality Crisis Management

Vater Quality Crisis Coordinator: Public Relations Coordinator:

Coordinates all emergency actions, personnel and equipment.

Represents the Municipality in all the infrastructural facilities including support staff. All media enquiries and

public enquiries should be directed to CMC

Lead Hand:

Coordinate, supervise and schedule personnel, equipment and materials to facilitate the repair or replacement of critical drinking water facilities, which have been prioritized by the CMC and Water Quality Crisis Coordinator

Company Name	Contact Name	Contact Title	Address	Phone No	Phone No. 2	Email Address
Crisis Coordinator (Utility Manager)	Whittleton, Aubrey	Manager	281 26th Street West Battleford, SK S0M 0E0	(306) 937-6228	(306) 441-7090	aubrey@battleford.ca
Public Relations Coordinator & Administrator	Alam, Ashraful	Town CAO	151 1st Avenue West Battleford, SK S0M0E0	(306) 937-6203	(306) 400-9788	ashalam@battleford.ca
Coordinator – Mayor	Leslie, Ames	Mayor	191 1st Avenue West Battleford, SK S0M0E0	BUTTO.	(306) 441-2412	mayorleslie@battleford.ca
Personnel Lead Hand(s)	Kolosnjaji, Mihajlo	W/S Operator 2	2491 100th Street, North Battleford, SK S9A3K6	(306) 937-6224	(306) 480-6113	myke81@live.ca
Advisors	Dahl, Bruce	Project Manager	101-108 Research Drive Saskatoon, SK	(306) 446-6426	(306) 441-5572	bruce.dahl@wsask.ca
Advisors	Dr. Nsung u	Health Officer		(306) 441-5572	(306) 446-6426	
Advisor	MacAng us, Ross	By law Enforcement	North Battleford, SK	(306) 937-6231	(306) 441-1534	p ublicsafety@ battleford.ca

### Notification and Communication

The purpose of this section is to identify a process for system personnel to notify system users about an emergency and for system users to notify system personnel about an emergency.

In general, a waterworks incident needs to follow these steps:

- 1. The waterworks owner/operator(s) monitor the distribution system and treatment plant for trigger events (as defined in section 6). The local Health District monitors the public for a public health trigger;
- 2. All incidents are reported to the Water Quality Crisis Coordinator;
- 3. the Water Quality Crisis Coordinator evaluates the event, determines if a trigger has been met and classifies all events even those without a technical action plan (TAP) (see section 6).
- The Water Quality Crisis Coordinator activates the Water Quality Crisis Management Cell (CMC), if called for;
- The CMC directs the implementation of the TAP and recommends further actions, if required. This may require the notification of the **Emergency Measures Organization for the municipality**

6	The CMC utilizes the Communication Plan to advise the public.
<u> </u>	
1.	When the emergency is over, CMC is deactivated; and
8.	The Water Quality Crisis Coordinator prepares a report on the inc
	for evaluation.

The Water Quality Crisis Coordinator prepares a report on the incident and presents it to the Waterworks Emergency Planning Task For	rce
for evaluation.	

Sys	stem personnel will typicall	y inform system use	ers u	using one or mor	re of the following methods:
$\boxtimes$	phone	□ phone tree		flyer	□ personal contact
$\boxtimes$	media release	$oxed{\boxtimes}$ door to door or		other	

System users need to also be given the names and phone numbers of the system personnel to contact in case of an emergency. Typically, billing or newsletters are used to provide this information.

### Media Communications

In any crisis, the media will receive information only from the designated spokesperson(s). The spokesperson(s) will call a media conference, give information over the phone or release a written statement.

The Town of Battleford website (www.battleford.ca) and social media pages will be updated as information becomes available. In the case of a major emergency or disaster, the emergency hotline will be manned 24 hours a day until the CMC determines that the crisis has ended. The phone at the office (306-937-6224) will be utilized for this purpose.

Company Name	Contact Name	Contact Title	Phone No	Phone No. 2	Email Address
SaskAlert	Jean Longpre		(306) 787-6678		
Battlefords News Optimist			(306) 445-7261		
Battlefords Now			(306) 445- 2477		
		News Room	(306) 446-6397		
	Colin McGarrigle	News Director			colin.mcgarrigle@jpbj.ca
Q98 97.9 FM	Main Switchboard		(306) 445-2477		
	Newsline		(306) 446-6397		
	Karl Johnston	General Manager			
	Mike Aimoe	After Hours Emergency	(306) 480-4570		Aimoe@jpbg.ca
93.3 FM The Rock	Same as Q98 above				
1050 AMM CJNB	Same as Q98 and 93.3 FM above	Newsline			cjnbnews@jpbg.ca
Jim Pattison Group			(604) 688-6764		
North Battleford Radio Stations	Kathy Gallant		(306) 480-4570		kathy.gallant@jpbj.ca
After Hours Emergency Only	Katily Gallant				70 07
	Mike Aimoe	Station Manager	(306) 480-4570		Mike.aimoe@jpbj.ca
ii i	Matt Ryan		(306) 290-7643		Matt.ryan@jpbj.ca

### Official Statements

Precautionary Drinking Water Advisory, Emergency Boil Water Order & Emergency Boil Water Notices.

Precautionary Drinking Water Advisory

This Advisory a	pplies to all residents and users in the	and is effective: _:00 am/pm _	day, Month Date, Year.
Pursuant to clausissued due to	se 36(1)(a) of The Environmental Management and Pro	tection Act, 2010 this Precautionary	Drinking Water Advisory is
therefore the safe	ety of drinking water supply cannot be The Environmental Management and Protection A	pe ensured at all times. Therefore, p Act, 2010, consumers must be notifi	
(b)	(iii) food or drink which will no	least one (1) minute, at a rolling boil, p ngested, including: (i) brushing teeth o is and vegetables; of be subsequently heated; and e cubes;	rior to use; r soaking false teeth;
		iled on the dishes are conitized in anoth	or fashion Washed dishes a

- (c) not use the water for washing dishes, unless the water has been boiled or the dishes are sanitized in another fashion. Washed dishes and utensils can be soaked in a bleach water solution (approximately 2 tablespoons of bleach per gallon or 10 ml of bleach per liter of water) for at least two minutes after being washed to kill any bacteria which may be present.
  - Note: Do not mix bleach with soaps or detergents.
  - (d) not drink from any public drinking fountains supplied with water from the public water supply;
    - (e) ensure that younger children and infants are sponge bathed;
  - use an alternative water source known to be safe, if they do not wish to boil the water; and

(g) consult with your physician if you have cuts or rashes that are severe before using the water.

Under most circumstances, there is no need to boil water used for other household purposes. Adults, adolescents and older children may shower, bathe or wash using tap water but should avoid swallowing the water. Laundry may be washed in tap water, either by hand or by machine.

This Advisory is effective immediately and will not be lifted until the water supply is determined to be completely safe.

If you require any additional information, please contact the following:  Municipal Office -  Water Security Agency – Environmental & Municipal Management Services Division  Water Security Agency - Communications Manager  ??????????????? Health Region	306-???-???? 306-???-???? 306-694-8914 306-???-????	Media Inquiries
Environmental Project Officer  Water Security Agency		
Order To Remedy A Health and Hazard Associated With Water		
This order given this(date) pursuant to Section 25 of The	he Public Health Act,	1994.
To: (Municipality or owner/operator of the water s	supply)	
Whereas you are responsible for the following healt The (presence of contaminates or lack of minimum treatment), namely (list)(in municipality(ies) of	n, for) the public wate	er supply provided by you to the
Pursuant to Section 25 of <i>The Public Health Act, 1994</i> , you are hereby orders.  1. Take all reasonable steps to immediately notify all users of the public water supply of the (in adequate disinfection) and the steps necessary to make the water (a) boiling all water used for drinking purposes for at least one minute (b) advising that such boiled water should be used as the water for other active (i) tooth brushing or soaking false the (ii) dishwashing, unless sanitized in another (iii) food or drink which will not be subseque (iv) ice cubes  (c) advising persons providing food or drink to the public to ensure all water that will be operational all public drinking fountains supplies with water for other active (d) making the attached "Emergency Boil Water Notice" available to use (a) (v) posting in conspicuous places in public buildings and areas in the municipality (circumstance — newspaper, distribute coper (e) advising persons not wishing to boil water that they should use an altered and the consecutive series of satisfactory water sample test results taken from the public water supplies with a consecutive series of satisfactory water sample test results taken from the public water supplies the consecutive series of satisfactory water sample test results taken from the public water supplies of the consecutive series of satisfactory water sample test results taken from the public water supplies the consecutive series of satisfactory water sample test results taken from the public water supplies the consecutive series of satisfactory water sample test results taken from the public water supplies the consecutive series of satisfactory water sample test results taken from the public water supplies the consecutive series of satisfactory water sample test results taken from the public water supplies the consecutive series of satisfactory water sample test results taken from the public water supplies the consecutive series of satisfactory water sample test results taken from the consecutive series of the consecutive	presence of unaccepr supply safe, including, at a rolling boil, privities where it may be eth; er fashion; antly heated; e consumed by the prirom the public water sers of the public water ies). (vi) list any other bies. etc.); rnative water source of any necessary worpply, as directed by S	table bacteria levels or lack of ag: or to usage; a ingested, including:  ublic is boiled and to make unsupply. ter supply by: r appropriate methods for the known to be safe. k and receipt of at least two saskatchewan Environment.
NOTE TO MEDICAL HEALTH OFFICER OR DESIGNATE: This Order should be accompanied to the following: You may appeal this Order in accordance with Section 11 of the Public Appeals 10, attached).	i by a cover letter, what Regulations (excerp	nich includes a statement simila ot for the regulations, pages 5-
Medical Health Officer or Designate		
Sample PDWA Media Release – Faxed to Local Radio and Television Stations		
Water Security Agency, in consultation with the Health Region, has issue region/municipality/owner due to (state reasons)		rinking Water Advisory for the
All residents and users of water from thesy.  boil water used for drinking purposes for at least one m  do not drink from any public drinking fountains supplied wit	stem are notified to: ninute at a rolling boil	prior to use;

use an alternative water source known to be safe, if they do not wish to boil the water.

- boil water for at least one minute at a rolling boil when it is to be used for other activities where it may be ingested, including: (i) brushing teeth or soaking false teeth;
  - 1. dishwashing, unless sanitized in another fashion;
  - 2. using water in food or drink which will not be subsequently heated;
    - 3. making ice cubes; and
    - 4. washing fruit and vegetables.

Under most circumstances, residents do not need to boil water used for other household purposes. Adults, adolescents and older children may shower, bathe or wash using tap water but should avoid swallowing the water. Younger children and infants should be sponge-bathed. Residents should also consult with a physician before using the water if they have severe cuts or rashes. Laundry may be washed in tap water, either by hand or by machine.

This Advisory is effective immediately?	?? or enter date, time and or location it takes effect ??? determined to be completely safe.	?, and will not be lifted until the water supply is
Water Security Agency,(	(municipality/owner) and theHealth Regionuickly as possible, and will continue to keep residents	n are working together to resolve the problem as advised.
For more information, please contact:  Municipal Office WSA Policy & Communications Division WSAHead/field OfficeHealth Region  Immediate Release – Sample EBWO M	306 306 - 694-8914 306 306 edia Release – Faxed To Local Radio and Televis	Media Inquiries (Inquiries regarding PDWA) sion Stations
Emerge	ency Boil Water Order Issued for(mur	nicipality/owner)
The announced that, effective immediately, a	Health Region, Water Security Agency and the _ an Emergency Boil Water Order has been issued for th	e (municipality/owner) have region/municipality/owner.
boi     not d     us     boil water for at least or  Under most circumstances, residents do	ents and users of water from the system I water used for drinking purposes for at least one minurink from any public drinking fountains supplied with wase an alternative water source known to be safe, if they ne minute at a rolling boil when it is to be used for othe brushing teeth or soaking false to 1. using water in food or drink which will not be subsection 2. dishwashing unless sanitized in another 3. making ice cubes; and 4. washing fruit and vegetables.	ute at a rolling boil prior to use; ater from the public water supply; of do not wish to boil the water. or activities where it may be ingested, including: (vi) seeth; sequently heated; fashion;  uses. Adults, adolescents and older children may
shower, bathe or wash using tap water bu	ut should avoid swallowing the water. Younger children e using the water if they have severe cuts or rashes. La or by machine.	and infants should be sponge-bathed. Residents
This Boil Water Order is issued due to (star completely safe. The together to resolve	te reasons), and will not Health Region, Water Security Agency and the e the problem as quickly as possible, and will continue	t be lifted until the water supply is determined to be(municipality/owner) are working to keep residents advised.
For more information, please contact:  Municipal Office  WSA Policy & Communications Division  WSAHead/field Office Health Region	306 306 - 694-8914 306 306	Media Inquiries (Inquiries regarding PDWA)

For any media inquiries please contact applicable Health Region

Follow-up/Update – Sample PDWA/EBWO Media Release – Faxed To Local Radio, Television Stations and Newspaper Emergency Boil Water Order/Precautionary Drinking Water Advisory

	Health Regi	on, Water Security Agency and the _ e a high level of risk with the	(municipality/owner) are advising drinking water system. Water used for drinking,
cool	king, food preparation, making ice cubes, was	hing dishes or brushing teeth must be	e brought to a rolling boil for at least one minute.
	The EBWO/PDWA remains in	place due to (state reasons)	
"Our top pr	riority is protecting the health of the public, and	d we are taking every precaution nece the case of a PDWA).	essary," said (local MHO / local EPO or EP Manager in
This	(municipality/owner) are conduct	the water supply is determined to be	completely safe. Water Security Agency and the and will be consulting with the HR on risks to public sed.
	formation, please contact:	206	
Municipal C		306 306	
M/SΔ_	Health Region Head – field Office	306	(Inquiries regarding PDWA)
	∠ Communications Division	306- 787-6595	(Media Inquiries)
	w-up- Sample PDWA/EBWO Media Rele Boil Water Order/Precautionary Drinking Wat		ion Stations and Newspaper
The	Health Region/Field Office of Water Adviso	Water Security Agency has lifted the ory for(municipal	Emergency Boil Water Order/ Precautionary Drinking lity/owner).
"The factors	s that caused the issuance of the Order/Adviso "Residents no longer need to	ory have been rectified," said (local M boil their water before drinking or usi	IHO/local EPO or EP Manager in the case of a PDWA). ng the water in other ways."
	formation, please contact:	***	
Municipal C		306	
'MC A	Health Region  Head – field Office	306 306	(Inquiries regarding PDWA)
	Read – field Office     & Communications Division	306- 787-659	
Handout for	or Public Facilities s To Be Taken During A Precautionary Drinkin	g Water Advisory Or Emergency Boil	Water Order at Public Facilities
The follow in the co	ring precautionary measures for public facilities ommunity. These measures do not apply to all	s are in addition to the measures that public premises. Those that are not p	are listed in the PDWA/EBWO that have been posted pertinent to the premise's operation may be ignored.
	<ul> <li>b. Water being served must be brought</li> </ul>	Oo NOT serve water directly from the to to a rolling boil for at least one minut d water from an alternate approved so	e, cooled and then refrigerated before being used cold.
	c. Bottled d. Coffee makers connected to the wal	ter supply must be disconnected if the	e water being heated for making coffee does not reach
	e. Boiled or bottled war	boiling point. ter must be used when rinsing fruits a made in the last 7 days or otherwise	and vegetables that will not be cooked.
	<ul> <li>g. Turn the water off to any auto</li> </ul>	matic ice making equipment, slush m	nachines, drink dispensers or similar equipment. sani-cycle that reaches at least 45C for 20 minutes or
		50C for 5 minutes or 72C for i. Disconnect drinking foun	1 minute.
	<ul><li>j. Post notices in all washrooms a</li><li>k. In dental offices, provide boiled or bo</li></ul>	advising of the PDWA or EBWO and	reminding customers NOT to drink from the taps. mouths. Also ensure that equipment that uses water is
	Actions to be taken when the Precaution	nary Drinking Water Advisory / Emerg ater lines within the premise should be	jency Boil Water Order has been lifted. e completely flushed.
	<ul> <li>b. Any equipment that is of</li> </ul>	lirectly connected to the water lines slater filters should be properly cleaned	hould be flushed, including water heaters.

Signs

All example signs (Precautionary Drinking Water Advisory & Emergency Boil Water Order) are available from the Water Security Agencies document entitled "Bacteriological Follow-up Standard for Waterworks, November 1, 2012, EPB 505".

### **Technical Action Plans**

Classification of the Emergency or Disaster

Level 1: Normal (routine) incident – Personnel and equipment currently on duty can handle the problem. There will be no effect on subsequent shifts or future operations. The CMC is not activated.

Level 2: Minor emergency – Personnel and equipment currently on duty can handle the emergency, but requires that additional staff be notified, given related work tasks, or work additional shifts. The CMC is activated, and the Waterworks Emergency Command Center is staffed.

Level 3: Major emergency – The problems are beyond the capabilities of the drinking water system staff and equipment. Requires personnel work extra shifts and they may need the assistance of outside help. The CMC is activated, and the Waterworks Emergency Command Center is staffed.

Level 4: Disaster – Problems are clearly and immediately beyond the capability of the drinking water system. The costs will be great, and the repair time will exceed one week. The assistance of outside personnel and equipment will be required. The CMC is activated, and the Waterworks Emergency Command Center is staffed.

The purpose of this section is to serve as a repository for detailed reference material that may be used for training or needed during an emergency.

Flood conditions Trigger events: (Disaster)

widespread flooding occurs.

Action notify WSA - Environmental Project Officer (EPO);

notify users of the potential for water contamination, loss of pump, power, etc. Users should be advised to store some drinking water in advance and to boil any

suspect water for at least one minute;

notify priority customers;

contact local media for public service announcement (where all customers cannot be notified by phone); and

contact government agencies (see below) for advice and assistance.

Contact

Owners of water system, WSA (Local EPO), Saskatchewan Emergency Planning and others as necessary.

Outbreak of a waterborne disease Trigger events: (Major emergency to disaster)

local Health District notifies the water system of a confirmed outbreak.

Action

notify WSA - EPO;

notify users of the potential for water contamination. Users should be advised to boil any suspect water for at least one minute;

notify priority customers;

contact local media for public service announcement (where all customers cannot be notified by phone; and

contact government agencies (see below) for advice and assistance

Contact

Owners of water system, WSA (Local EPO), Saskatchewan Emergency Planning and others as necessary

Contamination of source Trigger event: (Major emergency)

gross deterioration of source water due to a spill, vehicle accident or natural causes.

Action

shut down pump;

notify WSA - Environmental Project Officer;

notify users;

notify priority customers;

contact government agencies (see below) for advice and assistance; and

contact local media for public service announcement (where all customers can not be notified by phone).

Contact

Owners of water system, WSA (Local EPO), Saskatchewan Emergency Planning and others as necessary.

Loss of source Trigger event: (Major emergency)

Access to source water is lost due to intake problems or natural causes

Action

shut down pump; notify WSA – EPO; notify users;

notify priority customers; and

contact government agencies (see below) for advice and assistance.

Contact

Owners of water system, WSA (Local Environmental Project Officer) and others as necessary.

Treatment process failure

A Loss of chlorine residual leaving plant Trigger events:

chlorine level leaving the plant is less than 0.1 mg/l free chlorine. (Minor emergency)

Action notify WSA - EPO;

notify users of the potential for water contamination. Users should be advised to boil any suspect water for at least one minute; I notify priority customers; and

contact government agencies (see below) for advice and assistance.

Contact Owners of water system, WSA (Local EPO), Chlorinator and chlorine suppliers

B Loss of chlorine residual in distribution system Trigger events: (Major emergency)

chlorine levels at any place in the distribution system is less than 0.1mg/l free chlorine or 0.5 mg/l total chlorine.

Action notify WSA- EPO;

notify users of the potential for water contamination. Users should be advised to boil any suspect water for at least one minute;

notify priority customers; and

contact government agencies (see below) for advice and assistance.

Contact Owners of

Owners of water system, WSA (Local Environmental Project Officer), Chlorinator and chlorine suppliers

C Increased turbidity in filter effluent Trigger event: (Minor emergency)

the effluent turbidity of a filter is greater than 0.3 N.T.U. Sudden increases generally indicate a system disturbance or treatment failure

notify WSA - EPO:

notify users of the potential for water contamination. Users should be advised to boil any suspect water for at least one minute; I notify priority customers; and

contact government agencies (see below) for advice and assistance.

Contact

Owners of water system, WSA (Local EPO)

D Microbial contamination detected Trigger event: (Routine incident to major emergency)

a positive microbial test result is received for the treated water.

Follow Saskatchewan's Bacteriological Protocol for Waterworks Regulated by Water Security Agency and Saskatchewan Environment EPB 505 procedures document Action Contact

As per Saskatchewan's Bacteriological Follow-up procedures document.

Pump system failure Trigger events: (Minor Emergency)

all pumps fail and unable to supply water or distribution system pressure drops

Action

notify WSA - EPO;

notify users of interruption of service; and

notify priority customers.

Contact

Owners of water system, WSA (Local EPO), Pump supplier

Other treatment process failure Trigger events: (Routine incident to major emergency)

loss of coagulation, or other significant process failures.

Action

notify WSA - EPO;

notify users of the potential for water contamination. Users should be advised to boil any suspect water for at least one minute;

notify priority customers; and

contact government agencies (see below) for advice and assistance

Contact

Owners of water system, WSA (Local EPO)

Power failure Trigger events: (Minor emergency)

power outage

Action

notify WSA - EPO;

start backup generator, if possible;

notify users of interruption of service if backup pump not capable of maintaining supply;

notify priority customers; and

call SaskPower.

Contact

Owners of water system, WSA (Local EPO)

Distribution system problems

Backflow or back siphonage/ significant loss of pressure in the system Trigger events: (Major emergency)

backflow or contamination is widespread throughout the distribution system

Action

notify WSA - EPO;

notify users of to boil their water for at least one minute or take other disinfection procedures or as instructed by SE;

notify priority customers; and purge and disinfect lines as directed Owners of water system, WSA (Local EPO)

Contact

Water breaks - sanitary repair procedures Trigger event: (Major emergency)

main line breaks

Repairing a main break is the most common type of emergency maintenance in a distribution system. Depending on site-specific conditions, a main break may be a source of contamination. For example, if the damaged pipe is below the water table or in contact with a sewage or storm water main, contamination may occur. As noted, maintenance procedures differ for main breaks between those breaks likely and unlikely to cause contamination. Contact your local EPO if you are unsure about whether contamination is expected for a break.

Action

If contamination is not expected:

call excavation contractor:

treat the replacement pipe and fittings with a chlorine solution; and notify downstream users of interruption of water service, if required

If the existing main is partially or wholly dewatered, some of the following steps may be necessary to repair the main: Actions (AWWA C651-99):

control water loss by completely or partially shutting down the main.

flushing may be used to minimize flow toward the damaged main, thus reducing the extent of possible contamination;

water should be reduced to a level below the break as quickly as possible. Groundwater may be treated with hypochlorite while repairs are underway. If the water appears to be clear, a 25 to 50 ppm dose may be sufficient. If sewage is present, a dose greater than 100 ppm is suggested;

customers at higher elevations than the break should be notified to shut off the inlet valve at their meter to prevent siphoning of hot-water tanks or water softeners; extensive flushing may be used to purge possible contaminants and to bring clear water to the point of damage;

chlorine residuals should be checked hourly to evaluate the effectiveness of pumping and flushing procedures;

mains which have been repaired after a break or leak need to be cleaned, disinfected and monitored before being returned to service; and

monitoring that follows a main disinfection or the addition of a new facility usually entails a check for microbial activity, pH, turbidity, color, disinfectant residual, odor and an analysis for volatile organic compounds that may be associated with the application of coatings

Contact Owners of water system, WSA (Local EPO), excavation contractor and others as necessary.

Trigger event: (Major emergency) storage facility break

Emergency repair of finished water storage facilities is warranted by conditions such as:

penetration due to localized corrosion; penetration or splits due to extensive metal loss; high turbidity and/or bacteria from excessive sediment; or

animal contamination due to screen failure.

Generally, emergency maintenance on steel or concrete storage facilities involves temporarily plugging a hole or other penetration in the facility wall. Ultimately, however, the temporary repair should be replaced with a welded patch.

Action temporarily plug hole or other penetration in storage facility wall, if required notify WSA – EPO; flush the water from the storage facility; notify users if an interruption in service is expected; contact government agencies (see below) for advice and assistance; and contact contractor to permanently repair puncture. (i.e. welded patch on a steel reservoir).

Contact Owners of water system, WSA (Local EPO), Saskatchewan Emergency Planning and others as necessary

Customer complaints Trigger event: (Routine incident)

consumer complaint

Water quality complaints should be logged in a retrievable format for tracking and reporting purposes. Tracking the complaints can help identify problem areas of the system.

Temporary fixes (such as flushing) should not be used to address chronic water quality problems (such as excessive chlorine demand, turbidity, sediment, corrosive water, etc.).

Action log the water quality complaint;

investigate the water quality complaint;
Contact None

### Training & Plan Review

Training is provided:

- for new employees during their introductory period;
- for transferred or promoted employees;
- when new equipment or materials are introduced which affect the response in an emergency;
- · when emergency procedures are revised; and
- at least annually.

Testing of the plan is performed periodically so all individuals involved are aware of their duties.

### Major System Components

Administration & Operations	Source Water	Transmission System  • intake structures	Treatment Facility  • facility Structures (buildings, basing)	Storage ns. and • tanks
<ul> <li>personnel</li> <li>facilities and equipment</li> </ul>	<ul> <li>watersheds and surface water sources</li> </ul>	aqueducts	tanks)	• valves
(buildings and computers) • records • emergency plan	<ul><li>reservoirs and dams</li><li>groundwater sources</li><li>wells and galleries</li></ul>	<ul> <li>pump stations</li> <li>pipelines, valves and other appurtenances</li> </ul>	<ul> <li>controls (manual and computer)</li> <li>equipment (feeder, pumps, and p</li> <li>chemicals</li> </ul>	• piping iping)
Distribution System  • pipelines, valves and other appurtenances  • pump or pressure reducing stations  • materials (extra pipe, valves, hydrants, etc.)	Electric Power  • substations  • transmission lines  • transformers  • standby generators	Transportation  • vehicles (including construction equipment)  • maintenance facilities  • supplies, spare parts, and fuel  • roadway infrastructure	Communications  • telephone  • radio  • telemetry  • mass media outlets (such as newspaper, radio and television)	Consumers  • increased risk of acute sickness  • increased risk of chronic sickness  • aesthetically less pleasing

## Emergency Disinfection of the Distribution System Water Mains

The purpose of this standard is to define the minimum requirements for the disinfection of water mains, including the preparation of water mains, application of chlorine, and sampling and testing for the presence of coliform bacteria.

Disinfection is performed in accordance with AWWA Standard C651. Three forms of chlorine may be used for disinfection including liquid chlorine, liquid sodium hypochlorite and calcium hypochlorite, which is available in granular form or tablets. Three disinfection methods are included in the standard, as summarized in the below table. The utility may select the most appropriate method for each specific application.

Disinfection does not occur until the chlorine demands are met. Chlorine demand is caused by the pipe's interior surface, pipe joint lubricant, rust from connected mains, construction dirt and the water used to fill the main.

The use of too much chlorine can be a problem. Not only may the taste and odor be unacceptable, but the production of trihalomethanes such as chloroform and chlorate from calcium hypochlorite makes the disinfected water unusable in the distribution system.

	Tablet	Continuous Feed	Slug
Dose	25 mg/L	10 mg/L Free Chlorine Residual after contact time	50 – 100 mg/L
Time	24 – 48 Hrs.	24 Hrs.	3 Hrs.
Application	Mains up to 24 inches.  Not to be used on solvent-welded plastic or screwed joint steel pipe	General	Large Diameter mains, long mains
Advantages	Requires no special equipment	Uniform chlorine concentration	Reduced volume of heavily chlorinated water to be disposed
Disadvantages	No preliminary flushing. Main kept clean and dry during construction. Chlorine conc. Not uniform. Tablets may dissolve slowly under stagnant conditions.		

Source: AWWA (1992)

#### Wells

### Shock Chlorination Procedure for Drilled Wells

A modified procedure is provided for large diameter wells.

Caution: If your well is low yielding or tends to pump any silt or sand, you must be very careful using the following procedure because over pumping may damage the well. When pumping out the chlorinated solution, monitor the water discharge for sediment.

Follow these steps to shock chlorinate your well:

Step 1 Store sufficient water to meet needs for 8 to 48 hours.

Step 2 Pump the recommended amount of water (see Table 1, Amount of Chlorine Required to Obtain a Chlorine Concentration of 1000 PPM) into clean storage. A clean galvanized stock tank or pickup truck box lined with a 4 mil thick plastic sheet is suitable. The recommended amount of water to use is twice the volume of water present in the well casing. To measure how much water is in the casing, subtract the non-pumping water level from the total depth of the well. See the example below.

### **Metric Example**

The drilling record indicates the casing is 61 meters in length and the non-pumping ("static") water level is 30.5 meters ft. The length of casing that is holding water in it is 30.5 m. (61-30.5). If your casing is 150 mm. in diameter you need to pump 35.3 litres of water for every meter of water in the casing, into your storage container. Since you have 30.5 m. of water in the casing, you will pump 35.3 L./m. x 30.5 m. = 1077 litres. of water into storage.

Using Table 1, calculate how much water you need to pump into clean storage.

Casing diameter\_\_\_\_\_ needs\_\_\_\_\_L/m. x \_\_\_\_\_ m. = \_\_\_\_\_ L.

Table 1 - Amount of Chlorine Required To Obtain A Chlorine Concentration of 1,000 PPM-Metric

	Mm	100	150	200	600	900
Volume of Water Needed Per 1 Meter of Water	L	15.7	35.3	62.8	565.4	1272.3
5 1/4% Domestic Chlorine Bleach - Litres Needed Per 1 Meter of Water	L	0.30	0.67	1.2	10.8	24.2
12% of Industrial Sodium Hypochlorite – Litres Needed Per 1 Meter of Water	L	0.13	0.29	0.52	4.7	10.6
70% High Test Hypochlorite – Dry Weight 1 Per 1 Meter of Water	G	102.0	229.5	408.0	3672.4	8262.9

### Imperial Example

The drilling record indicates the casing is 200 ft. in length and the non-pumping ("static") water level is 100 ft. The length of casing that is holding water in it is 100 ft. (200-100). If your casing is 6 in. in diameter you need to pump 2.4 gal. of water for every foot of water in the casing, into your storage container. Since you have 100 ft. of water in the casing, you will pump 2.4 gal./ft. x 100 ft. = 240 gal. of water into storage.

Using Table 2, calculate how much water you need to pump into clean storage.

Casing diameter needs gal./ft. x ft. = \_\_\_\_\_ gal.

Table 2 – Amount of Chlorine Required To Obtain A Chlorine Concentration of 1,000 PPM-Imperial

Casing Diameter	ln.	4	6	8	24	36
Volume of Water Needed Per 1 Foot of Water	Gal – Canadian	1.1	2.4	4.3	39.1	87.9
5 1/4% Domestic Chlorine Bleach – Litres Needed Per 1 Foot of Water	Gal	0.02	0.05	0.08	0.74	1.7
12% of Industrial Sodium Hypochlorite – Litres Needed Per 1 Foot of Water	Gal	0.01	0.02	0.74	0.33	0.73
70% High Test Hypochlorite – Dry Weight 1 Per 1 Foot of Water	Oz.	0.25	0.56	1.7	9.0	20.1

Since a dry chemical is being used, it should be mixed with water to form a chlorine solution before placing it in the well.

12% industrial sodium hypochlorite and 70% high test hypochlorite are available from:

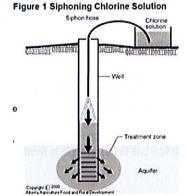
- · Water treatment suppliers Figure 1 Siphoning Chlorine Solution
- · Drilling contractor (s)
- · Swimming pool maintenance suppliers
- · Dairy equipment suppliers
- · Some hardware stores.

Caution: Chlorine is corrosive and can even be deadly. If your well is located in a pit, you must make sure there is proper ventilation during the chlorination procedure. Well pits are no longer legal to construct. Use a drilling contractor who has the proper equipment and experience to do the job safely.

**Step 3** Calculate the amount of chlorine that is required, as shown in Table 1 and Table 2. Mix the chlorine with the previously measured water to obtain a 1000 ppm chlorine solution.

### Example - Calculation Amount of Chlorine Metric

If your casing is 150 mm. and you are using 12% industrial sodium hypochlorite, you will require .29 litres per m of water in the casing. If you have 30.5 m. of water in the casing, you will use 0.29 litres x 30.5 m. = 8.85 litres of 12% chlorine.



Using Table 1, calculate the amount of chlorine you will need for your well.  Casing diameter Chlorine strength Gallons needed per 1 m. of water x m. of water in casing = litres of chlorine.
Example – Calculation Amount of Chlorine Imperial If your casing is 6 in. and you are using 12% industrial sodium hypochlorite, you will require .02 gal per ft. of water in the casing. If you have 100 ft. o water in the casing, you will use 0.02 gal x 100 ft. = 2.0 gal of 12% chlorine. Using Table 2, calculate the amount of chlorine you will need for your well.
Casing diameter Chlorine strength Gallons needed per 1 ft. of water x ft. of water in casing = gal of chlorine.
Step 4 Siphon this solution into the well (see Figure 1, Siphoning Chlorine Solution).
Step 5 Leave the chlorine solution in the well and distribution system for 8 to 48 hours. The longer the contact time, the better the results.
Step 6 Open an outside tap and allow the water to run until the chlorine odor is greatly reduced. Make sure to direct the water away from sensitive plants or landscaping.
Step 7 Flush the chlorine solution from the well and piping.
If you have an old well that has not been routinely chlorinated, consider hiring a drilling contractor to thoroughly clean the well prior to chlorinating. Any floating debris needs to be removed from the well and the casing scrubbed or hosed to disturb the sludge buildup.
Modified Procedure For Large Diameter Wells  Due to the large volume of water in many bored wells the above procedure can be impractical. A more practical way to shock chlorinate a bored well is to mix the recommended amount of chlorine right in the well. The chlorinated water is used to force some of the chlorine solution into the formation around the well. Follow these steps to shock chlorinate a large diameter bored well.
Step 1 Pump 200 gal. (1000 L) of water into a clean storage tank at the well head.
Step 2 Mix 20 L of 5 1/4% domestic chlorine bleach (or 8 L of 12% bleach or 1.4 kg of 70% calcium hypochlorite) into the 200 gal. of stored water. This mixture will be used later in Step 4.
Step 3 Using Table 2 (or Table 1 for metric calculations) calculate the amount of chlorine you require per foot of water in the casing and add directly into the well. (Note that the 70% hypochlorite powder needs to be dissolved in water to form a solution before placing in the well.)

Step 4 Siphon the 200 gal. bleach and water solution prepared in Steps 1 and 2 into the well.

Step 5 Complete the procedure as described in Steps 5 to 7 for drilled wells.

Parts of this section are reprinted from Shock Chlorination and Control of Iron Bacteria and are available on-line at http://www.agric.gov.ab.ca/agdex/700/16d12.html#shock with the permission of Alberta Agriculture, Food & Rural Development.

### Alternate Source of Water

### Water Supply

Besides boiling the water during an emergency situation, people need to be informed about alternatives such as water bottlers and household filters, which they can use if necessary. This will lessen the problems of the people, if they don't want to boil the water. The municipal authorities need to keep a list of agencies

**Emergency Water Source** 

During an emergency situation, if the outbreak persists for a long period, boiling the water or looking for bottled water may frustrate people. It may become necessary to create a central water supply area from where people can get clean safe water. People may find it more convenient to haul treated water home from a central supply area rather than boiling large quantities for drinking and food preparation. There are also small package treatment plants that could be used during such situations. Another option for a central supply is to haul treated water from a nearby community. Cash flow has to be available to meet the situation, so funds need to be reserved. A list of bottled water distributors shall be included.

Custo	mer Complaint Tracking Fo	rm						
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INFO	1							
Ĕ	2001					Contact #		
	,							
	☐ Pressure		☐ Taste		□ Odor		☐ Sediments	
	☐ Color		☐ Other					
	Problem Began: •				_ Issue Occu	ırring Right Now	☐ Yes ☐ No	
	Involves:	□ Cold	☐ Hot	☐ Both	☐ Entire House	☐ Kitchen ☐ I	Bathroom 🗆 Laundry Rr	n.
ONS	Plumber Contacted	☐ Yes	□ No	Wh	10:			
QUESTIONS	Construction or Plumbing In House	or Area	☐ Ye	es 🗆 No	Where:			
9	Water Softener Installed	☐ Yes	□ No	Bypassed:	□ Yes □ No	Valve Closed:	□ Yes □ No	
	Faucet Screens Cleaned	☐ Yes	□ No					
	Smell/Taste Like Chlorine	☐ Yes	□ No	Cloudy – Clea	ar From Bottom up	☐ Yes	□ No	
	Lateral Exposed to Drafts	☐ Yes	□ No	Heat Tape Wo	-	☐ Yes	□ No	
	Resident on Winter Water Run	☐ Yes	□ No	Lower Usage	<ul> <li>Away On Vacation</li> </ul>	☐ Yes	□ No	
	Date Collected:				Time:		Initials:	
(		In-Hous	se Analysis		Tested By		Lab Analysis	
BLE	Chlorine - Free			mg/l	V			mg/l
ANALYSIS (IF APPLICABLE)	Chlorine - Total			mg/l				mg/l
APP	Turbidity			ntu				ntu
IS (IF	Iron			mg/l	¥			mg/l
TAS	Manganese			mg/l				mg/l
ANA	pН			mg/l				mg/l
	PO <sub>4</sub> <sup>3</sup>			mg/l			<u> </u>	mg/l
Signin	ig of Approval JAN Z	4 ,	022					
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	COLINCILLOR							

