



**THE CORPORATION OF THE
DISTRICT OF KENT**

**Harrison Highlands WATER SYSTEM
EMERGENCY RESPONSE PLAN**

Revised:
June 2024

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SECTION 1.0

INTRODUCTION

INTRODUCTION

In 2003, the Government of British Columbia enacted the current “Drinking Water Protection Act”. The Act requires that water purveyors have an Emergency Response Plan (ERP) in place that can be followed in the event of an emergency. The main purpose of the ERP is to provide a course of action to enable District of Kent Utility Operators to respond quickly to emergency events that may affect the continuous supply of safe water to consumers.

SECTION 2.0

DESCRIPTION OF EXISTING WATER SUPPLY AND DISTRIBUTION SYSTEM

2.1 Supply Services

The Harrison Highlands Water Supply and Distribution System provides service to approximately 560 users. Maintaining the integrity of the water supply system and maintaining water quality of highest standards is of utmost importance given the number of consumers serviced from the water system.

The Harrison Highlands water supply is obtained from the water production wells located on Highlands Blvd. This well pumps ground water at a rate of 210 gal/min.

Well Description	Well Location	Well Production
Well #1	Highlands Blvd.	210 us gal/min.

The location of the well is shown on Appendix A.

The well is 317ft and is not affected by the surface system.

Ground water sources are not normally disinfected. In British Columbia, there is no legislative requirement to disinfect ground water, however, many other provinces in Canada do require chlorination of ground water supplies. The District of Kent is equipped with a hypo chlorination system, if required.

Ground water in the Harrison Highlands is protected from the natural overburden of the aquifer. However, the well should not have potential for contamination of the water.

2.2 Water Distribution System

Water is distributed to consumers through a piped water distribution system. This system is divided into two systems, the upper system includes Stromdahl Place and Peregrine Place (approx. 61 homes) are fed by 5 alternating booster pumps located at the Harrison Highlands Reservoir, and the lower system which is gravity fed. The location of the reservoirs and the water distribution piping network serving the Highlands area are shown in Appendix C and D.

The Harrison Highlands population is served by two reservoirs known as "Reservoir #1 and #2" located at 1370 Stellers Place. The reservoirs have a volume of 442 cubic meters each.

Each reservoir has a shut off valve located adjacent to the reservoir to enable them to be isolated from the main distribution.

The reservoirs will have 85% of their capacity at any time reserved for fire protection.

2.3 Scada System

The Harrison Highlands water system is monitored and controlled using a computerized Supervisory Control and Data Acquisition (SCADA) system. The system monitors remote sites using high-speed radio links. The central control for the system is located at the wastewater treatment plant. The SCADA system enables the staff to monitor alarm conditions in the water supply system including high- and low-level reservoir alarms, intrusion alarms, and general station alarms at the well pumping stations. The system is also capable of remote starting and stopping pumps. If an alarm is activated during non-working periods, an automatic calling system will contact on-call Utilities Operations personnel to determine where the alarm is occurring and the priority of the alarm status. The SCADA system enables quick response to many water supply emergency conditions.

SECTION 3.0
CONTACT LIST

EMERGENCY RESPONSE PLAN CONTACT LIST

Contact	Name	Phone/Cell	Fax
Deputy CAO/ Director of Development Services	Lisa Beaulieu	604-378-0820	604-796-9854
Operations Manager	Martin Rankin	604-819-7059	604-796-9854
Pump Manufacturer			
Chlorinator Manufacturer			
Excavation & Plumbing Services			
• Timbro Contracting	Andres Murillo Office	604-991-0108 604-796-3851	
• Jake's Contracting Ltd.	Jake Klassen Office	604-819-3949 604-702-5699	604-702-5609
• MPDR Construction Inc.	Abe Boone Office Phone	604-798-9514 604-792-2500	
Bulk Water Hauler	Agassiz Fire Department (Fire Dispatch)	604-793-9331	
Bottled Water Supplier	Pacific Coast (500 bottles/day)	1-800-880-2922	
	Water Pure & Simple (150 bottles/day)	604-795-4797	
	Arctic Breeze (200 bottles/day)	604-792-5444	
Ministry of Municipal Affairs	Anne Kang	1-250-387-2283	250-387-4312
M.O.T.H.	Road Hazard Reporting	1-800-667-5122	
Ambulance	Emergency Response	911	
Personnel Contact Waste Water Treatment Plant		604-796-9145	604-796-9124
Utility Supervisor	Steve Nuttall	604-997-6838	
Utility Operator	Daniel Gaudet	604-845-1143	
Utility Operator	Ross McInroy	604-378-2585	

Emergency Contact Numbers			
Medical Health Office	Dr. Ingrid Tyler (8am – 4:30pm)	604-587-3828	527-4806 (after hours)
Environmental Health Officer	David Fowler	604-870-7903	604-702-4951
Public Health Engineer	Jeff Huang	604-870-7915	
Provincial Emergency Program (PEP)		1-800-663-3456	
Police	Emergency Response	911	
Ministry of Environment	Emergency Response	1-800-663-3456	
Department of Fisheries		1-800-663-7867	
Hospital – Chilliwack Gen. Hospital 45600 Menholm		604-795-4141	
Fire Department	Emergency Response	911	
BC Hydro	Power Outage & Electrical Emergencies	1-888-769-3766	
Laboratory	Exova Labs	604-514-3322	
Courier Company	Novex – Acct #10525	1-887-566-6839	

LABS

Name	Address	Phone No.
ALS Environmental	1988 Triumph St. Vancouver, BC V5L 1K5	604-253-4188
BCCDC Environmental Microbiology Laboratory	655 West 12 th Avenue Vancouver, BC V5Z 4R4	604-660-1753
Cantest Ltd.	4606 Canada Way Burnaby, BC V5G 1K5	604-734-7276
CARO Environmental Services	#102 – 3677 Highway 97N Kelowna, BC V1X 5C3	250-765-9646
CRD Water Laboratory	479 Island Highway Victoria, BC V9B 1H7	250-474-9680
GVRD Water Laboratory	4330 Kingsway Vancouver, BC V5G 4G8	604-451-6001
IG Micromed Environmental Inc.	#190 – 12860 Clarke Place Richmond, BC V6V 2H1	604-279-0666
JB Laboratories Ltd.	827 Fort Street Victoria, BC V8W 1H6	250-385-6112
MB Laboratories Ltd.	2062 Henry Avenue West Sidney, BC V8L 5Y1	250-656-1334
North Island Laboratories	2755B Moray Avenue Courtenay, BC V9N 8M9	250-338-7786
Northern Laboratories	251 Kaien Road Prince Rupert, BC V8J 4B7	250-627-1906
Exova Labs	#104 – 19575 55A Avenue Surrey, BC V3S 8P8	604-514-3322

SECTION 4.0

EMERGENCY RESPONSE EVENTS

Emergency Response Events

This section of the ERP outlines potential events which could affect the safety or adequacy of the water supply to consumers. The events outlined are common emergency occurrences in water systems. A course of action is outlined below for each potential emergency response event.

TYPE OF EMERGENCY: POWER FAILURE

The well site is equipped with a standby diesel generator located at the kiosk which allows operation of the pump during power failure conditions. Extended power outages have generally not been a problem at Harrison Highlands.

The reservoirs in Harrison Highlands have sufficient stored volume to provide fire reserves. There is also a dedicated fire reservoir under the tennis court which supplies water to four of the hydrants. Two are in the 1928 Woodside Blvd. complex and two are painted white one at the entrance of the Woodside development and another at just past Blair Lane on Woodside Blvd. During an extended power outage, the fire department should be contacted and asked to report any water used for fire fighting purposes. Operations staff can then monitor reservoir levels at regular intervals.

Should a power outage extend for longer than 24 hours in a high demand period, the district should then commence the implementation of water restrictions. The SCADA system will enable utilities personnel to monitor reservoir levels to determine if water restrictions are appropriate.

Following a power outage, all supply facilities should be visited to ensure they are operating correctly and that fuel levels on standby generators are topped up.

The following agencies should be contacted by Electrical/Mechanical staff to advise them of a power failure:

BC Hydro
Fire Department Dispatch (24 hours)

Phone: 1-888-769-3766
Phone: 604-793-9331

TYPE OF EMERGENCY: CONTAMINATION OF WATER SOURCE (i.e. fertilizers, oil spill, chemicals spills, etc.)

The well site is 317 ft. depth and is not affected by surface activities.

Actions:

1. Shut down pumps and if possible, isolate contaminate within section of water main.
2. Notify the Environmental Health Officer and follow their directions.
3. Notify residents door to door not to drink and/or use the water until further instructions by the Environmental Health Officer and/or municipality.
4. Contact the Provincial Emergency Program (PEP), they will assess the severity of the emergency and contact all applicable provincial and federal agencies.
5. Arrange for alternate water supply if municipal water system will be disabled for more than 12 hours.
6. Once the source of contamination has been mitigated, ensure the entire water system has been disinfected and flushed. Take a water sample and test for coliforms.

Contacts:

Refer to Contact List:

1. Environmental Health Officer
2. Residents
3. Provincial Emergency Program (PEP)
4. Police and Fire Departments
5. Municipal Engineer and Foreman
6. Bottled Water Company

TYPE OF EMERGENCY: LOSS OF SOURCE (i.e. aquifer dries up, intake damaged, etc.)

Actions:

1. Shut down pumps to prevent damage.
2. Notify residents of disruption to service.
3. Notify the Environmental Health Officer and follow their directions.
4. Arrange for alternate water supply if municipal system will be disabled for more than 12 hours.
5. After loss of source has been corrected take water samples and test for coliforms. Issue precautionary BWA pending test results.
6. Disinfect and flush the water system if required.

Contacts:

1. Residents
2. Provincial Emergency Program (PEP)
3. Environmental Health Officer
4. Municipal Engineer and Foreman
5. Bottled water company
6. Bulk water hauler

TYPE OF EMERGENCY: FLOOD

Actions:

1. Shut down pumps to prevent contamination of water source (only if well head is flooded)
2. Notify the Environmental Health Officer and follow their directions.
3. Notify the residents of disruption to service and issue BWA. The Environmental Health and/or municipality will notify when the municipal water is suitable for consumption. (Boil water advisory notice at the back of this manual).
4. Notify Provincial Emergency Program (PEP), they will assess the severity of the emergency and contact all applicable provincial and federal agencies.
5. Arrange for alternate water supply if municipal water system will be disabled for more than 12 hours.
6. Disinfect and flush entire water system after flooding has dissipated. Take water samples and test for coliforms.

Contacts:

Refer to Contact List:

1. Environmental Health Officer
2. Residents
3. Provincial Emergency Program (PEP)
4. Municipal Engineer and Foreman
5. Bottled water company
6. Bulk water hauler

TYPE OF EMERGENCY: BROKEN WATER MAIN

Actions:

1. Reduce water pressure but maintain enough pressure to prevent backflow.
2. Notify civil contractor for necessary repairs if city crews are not available. Make repairs in accordance with Maintenance Manual. Ensure repaired area is adequately disinfected and flushed. Test for coliforms after repairs.
3. Notify the residents if their service will be disturbed.
4. Advise the Environmental Health Officer.
5. Arrange for alternate water supply if municipal water system will be disabled for more than 12 hours.

Contacts:

See Contact List:

1. Excavation service contractor if required.
2. Residents
3. Environmental Health Officer
4. Municipal Engineer and Foreman
5. Bottled water company

TYPE OF EMERGENCY: PUMP FAILURE

Actions:

1. Notify residents.
2. Call for repairs.
3. Notify the Environmental Health Officer if pumps are out of service for more than 12 hours.
4. Arrange for alternate water supply if municipal water system will be disabled for more than 12 hours.
5. Once pumps are repaired, take water samples and test for Coliforms.
6. Disinfect and flush the water system if required.

Contacts:

See Contact List:

1. Residents
2. Environmental Health Officer
3. Municipal Engineer
4. Bottled water company
5. Bulk water hauler

We have a spare pump located at the Harrison Highlands Water Treatment Plant. If one fails, it is replaced by the other one and the failed pump is sent for repair.

TYPE OF EMERGENCY: BACKFLOW

Actions:

1. Notify Environmental Health Officer.
2. Notify the residents of Boil Advisory. Boil water for a minimum of 2 minutes.
3. If possible, try to isolate the section of the water main where contaminate has entered.
4. Make necessary repairs to correct the cause of backflow.
5. Arrange for alternate water supply if municipal water system will be disabled for more than 12 hours.
6. Flush the entire water system and disinfect repaired areas. Test for chlorine residual.
7. Take water samples after disinfecting and flushing. Test for Coliforms.

Contacts:

See Contact List:

1. Environmental Health Officer
2. Residents
3. Municipal Engineer and Foreman
4. Bottled water company
5. Bulk water hauler

TYPE OF EMERGENCY: BACTERIAL CONTAMINATION OF WATER SUPPLY**Actions:**

1. Notify all users. A written Boil Water Advisory notice will be left at each residence. Where possible a staff person will speak to each user. (Boil water advisory notice at the back of this manual).
2. Notify Fraser Health Authority and follow their directions.
3. Identify the source of contamination and take corrective action.
4. Disinfect water source, if required. See procedure for disinfection of water supply.
5. Once corrective actions have been completed, submit water samples for testing to an approved lab.
6. Pending confirmation of test results and consultation with Fraser Health, the above noted precautionary measures should remain in place.

Contacts:

Refer to Contact List:

1. Fraser Health Authority
2. Residents
3. Municipal Engineer and Foreman

TYPE OF EMERGENCY: TAMPERING OF THE RESERVOIR**Actions:**

1. Notify all users. A written Flush Only Advisory notice will be left at each residence. Where possible a staff person will speak to each user. (Flush only notice at the back of this manual).
2. Notify Fraser Health Authority.
3. Notify RCMP.
4. Identify the nature of potential contamination. Contact HAZMAT for assistance in conducting testing.
5. Arrange for an alternate supply of drinking water for users.
6. Based on the test results, take the necessary action to remediate water supply.

Contacts:

Refer to Contact List:

1. Fraser Health Authority
2. RCMP
3. HAZMAT
4. Residents
5. Municipal Engineer and Foreman

TYPE OF EMERGENCY: MAJOR FIRE FLOW CONTAMINATION

Water supply for fire fighting is stored in reservoirs. The reservoirs have typically been sized using criteria established by the Fire Survey Insurance Underwriters.

If the supply sources are unable to replenish reservoirs, it would be necessary to fill pumper trucks from auxiliary sources.

During a major fire flow condition, the well pumps will be called to automatically start.

During a major fire event, reservoir levels can be monitored from the SCADA central control at the Wastewater Treatment Plant. Low reservoir level alarms will trigger to advise Utility Operator.

TYPE OF EMERGENCY: TERRORIST THREAT

Should a terrorist threat affecting the security of the water supply occur, the RCMP should be notified immediately to investigate the nature of the threat. Notify Fraser Health Authority and follow their directions. A few different scenarios are possible for a terrorist threat which would affect the water supply. Two scenarios which would affect the water supply include contamination of groundwater or reservoirs and damage to facilities through explosion, vandalism or fire.

Should water resources or reservoirs be contaminated through terrorist action, it is suggested that a similar course of action such as contamination of water source be put in place.

Fortunately, the City's SCADA system monitors intrusion alarms to well site and reservoirs and this should minimize the chance of access to water supply facilities for terrorist activities.

It is suggested that terrorist threats be dealt with by police in the first instance followed by an appropriate course of action by the District's Utilities personnel.

TYPE OF EMERGENCY: RESERVOIR INTRUSION/CONTAMINATION

District Operations personnel carry out frequent inspections of the reservoir located within the water system. Part of these inspections include checking reservoir access hatches for signs of intrusion. Fortunately, all reservoir hatches are equipped with an intrusion alarm switch, which is activated as soon as a hatch is opened. Once an intrusion switch is activated an intrusion alarm will be transmitted to the SCADA control server which will in turn cause a phone call to be sent to on-call utility personnel. On-call personnel are to respond immediately to any intrusion alarm received and are to thoroughly inspect the facility for signs of intrusion.

If a reservoir has been compromised, notify Fraser Health Authority and follow their directions. Staff should search the immediate area for discarded containers which could contain contamination. Such containers would include motor oils, gasoline, oil additives, industrial chemicals, household cleaners and solvents, paints, etc. Any containers found are to be retained for laboratory testing purposes.

Immediately upon discovery of a reservoir intrusion the reservoir is to be isolated from the distribution system using the appropriate flow control valves. As a precautionary measure a boil water advisory is to be immediately issued to all residences in the service area of the reservoir. The boil water advisory is to remain in place until such a time as the water system has been tested and water quality has been confirmed as being acceptable.

Water samples are to be taken from the reservoir tank and from strategic points throughout the service area of the reservoir. These samples are to be used for bacteriological testing as well as other water quality tests which will be carried out as required. The district Operations Manager in conjunction with Fraser Health will specify what water quality/potential contaminate parameters are to be tested for.

Once water samples are taken district operations crews are to completely drain and flush out the reservoir tank. The distribution system in the service area of the reservoir is also to be thoroughly flushed. Laboratory test results for water quality will determine if further flushing and/or disinfection of the system is also required.

APPENDIX A

ORGANIZATIONAL CHART

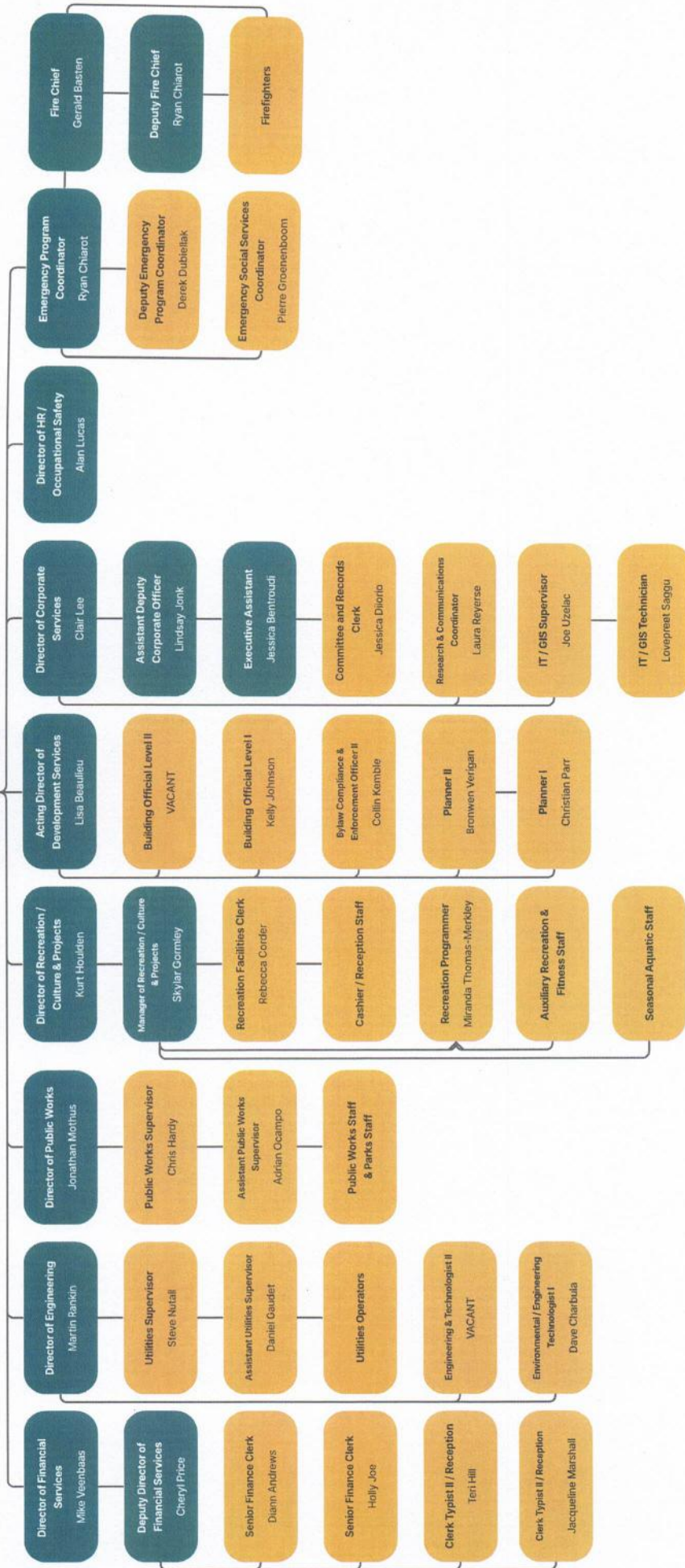


ORGANIZATIONAL CHART
INTERNAL USE ONLY

MAYOR AND COUNCIL
Mayor: Sylvia Pronger
Councillors: Duane Post, Kerstin Schwichtenberg, Stan Watchorn, Susan Spaeti

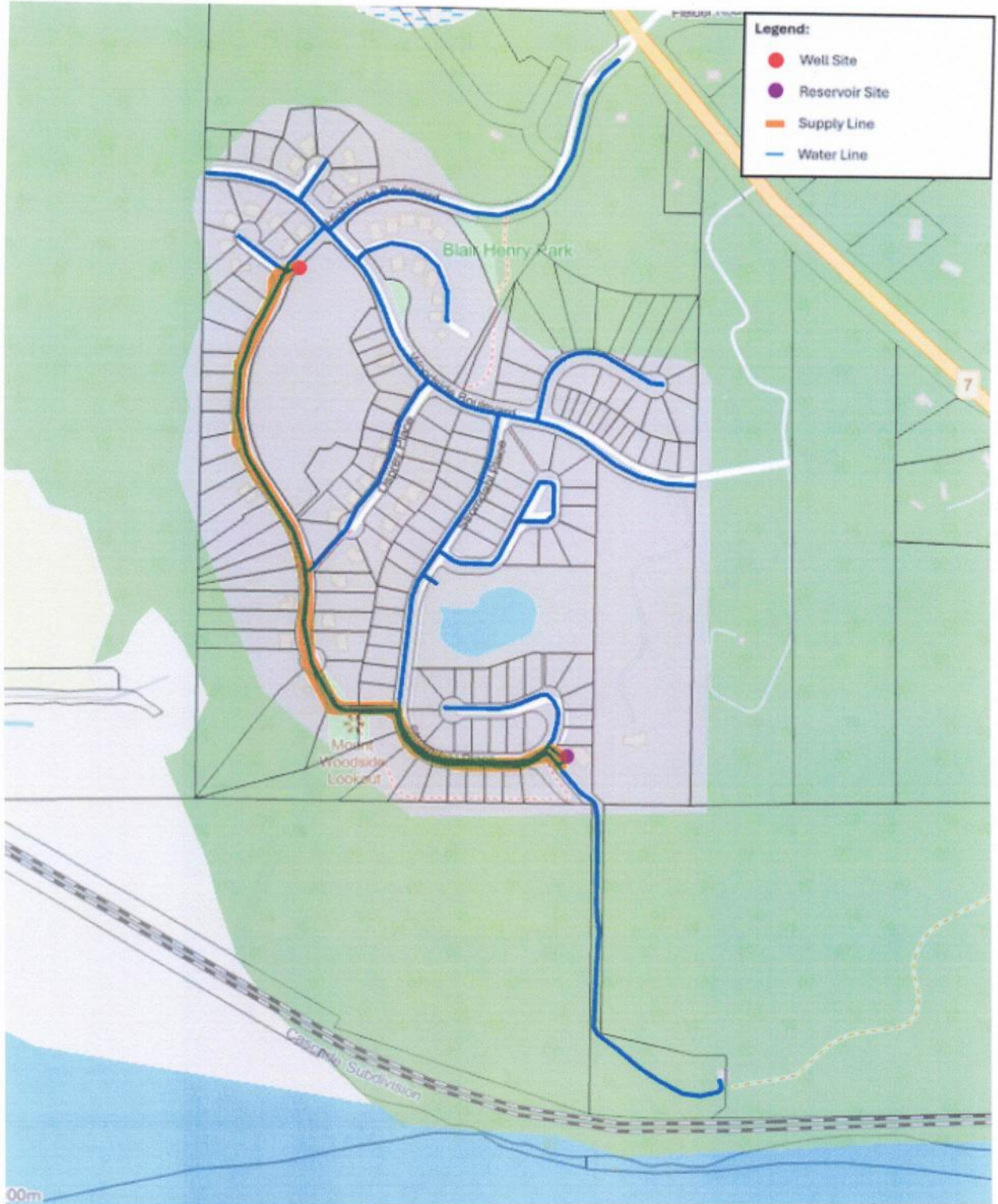
Council Committees
RCMP Sergeant and NCO

Chief Administrative Officer
Wallace Mah



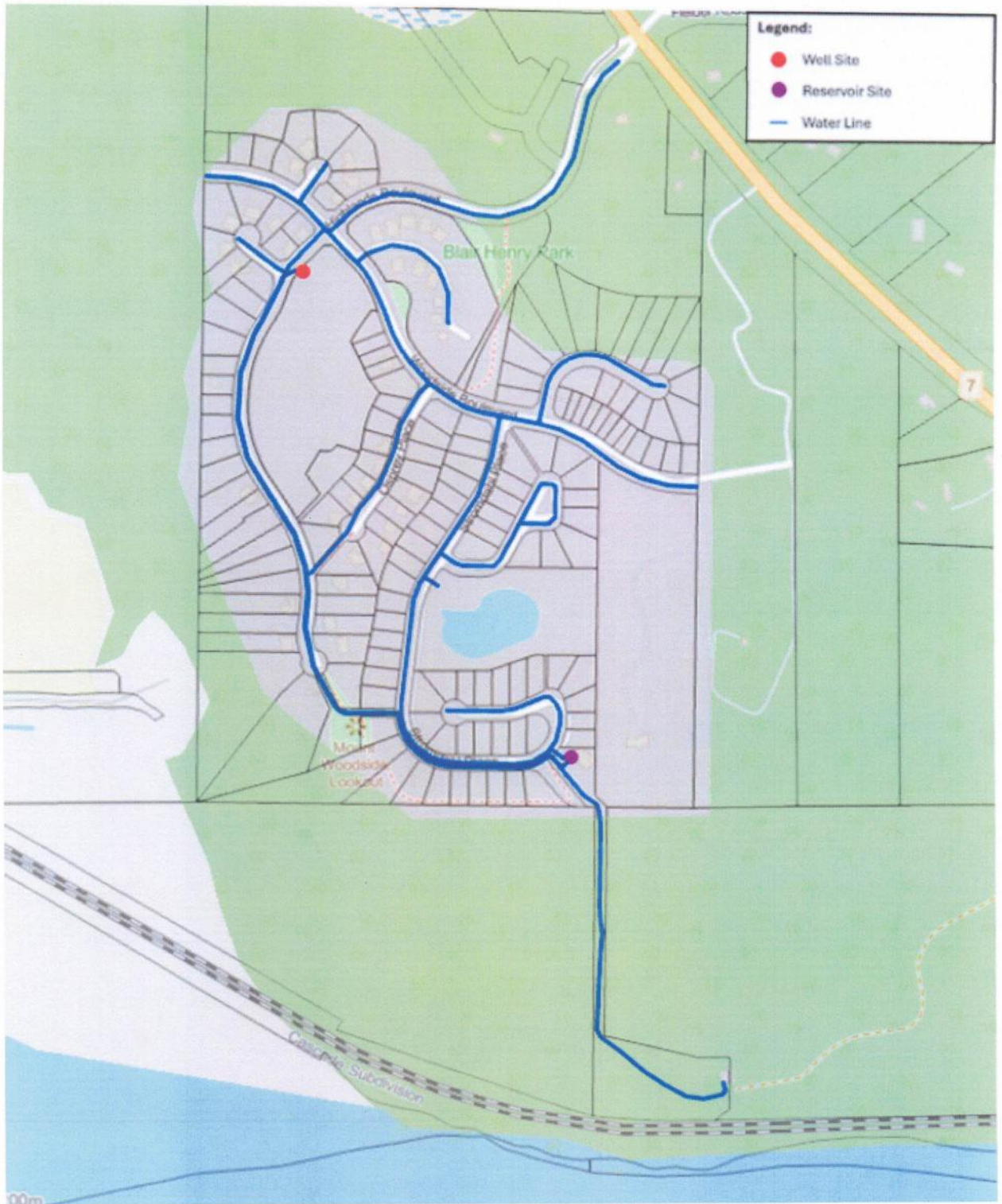
APPENDIX B

RESERVOIR SITE



APPENDIX C

DISTRIBUTION PLAN



SECTION D

GENERATOR START-UP

GENERATOR START-UP PROCEDURE

The emergency generator for the Harrison Highlands well is located at the Harrison Highland main lift station. This generator should start automatically when a power failure condition exists. If this generator fails to run refer to the TSC 80 TRANSFER SWITCH CONTROLLER MANUAL located in the liftstation kiosk (an alternate copy is available at the Agassiz Wastewater Treatment Plant).

SECTION E

**DISINFECTION
AND
DECHLORINATION PROCEDURE**

DISINFECTION AND DECHLORINATION PROCEDURE**Disinfection Procedure (AWWA C651-92)**

Section 10 of AWWA Standard C651-92 details the necessary steps for disinfection during the repair of water main breaks, Section 6.2.

The following lists the general steps for disinfection during repairs:

1. Treat trench water with hypochlorite tablets.
2. Pump trench water to holding pond which is to be treated with a chlorine neutralizing chemical. Refer to Appendix "B" Section 10 of AWWA Standard C651-92.
3. Disinfect all pipe and fittings prior to repairs with 1% hypochlorite solution.
4. If valves and hydrants permit flushing from either side of repair location. Flush until discolored water is eliminated.
5. Take bacteriological samples after repairs are completed. One sample from either side of the repair location, and
6. Record all dates of repairs, see Section 4.0

Discharge of Chlorinated Water (AWWA C651-92)

1. Before discharge of heavily chlorinated water to the environment, it must be treated with neutralizing chemicals to completely remove all traces of residual chlorine.
2. Section 6 of AWWA Standard C651-92 details disposing of heavily chlorinated water. Refer to Appendix 'B' of this standard for a list of neutralizing chemicals.
3. Depending on the volume of water to be discharged, a temporary holding pond or series of hold ponds may be required to adequately apply the neutralizing chemicals. The discharge water will need to be actively monitored for residual chlorine and any indication of residual chlorine will require additional neutralizing chemical or reduction in discharge from the water main.
4. The Ministry of Environment should be notified prior to discharge to Harrison Lake and any special requirements they require should be followed.

SECTION F

PUMP INSTALLATION PROCEDURE

PUMP INSTALLATION PROCEDURE

1. Contact the Electrical Contractor and make arrangements to complete the task.
2. Bring spare pump to the well location from storage location.
3. De-energize and lock out pump electrical.
4. Close isolation valves to system and reservoirs.
5. Disconnect pump piping at union.
6. Attach lifting equipment to pump piping.
7. Remove mechanical seal from wellhead.
8. Remove piping and pump with lifting equipment, splitting each section of pipe.
9. Remove pump from final section of pipe. Clean and inspect all sections of pipe.
10. Disinfect all new and cleaned parts with 1% bleach solution.
11. Reassemble pump and piping and lower into place.
12. Reinstall mechanical seal.
13. Tighten union and seal.
14. Re-energize electrical and test pump.
15. Open isolation valves to system and reservoirs.
16. Sample water at well and reservoir as necessary.
17. Send out the pump for immediate repair if needed.
18. Document tasks.

SECTION G

WATER DISTRIBUTION LINE FLUSHING

WATER DISTRIBUTION LINE FLUSHING

Lines are to be flushed Monthly except for Woodside Blvd. sample station and Woodside East which are flushed weekly. The current water system end-point flushing points are at one fire hydrant and seven blowoffs.

- Flush only requires one person.
- Attach 2" or 4" blow off elbow to the end of the threaded blow off pipe and direct water flow onto paved road surface.
- Open blow off valve slowly and to the fully open position.
- Allow flow to continue for 10 minutes or until water is clear looking and debris free, whichever is greater.
- Close blow off valve.
- Move to the next blow off.
- When the task is complete, document all the information.

SECTION H

WATER SAMPLE LOCATION

COLLECTION/SHIPPING

WATER SAMPLER: COLLECTION/SHIPPING PROCEDURES

1. **Prepare Tap Disinfection Solution (in-office)**
 - Use a wide mouth 150ml plastic bottle.
 - Fill with tap water to neck, add two drops of bleach and shake.
 - Use chlorine test strips to measure chlorine residual (approx. 100 ppm)
 - Empty the chlorine solution out after each day. **Caution leaving chlorine solution in a plastic bottle will cause deterioration of the plastic and may lead to leaks.**

2. **Sampling Procedures:**
 - a. Remove the aerator, swivel or hose attached to the tap.
 - b. Disinfect the tap with an alcohol wipe or chlorine solution prior to collecting the sample.
 - c. Run the water for a minimum of 2 minutes before sampling. For dead end or low flow sample locations, run for an additional 2-5 minutes.
 - d. Handle bottle in a sanitary manner during the collection process (cap/rim).
 - e. Fill the bottle with water to the fill line mark (approx. ¾ full).

3. **Label Sample Bottles**
 - Name of water system
 - Location of water sample, specify AUDIT, and
 - Date and Time sample was collected.

4. **Requisition Forms**
 - Complete the DATE & TIME the sample was collected. Place the Requisition Form inside the plastic bag and attach the bag to the bottle with an elastic band.

5. **Transport & Delivery of Samples**
 - Water samples must be kept refrigerated at all times. In the field use a cooler and ice packs.
 - **Important:** Water samples that take longer than **30 HOURS** from the time of sampling to the time they arrive at the Laboratory cannot be tested.

6. **Ship to Laboratory**
 - Transfer water sample bottles into the transport cooler. Use ice packs.
 - Complete shipping forms. Attach to coolers.
 - Record number of samples bottles & coolers shipped (shipping log).

SECTION J

BOIL WATER ADVISORY



AGASSIZ TOWNSITE WATER DISTRIBUTION

WATER ALERT BOIL WATER ADVISORY

**WATER FROM THIS SYSTEM MAY CONTAIN "COLIFORM BACTERIA"
AND IS NOT SAFE FOR CONSUMPTION**

*DRINKING, COOKING, BRUSHING TEETH,
WASHING READY TO EAT FOODS
INCLUDING WASHING DISHES*

WATER MUST BE DISINFECTED PRIOR TO USE

DISINFECTION METHODS

- BOILING:** Boil water for 2 minutes (rolling boil).
- CHLORINE:** Household bleach (5%).
Add 2 drops per liter & let stand for 30 minutes
* If water is cloudy or cold add 4 drops per liter.
- IODINE/CHLORINE TABLETS:** See manufacturer's directions.

Store treated water in sanitary containers & keep refrigerated.

This Boil Advisory will remain in effect until the problem has been corrected and bacteriological testing shows the water is safe to drink.

FOR FURTHER INFORMATION PLEASE CALL (604)796-9145



ROCKWELL BAY WATER SYSTEM

WATER ALERT FLUSH ONLY NOTICE

RESIDENTS CONNECTED TO THIS WATER SYSTEM ARE ADVISED NOT TO USE
THIS WATER FOR ANY DOMESTIC PURPOSES:

DRINKING, BATHING OR COOKING

WATER IS TO BE USED TO FLUSH TOILETS ONLY

An unknown contaminate *MAY* have been introduced
into the water supply system.

Testing is being conducted and the residents will be notified
once the water has been deemed safe for use.

Residents can obtain drinking water from the following locations:

FOR FURTHER INFORMATION PLEASE CALL (604)796-9145