

A photograph of a person's hands washing vegetables in a stainless steel sink. Water is splashing over a carrot and some tomatoes. A teal text box is overlaid on the left side of the image.

# Sandwich Waterworks Conversion Project Update

April 2018

The Comox Valley Regional District (CVRD) has been operating and managing the Sandwich water local service area (WLSA) since the system was converted to a CVRD owned and operated service on December 31, 2016.

The final steps of the conversion are underway with the installation of meters nearing completion along with the award of a contract for construction of the system modifications. To improve water quality the CVRD is undergoing a water main flushing program starting on April 23, 2018.

## System Flushing Starts April 23, 2018

The CVRD will begin a water main flushing program for Sandwich. Flushing helps to clean the water mains and is necessary to ensure good water quality. Residents may experience temporary cloudiness and discoloration of the water, depending on the location of your residence the length of reduced water quality could vary. It is advised that you reserve some drinking water for this time.

CVRD staff will be continuously sampling and testing water quality during the flushing program, however this is the first year of the CVRD completing the flushing program for Sandwich so we're not exactly sure what to expect in terms of water quality. Updates on water quality will be posted on the CVRD website and will be delivered via phone to residents who register for the emergency notification system.

Running a cold water tap for a period of time should remove any discoloration, if the water doesn't clear in 5 minutes wait 2 hours and try again. Where practical, if discoloration is noticed, residents should avoid washing laundry as to do so could result in discoloration of clothes.

## System Modifications

A contract has been awarded to Knappett Industries Ltd. to complete the system modifications, including installation of a watermain from Veterans Memorial Parkway, along Wentworth Road and connecting to the existing watermain on the Island Highway. Work will also include decommissioning of the river intake and wells that will no longer be in service after Sandwich has become connected to the Comox Valley water system.

Some minor traffic delays are expected during construction. Residents that will be directly impacted by construction will be provided additional information in the coming months.

## Want to be notified immediately about water disruptions?

Please visit:

[www.comoxvalleyrd.ca/getnotified](http://www.comoxvalleyrd.ca/getnotified)

to register for notifications to your cell phone or land line.

Upon registering please check the following lists:

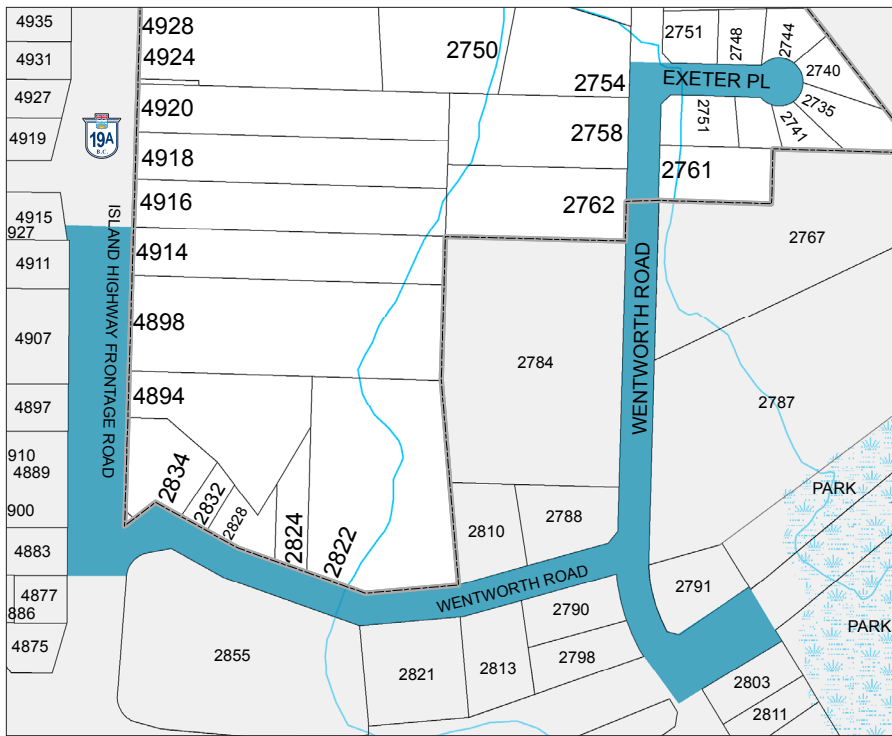
- ☒ Electoral Area B
- ☒ Sandwich Water System

Need help? Phone **250-334-6057** for support with registration.

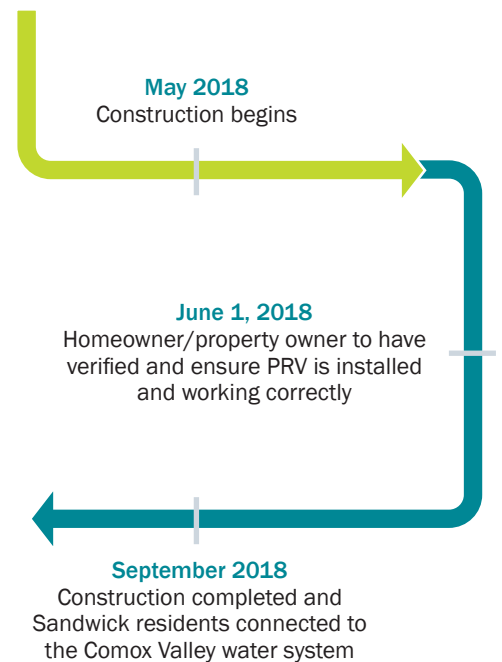
**A REMINDER - system modifications will result in increased pressure and fire flow availability for Sandwich residents. Homeowners should ensure their pressure reducing valve (PRV), as required by the BC Plumbing Code, is installed and functioning correctly. The PRV will prevent damage to pipes, washing machine hoses, water heaters, etc. The CVRD is not responsible for any property damage that may occur as a result of the increase in pressure to the system.**

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## Map of Construction Area



## Project Timeline



## Meter Installations

The installation of the majority of 424 radio read water meters in the Sandwich WLSA is completed. Water metering allows customers to pay only for water that they actually use and allows residents to directly benefit from efficient water use measures that they choose to implement.

To provide customers with an opportunity to better understand their water consumption, the CVRD has implemented a mock billing period until April 2019 prior to providing metered water bills to customers. There will be three mock billing periods – April to July (4 months), August to November (4 months) and December to March (4 months). Mock bills will detail your consumption and the associated metered rates that you would be required to pay, you will receive your first mock bill in August 2018.

**A REMINDER -** As part of the meter installations a check valve was installed to prevent water from flowing backwards into the public water system. To prevent possible damages due to the installation of check valves, homeowners should ensure hot water tank relief valves and/or expansion tanks are in good working order.



## Questions?

Call us at 250-334-6056

Or email [engineering@comoxvalleyrd.ca](mailto:engineering@comoxvalleyrd.ca)