

Sandwich Waterworks Conversion Project Update

February 2019

Project Update

The Comox Valley Regional District (CVRD) is in the final stages of system modifications to connect the Sandwich water system to the Comox Valley Water System. We apologize for the project taking so long, and thank you for your time and continued patience.

There are six tie-ins required to connect Sandwich to the Comox Valley water system. The contractor has been waiting on a few necessary parts to complete these tie-ins. The parts are to be delivered in the coming weeks and work is expected to be done by March 2019.

Dirty Water

As the tie-ins are being completed, area residents may continue to experience temporary water quality issues due to this final phase of construction. Households that are expected to be impacted by this construction will be notified in advance. However, some tie-ins may result in unanticipated water quality issues for additional households. CVRD staff have been doing everything possible to minimize these impacts and apologize for any properties that have experienced water quality concerns without being notified ahead of time. If you do experience dirty water and have not been notified please call us at, 250-334-6056, so we can work to resolve the problem.

If you experience discoloured water, running one or more cold water taps in your home for 20 minutes should resolve the issue; please refrain from using the hot water taps as it might draw dirty water into your tank.

Once construction of the connection to the Comox Valley Water System is complete, the CVRD will be completing an extensive flush of the Sandwich system. The purpose of watermain flushing is to reduce any natural sediment that has built up within the pipes. With the existing well supplied system, the flows and pressures required to complete a comprehensive flush could not be generated. Over the years this has led to significant sediment build-up within the system and the first flush of the Sandwich system once connected to the Comox Valley system is expected to cause very dirty water.

After connection to the Comox Valley water system, flushing will be done on an annual basis to prevent the same level of sediment buildup in future years, which should significantly improve water quality.

System Flushing

Further notice will be given to residents closer to the date, providing information on the time and duration of flushing. Notification will be provided via letter, the CVRD emergency notification system, and posted online at www.comoxvalleyrd.ca/maintenance.

Water main flushing does not pose a risk to the general population. However, it is recommended that residents reserve drinking water in anticipation of the flushing. Immune compromised residents should consult with their doctor or nurse practitioner about whether to take extra precautions. Activities like laundry, dishwashing and showering that require clear, pressurized water should be avoided if possible during the day. Flushing will cease in the evening and residents are advised to run their cold water tap until water is clear prior to resuming their usual activities.

Contact Us:

For questions regarding the conversion project and dirty water: CVRD Engineering Service Branch, please call (250) 334-6056
For more information, please email engineering@comoxvalleyrd.ca
or visit our website: www.comoxvalleyrd.ca

Want to be notified immediately about water disruptions?

Please visit:

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.

Mock Billing

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 2018 (four months), August to November 2018 (four months) and December to March 2019 (four months).

Following the final mock billing period (December 2018 to March 2019), Sandwich residents can expect to receive their first metered water bill in August 2019.



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