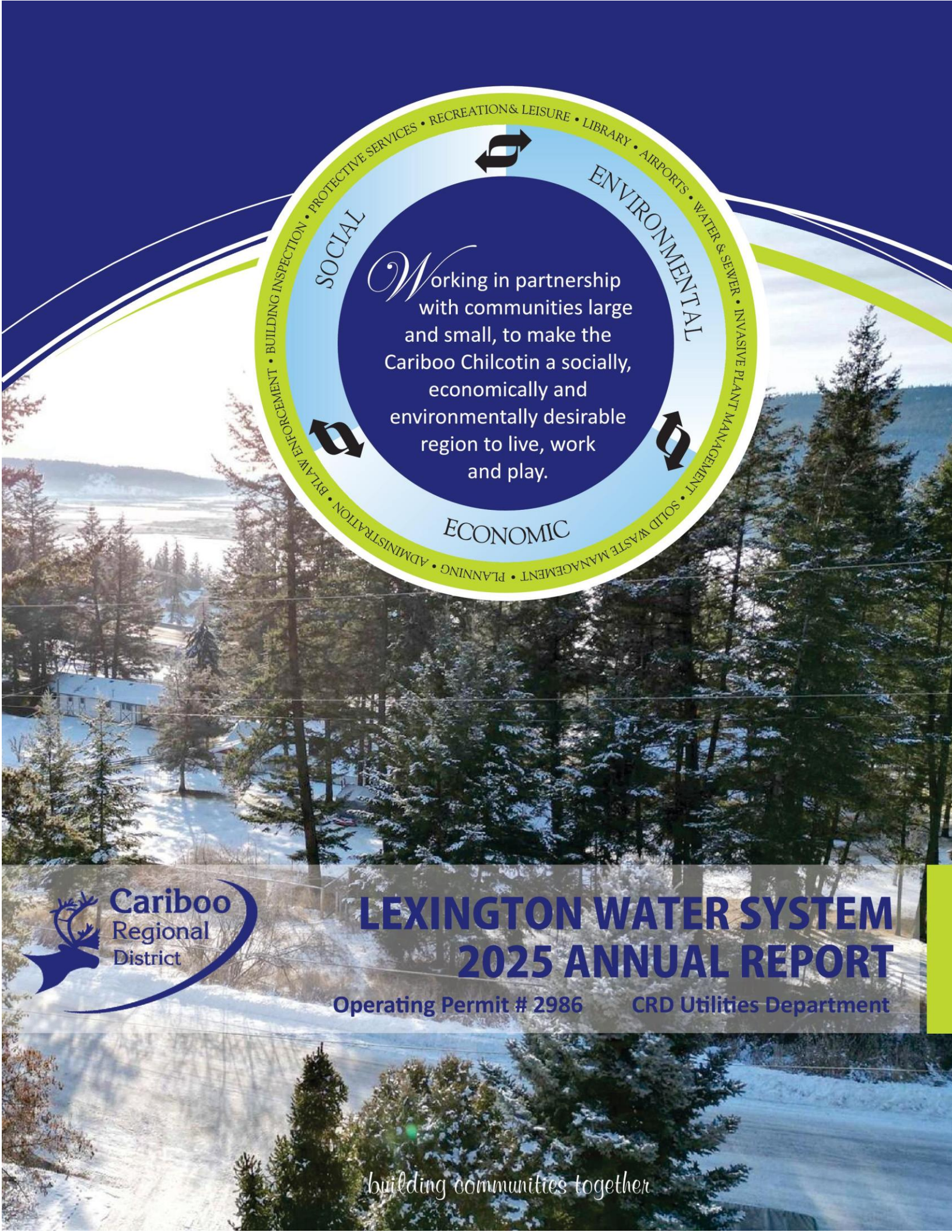
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Cariboo Regional District
LEXINGTON WATER SYSTEM
2025 ANNUAL REPORT
Operating Permit # 2986
CRD Utilities Department
building communities together

Cariboo Regional District
Suite D, 180 N Third Avenue, Williams Lake, BC V2G 2A4
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File: 5600-20-06-01

January 14, 2026

Christine Sweezey
Environmental Health Officer
Interior Health
540 Borland Street, 3rd Floor
Williams Lake, BC V2G 2G8

Dear Christine Sweezey:

Re: Transmittal of the 2025 Annual Report for the Lexington Water System

---

We are pleased to submit the 2025 Annual Report for the Lexington Water System. This report is prepared to provide a comprehensive summary of the key developments, activities, and achievements of 2025, as well as to outline plans for the water system.

The report has been developed with consideration for public engagement and transparency, ensuring it meets the information needs of Interior Health, the Cariboo Regional District Board of Directors, and particularly the Lexington community, as represented by Electoral Area F Director Maureen LeBourdais.

We trust this report will serve as a valuable resource in understanding the progress and direction of the Lexington Water System.

Sincerely,

Kelly McDonald
Manager of Utilities

KM/cm

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Executive Summary

The Cariboo Regional District (CRD) continued to operate the Lexington Water System with a focus on safety, reliability, and regulatory compliance. Key system maintenance, including reservoir cleaning and valve exercising, was completed in 2025. Water quality remained high throughout the year, with one precautionary boil water advisory issued during reservoir maintenance.

The system delivered 13,448.2 cubic metres of potable water in 2025. With an estimated per capita daily usage of 570.5 litres, Lexington remains among the higher-consumption systems in the CRD. Operational upgrades and future planning, including a new sampling station scheduled for spring 2026, will further strengthen system integrity and monitoring.

Highlights

- *All Water Main Valves Located and Exercised*: Enhanced system preparedness for emergencies and flow control.
- *Reservoir Cleaning Completed Twice*: Ensured clean storage and distribution quality.
- *Boil Water Advisory Issued*: A temporary advisory was issued during reservoir cleaning as a precaution.
- *Future Upgrade Planned*: A new sampling station will be installed in spring 2026 to improve water quality monitoring.
- *Demand Metrics*: Total use of 13,448.2 m^3; highest in August, lowest in November.
- *Per Capita Use*: Approximately 570.5 litres/day, higher than the CRD average, indicating potential outdoor or bulk use.

1. Introduction

The Lexington Water System is a small community water system operated by the CRD, providing treated groundwater through a modest distribution network. Despite its size, it plays a crucial role in delivering clean and safe water to residents in Electoral Area F.

2. Maintenance and Monitoring

In 2025, proactive maintenance supported system integrity and regulatory compliance. Activities included:

- ✓ Complete location and exercising of all water main valves
- ✓ Reservoir cleaned twice, in accordance with maintenance protocols
- ✓ Weekly site inspections and real-time system observation (where SCADA-enabled)
- ✓ Water quality sampling as per provincial guidelines

3. System Events and Notices

3.1. Boil Water Advisory

A boil water advisory was issued in 2025 due to reservoir cleaning operations. The advisory was precautionary, short in duration, and lifted after follow-up sampling confirmed compliance.

4. Water Quality Monitoring

Lexington followed the standard CRD sampling schedule:

- ✓ 48 bacteriological samples collected and analyzed in 2025
- ✓ Annual chemical analysis completed early in the year
- ✓ No exceedances of any regulated parameters reported (aside from advisory-related precautions)

A new sample station is planned for installation in spring 2026 to improve ease and reliability of monitoring.

5. Water Demand (2025)

Metric Value:

- Total Annual Use: 13,448.2 m^3
- Average Daily Use: ~36.9 m^3/day
- Per Capita Daily Use: 570.5 litres/day
- Peak Use Month: August – 2,669.2 m^3
- Lowest Use Month: November – 331.4 m^3

Usage suggests seasonal or high-demand users; potential for demand management review in future years.

6. Looking Ahead: 2026 Priorities

- Install new water sampling station
- Review high per capita water use and assess conservation opportunities
- Maintain routine flushing and valve programs
- Evaluate further SCADA integration feasibility for Lexington system

7. Conclusion

The Lexington Water System performed reliably in 2025 with essential maintenance completed and water quality protected. With strategic investments planned in 2026, the CRD

continues to enhance service delivery, transparency, and public health protection for Lexington residents.

Thank you to:

- *Cheryl McMullen*
- *Jourdy Ouellette*
- *Larry Perry*
- *Colin Brusic*
- *Phil Wilkins*
- *Tyler Olsen*
- *Ken Heidema*
- *Charles Howes*

for their contribution.

Appendix A: Links

Interior Health:

- *Interior Health Water Advisories*
- *Drinking Water | Environmental & Seasonal Health | IH*

Cariboo Regional District:

- *Water Notices and Advisories - Cariboo Regional District*
- *Sewer and Water Services - Cariboo Regional District*

Notification App (VoyentAlert!):

- *Emergency Notification System - Cariboo Regional District*

Environmental Operators Certification Program (EOCP):

- *EOCP Homepage | EOCP*
- *Backflow Prevention, Cross Connection Control, and the Environmental Operators Certification Program | EOCP*

Appendix B: Sample Results

Facility and Sample Site: **Lexington Water System** **2502 Sutton Road, Williams Lake, BC**	**Test Type:** **Drinking Water – Bacteriological** **Unit of Measure: CFU per 100 ml**	**Value**	**Date Collected**	**Results**
Pumphouse	Sample Parameter: E. coli	<1	06 Jan 2025	Acceptable
	Sample Parameter: Total Coliform	<1	06 Jan 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	06 Jan 2025	Acceptable
	Sample Parameter: Total Coliform	<1	06 Jan 2025	Acceptable
Pumphouse	Sample Parameter: E. coli	<1	14 Jan 2025	Acceptable
	Sample Parameter: Total Coliform	<1	14 Jan 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	14 Jan 2025	Acceptable
	Sample Parameter: Total Coliform	<1	14 Jan 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	04 Feb 2025	Acceptable
	Sample Parameter: Total Coliform	<1	04 Feb 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	11 Feb 2025	Acceptable
	Sample Parameter: Total Coliform	<1	11 Feb 2025	Acceptable
Pumphouse	Sample Parameter: E. coli	<1	12 Feb 2025	Acceptable
	Sample Parameter: Total Coliform	<1	12 Feb 2025	Acceptable
Pumphouse	Sample Parameter: E. coli	<1	04 Mar 2025	Acceptable
	Sample Parameter: Total Coliform	<1	04 Mar 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	04 Mar 2025	Acceptable
	Sample Parameter: Total Coliform	<1	04 Mar 2025	Acceptable
Pumphouse (Raw)	Sample Parameter: E. coli	<1	02 Apr 2025	Acceptable
	Sample Parameter: Total Coliform	<1	02 Apr 2025	Acceptable
Pumphouse	Sample Parameter: E. coli	<1	02 Apr 2025	Acceptable
	Sample Parameter: Total Coliform	<1	02 Apr 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	02 Apr 2025	Acceptable
	Sample Parameter: Total Coliform	<1	02 Apr 2025	Acceptable
Pumphouse Treated	Sample Parameter: E. coli	<1	09 Apr 2025	Acceptable
	Sample Parameter: Total Coliform	<1	09 Apr 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	09 Apr 2025	Acceptable
	Sample Parameter: Total Coliform	<1	09 Apr 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	23 Apr 2025	Acceptable
	Sample Parameter: Total Coliform	<1	23 Apr 2025	Acceptable
Pumphouse	Sample Parameter: E. coli	<1	12 May 2025	Acceptable
	Sample Parameter: Total Coliform	<1	12 May 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	12 May 2025	Acceptable
	Sample Parameter: Total Coliform	<1	12 May 2025	Acceptable
Pumphouse Treated	Sample Parameter: E. coli	<1	14 May 2025	Acceptable
	Sample Parameter: Total Coliform	<1	14 May 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	14 May 2025	Acceptable
	Sample Parameter: Total Coliform	<1	14 May 2025	Acceptable
Pumphouse (Raw)	Sample Parameter: E. coli	<1	21 May 2025	Acceptable
	Sample Parameter: Total Coliform	<1	21 May 2025	Acceptable
Pumphouse Treated	Sample Parameter: E. coli	<1	21 May 2025	Acceptable
	Sample Parameter: Total Coliform	<1	21 May 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	21 May 2025	Acceptable
	Sample Parameter: Total Coliform	<1	21 May 2025	Acceptable
Pumphouse Treated	Sample Parameter: E. coli	<1	04 Jun 2025	Acceptable
	Sample Parameter: Total Coliform	<1	04 Jun 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	04 Jun 2025	Acceptable
	Sample Parameter: Total Coliform	<1	04 Jun 2025	Acceptable
Pumphouse (Raw)	Sample Parameter: E. coli	<1	11 Jun 2025	Acceptable
	Sample Parameter: Total Coliform	<1	11 Jun 2025	Acceptable
Pumphouse Treated	Sample Parameter: E. coli	<1	11 Jun 2025	Acceptable
	Sample Parameter: Total Coliform	<1	11 Jun 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	11 Jun 2025	Acceptable
	Sample Parameter: Total Coliform	<1	11 Jun 2025	Acceptable
Pumphouse Treated	Sample Parameter: E. coli	<1	18 Jun 2025	Acceptable
	Sample Parameter: Total Coliform	<1	18 Jun 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	18 Jun 2025	Acceptable
	Sample Parameter: Total Coliform	<1	18 Jun 2025	Acceptable
Pumphouse Treated	Sample Parameter: E. coli	<1	08 Jul 2025	Acceptable
	Sample Parameter: Total Coliform	<1	08 Jul 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	08 Jul 2025	Acceptable
	Sample Parameter: Total Coliform	<1	08 Jul 2025	Acceptable
Pumphouse Treated	Sample Parameter: E. coli	<1	15 Jul 2025	Acceptable
	Sample Parameter: Total Coliform	<1	15 Jul 2025	Acceptable

Facility and Sample Site: **Lexington Water System** **2502 Sutton Road, Williams Lake, BC**	**Test Type:** **Drinking Water – Bacteriological** **Unit of Measure: CFU per 100 ml**	**Value**	**Date Collected**	**Results**
Sample Station	Sample Parameter: E. coli	<1	15 Jul 2025	Acceptable
	Sample Parameter: Total Coliform	<1	15 Jul 2025	Acceptable
Pumphouse	Sample Parameter: E. coli	<1	23 Jul 2025	Acceptable
	Sample Parameter: Total Coliform	<1	23 Jul 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	23 Jul 2025	Acceptable
	Sample Parameter: Total Coliform	<1	23 Jul 2025	Acceptable
Pumphouse	Sample Parameter: E. coli	<1	05 Aug 2025	Acceptable
	Sample Parameter: Total Coliform	<1	05 Aug 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	05 Aug 2025	Acceptable
	Sample Parameter: Total Coliform	<1	05 Aug 2025	Acceptable
Pumphouse	Sample Parameter: E. coli	<1	12 Aug 2025	Acceptable
	Sample Parameter: Total Coliform	<1	12 Aug 2025	Acceptable
Pumphouse	Sample Parameter: E. coli	<1	03 Sep 2025	Acceptable
	Sample Parameter: Total Coliform	<1	03 Sep 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	03 Sep 2025	Acceptable
	Sample Parameter: Total Coliform	<1	03 Sep 2025	Acceptable
Pumphouse	Sample Parameter: E. coli	<1	17 Sep 2025	Acceptable
	Sample Parameter: Total Coliform	<1	17 Sep 2025	Acceptable
Pumphouse	Sample Parameter: E. coli	<1	01 Oct 2025	Acceptable
	Sample Parameter: Total Coliform	<1	01 Oct 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	01 Oct 2025	Acceptable
	Sample Parameter: Total Coliform	<1	01 Oct 2025	Acceptable
Pumphouse	Sample Parameter: E. coli	<1	22 Oct 2025	Acceptable
	Sample Parameter: Total Coliform	<1	22 Oct 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	22 Oct 2025	Acceptable
	Sample Parameter: Total Coliform	<1	22 Oct 2025	Acceptable
Pumphouse	Sample Parameter: E. coli	<1	28 Oct 2025	Acceptable
	Sample Parameter: Total Coliform	<1	28 Oct 2025	Acceptable
Pumphouse Sample Station	Sample Parameter: E. coli	<1	28 Oct 2025	Acceptable
	Sample Parameter: Total Coliform	<1	28 Oct 2025	Acceptable
Pumphouse Sample Port	Sample Parameter: E. coli	<1	04 Nov 2025	Acceptable
	Sample Parameter: Total Coliform	<1	04 Nov 2025	Acceptable
Pumphouse	Sample Parameter: E. coli	<1	04 Nov 2025	Acceptable
	Sample Parameter: Total Coliform	<1	04 Nov 2025	Acceptable
	Sample Parameter: Overgrown without coliform/results inconclusive	Yes	04 Nov 2025	Unacceptable
Pumphouse	Sample Parameter: E. coli	<1	19 Nov 2025	Acceptable
	Sample Parameter: Total Coliform	<1	19 Nov 2025	Acceptable
	Sample Parameter: Background Growth>200	Yes	19 Nov 2025	Unacceptable
Sample Station	Sample Parameter: E. coli	<1	19 Nov 2025	Acceptable
	Sample Parameter: Total Coliform	<1	19 Nov 2025	Acceptable
Pumphouse	Sample Parameter: E. coli	<1	02 Dec 2025	Acceptable
	Sample Parameter: Total Coliform	<1	02 Dec 2025	Acceptable
Pumphouse	Sample Parameter: E. coli	<1	16 Dec 2025	Acceptable
	Sample Parameter: Total Coliform	<1	16 Dec 2025	Acceptable
Sample Station	Sample Parameter: E. coli	<1	16 Dec 2025	Acceptable
	Sample Parameter: Total Coliform	<1	16 Dec 2025	Acceptable

Page	:	3 of 3
Work Order	:	KS2500174
Client	:	Cariboo Regional District
Project	:	Lexington

Analytical Results Evaluation

Matrix: **Water**

Analyte	CAS Number	Method/Lab	Unit	Client sample ID	Lexington Pumphouse - Raw	----	----	----	----	----	----
				Sampling date/time	14-Jan-2025 00:00	----	----	----	----	----	----
				Sub-Matrix	Water	----	----	----	----	----	----
				KS2500174-001	--------	--------	--------	--------	--------	--------	--------
Total Metals											
Arsenic, total	7440-38-2	E420/VA	mg/L		0.00908	----	----	----	----	----	----

Please refer to the General Comments section for an explanation of any result qualifiers detected.

Please refer to the Accreditation section for an explanation of analyte accreditations.

Summary of Guideline Limits

Analyte	CAS Number	Unit	BCDWQG MAC						
Total Metals									
Arsenic, total	7440-38-2	mg/L	**0.01 mg/L**						

Please refer to the General Comments section for an explanation of any qualifiers detected.

Key:

BCDWQG	British Columbia Drinking Water Quality Guidelines (JAN, 2023)
MAC	Maximium Acceptable Concentrations

Page	:	3 of 3
Work Order	:	KS2500413
Client	:	Cariboo Regional District
Project	:	Lexington

Analytical Results Evaluation

Matrix: **Water**

Analyte	CAS Number	Method/Lab	Unit	Client sample ID	Lexington (Pumphouse)	Lexington (Pumphouse)	----	----	----	----	----
				Sampling date/time	04-Feb-2025 10:40	04-Feb-2025 10:40	----	----	----	----	----
				Sub-Matrix	Water	Water	----	----	----	----	----
					KS2500413-001	KS2500413-002	--------	--------	--------	--------	--------
Total Metals											
Arsenic, total	7440-38-2	E420/VA	mg/L		0.00899	----	----	----	----	----	----
Manganese, total	7439-96-5	E420/VA	mg/L		----	0.102	----	----	----	----	----

Please refer to the General Comments section for an explanation of any result qualifiers detected.

Please refer to the Accreditation section for an explanation of analyte accreditations.

Summary of Guideline Limits

Analyte	CAS Number	Unit	BCDWQG AO	BCDWQG MAC					
Total Metals									
Arsenic, total	7440-38-2	mg/L		**0.01 mg/L**					
Manganese, total	7439-96-5	mg/L	**0.02 mg/L**	**0.12 mg/L**					

Please refer to the General Comments section for an explanation of any qualifiers detected.

Key:

BCDWQG	British Columbia Drinking Water Quality Guidelines (JAN, 2023)
AO	Aesthetic Objective/Other Value
MAC	Maximium Acceptable Concentrations

Work Order : KS2500956
Client : Cariboo Regional District
Project : Lexington

Analytical Results

Sub-Matrix: Water (Matrix: Water)

					Client sample ID	Lexington (INT Health Package)	Russet Bluff (INT Health Package)	----	----	----
					Client sampling date / time	19-Mar-2025 10:23	19-Mar-2025 11:15	----	----	----
Analyte	CAS Number	Method/Lab	LOR	Unit		KS2500956-001	KS2500956-002	----	----	----
						Result	Result	----	----	----
Physical Tests										
Absorbance, UV (@ 254nm), unfiltered	----	E405/VA	0.0050	AU/cm		0.0230	0.0110	----	----	----
Alkalinity, bicarbonate (as CaCO3)	----	E290/VA	1.0	mg/L		377	587	----	----	----
Alkalinity, carbonate (as CaCO3)	----	E290/VA	1.0	mg/L		<1.0	13.8	----	----	----
Alkalinity, hydroxide (as CaCO3)	----	E290/VA	1.0	mg/L		<1.0	<1.0	----	----	----
Alkalinity, phenolphthalein (as CaCO3)	----	E290/VA	1.0	mg/L		<1.0	6.9	----	----	----
Alkalinity, total (as CaCO3)	----	E290/VA	1.0	mg/L		377	601	----	----	----
Colour, true	----	E329/VA	5.0	CU		<5.0	<5.0	----	----	----
Conductivity	----	E100/VA	2.0	µS/cm		1360	1130	----	----	----
Hardness (as CaCO3), from total Ca/Mg	----	EC100A/VA	0.60	mg/L		586	700	----	----	----
Langelier index (@ 15°C)	----	EC105A/VA	0.010	-		0.919	0.566	----	----	----
Langelier index (@ 20°C)	----	EC105A/VA	0.010	-		0.991	0.640	----	----	----
Langelier index (@ 25°C)	----	EC105A/VA	0.010	-		1.06	0.707	----	----	----
Langelier index (@ 4°C)	----	EC105A/VA	0.010	-		0.748	0.395	----	----	----
Langelier index (@ 60°C)	----	EC105A/VA	0.010	-		1.49	1.14	----	----	----
Langelier index (@ 77°C)	----	EC105A/VA	0.010	-		1.68	1.34	----	----	----
pH	----	E108/VA	0.10	pH units		8.24	8.37	----	----	----
Solids, total dissolved [TDS]	----	E162/VA	10	mg/L		948	651	----	----	----
Turbidity	----	E121/VA	0.10	NTU		0.25	<0.10	----	----	----
Transmittance, UV (@ 254nm), unfiltered	----	E405/VA	1.0	% T/cm		94.8	97.5	----	----	----
Anions and Nutrients										
Ammonia, total (as N)	7664-41-7	E298/VA	0.0050	mg/L		0.205	<0.0050	----	----	----

Work Order : KS2500956
Client : Cariboo Regional District
Project : Lexington

Analytical Results

Sub-Matrix: Water
(Matrix: Water)

Analyte	CAS Number	Method/Lab	LOR	Unit	Client sample ID	Lexington (INT Health Package)	Russet Bluff (INT Health Package)	----	----	----
					Client sampling date / time	19-Mar-2025 10:23	19-Mar-2025 11:15	----	----	----
						KS2500956-001	KS2500956-002	----	----	----
						Result	Result	----	----	----
Anions and Nutrients										
Bromide	24959-67-9	E235.Br-L/VA	0.050	mg/L		<0.250 DLDS	<0.250 DLDS	----	----	----
Chloride	16887-00-6	E235.Cl/VA	0.50	mg/L		58.3	35.9	----	----	----
Fluoride	16984-48-8	E235.F/VA	0.020	mg/L		0.148	<0.100 DLDS	----	----	----
Kjeldahl nitrogen, total [TKN]	----	E318/VA	0.050	mg/L		0.235	0.073 TKNI	----	----	----
Nitrate (as N)	14797-55-8	E235.NO3-L/VA	0.0050	mg/L		<0.0250 DLDS	0.866	----	----	----
Nitrite (as N)	14797-65-0	E235.NO2-L/VA	0.0010	mg/L		<0.0050 DLDS	<0.0050 DLDS	----	----	----
Nitrogen, total organic	----	EC363/VA	0.050	mg/L		<0.071	0.073	----	----	----
Sulfate (as SO4)	14808-79-8	E235.SO4/VA	0.30	mg/L		358	65.9	----	----	----
Cyanides										
Cyanide, strong acid dissociable (Total)	----	E333/VA	0.0050	mg/L		<0.0050	<0.0050	----	----	----
Organic / Inorganic Carbon										
Carbon, total organic [TOC]	----	E355-L/VA	0.50	mg/L		1.28	1.09	----	----	----
Ion Balance										
Anion sum	----	EC101A/VA	0.10	meq/L		16.6	14.4	----	----	----
Cation sum (total)	----	EC101A/VA	0.10	meq/L		16.8	15.5	----	----	----
Ion balance (APHA)	----	EC101A/VA	0.010	%		0.599	3.68	----	----	----
Total Metals										
Aluminum, total	7429-90-5	E420/VA	0.0030	mg/L		<0.0030	<0.0030	----	----	----
Antimony, total	7440-36-0	E420/VA	0.00010	mg/L		<0.00010	0.00050	----	----	----
Arsenic, total	7440-38-2	E420/VA	0.00010	mg/L		0.00868	0.00247	----	----	----
Barium, total	7440-39-3	E420/VA	0.00010	mg/L		0.0101	0.0196	----	----	----

Work Order : KS2500956
Client : Cariboo Regional District
Project : Lexington

Analytical Results

Sub-Matrix: Water
(Matrix: Water)

Analyte	CAS Number	Method/Lab	LOR	Unit	Client sample ID	Lexington (INT Health Package)	Russet Bluff (INT Health Package)	----	----	----
					Client sampling date / time	19-Mar-2025 10:23	19-Mar-2025 11:15	----	----	----
						KS2500956-001	KS2500956-002	----	----	----
						Result	Result	----	----	----
Total Metals										
Beryllium, total	7440-41-7	E420/VA	0.000100	mg/L		<0.000100	<0.000100	----	----	----
Bismuth, total	7440-69-9	E420/VA	0.000050	mg/L		<0.000050	<0.000050	----	----	----
Boron, total	7440-42-8	E420/VA	0.010	mg/L		0.149	0.198	----	----	----
Cadmium, total	7440-43-9	E420/VA	0.0000050	mg/L		<0.0000150 DLM	<0.0000050	----	----	----
Calcium, total	7440-70-2	E420/VA	0.050	mg/L		53.5	10.0	----	----	----
Cesium, total	7440-46-2	E420/VA	0.000010	mg/L		0.000014	0.000357	----	----	----
Chromium, total	7440-47-3	E420/VA	0.00050	mg/L		<0.00050	0.0113	----	----	----
Cobalt, total	7440-48-4	E420/VA	0.00010	mg/L		<0.00010	<0.00010	----	----	----
Copper, total	7440-50-8	E420/VA	0.00050	mg/L		<0.00050	0.00144	----	----	----
Iron, total	7439-89-6	E420/VA	0.010	mg/L		0.059	<0.010	----	----	----
Lead, total	7439-92-1	E420/VA	0.000050	mg/L		<0.000050	<0.000050	----	----	----
Lithium, total	7439-93-2	E420/VA	0.0010	mg/L		0.0044	0.0093	----	----	----
Magnesium, total	7439-95-4	E420/VA	0.0050	mg/L		110	164	----	----	----
Manganese, total	7439-96-5	E420/VA	0.00010	mg/L		0.108	0.00012	----	----	----
Mercury, total	7439-97-6	E508/VA	0.0000050	mg/L		0.0000127	0.0000095	----	----	----
Molybdenum, total	7439-98-7	E420/VA	0.000050	mg/L		0.0443	0.00588	----	----	----
Nickel, total	7440-02-0	E420/VA	0.00050	mg/L		<0.00050	0.00161	----	----	----
Phosphorus, total	7723-14-0	E420/VA	0.050	mg/L		0.314	<0.050	----	----	----
Potassium, total	7440-09-7	E420/VA	0.050	mg/L		6.37	8.09	----	----	----
Rubidium, total	7440-17-7	E420/VA	0.00020	mg/L		0.00263	0.00479	----	----	----
Selenium, total	7782-49-2	E420/VA	0.000050	mg/L		<0.000050	0.00229	----	----	----

Work Order : KS2500956
Client : Cariboo Regional District
Project : Lexington

Analytical Results

Sub-Matrix: Water
(Matrix: Water)

Analyte	CAS Number	Method/Lab	LOR	Unit	Client sample ID	Lexington (INT Health Package)	Russet Bluff (INT Health Package)	----	----	----
					Client sampling date / time	19-Mar-2025 10:23	19-Mar-2025 11:15	----	----	----
						KS2500956-001	KS2500956-002	----	----	----
						Result	Result	----	----	----
Total Metals										
Silicon, total	7440-21-3	E420/VA	0.10	mg/L		15.0	6.20	----	----	----
Silver, total	7440-22-4	E420/VA	0.000010	mg/L		<0.000010	<0.000010	----	----	----
Sodium, total	7440-23-5	E420/VA	0.050	mg/L		114	31.0	----	----	----
Strontium, total	7440-24-6	E420/VA	0.00020	mg/L		0.298	0.311	----	----	----
Sulfur, total	7704-34-9	E420/VA	0.50	mg/L		137	26.4	----	----	----
Tellurium, total	13494-80-9	E420/VA	0.00020	mg/L		<0.00020	<0.00020	----	----	----
Thallium, total	7440-28-0	E420/VA	0.000010	mg/L		<0.000010	<0.000010	----	----	----
Thorium, total	7440-29-1	E420/VA	0.00010	mg/L		<0.00010	<0.00010	----	----	----
Tin, total	7440-31-5	E420/VA	0.00010	mg/L		<0.00010	<0.00010	----	----	----
Titanium, total	7440-32-6	E420/VA	0.00030	mg/L		<0.00030	<0.00030	----	----	----
Tungsten, total	7440-33-7	E420/VA	0.00010	mg/L		0.00017	<0.00010	----	----	----
Uranium, total	7440-61-1	E420/VA	0.000010	mg/L		0.00105	0.000066	----	----	----
Vanadium, total	7440-62-2	E420/VA	0.00050	mg/L		<0.00050	0.00153	----	----	----
Zinc, total	7440-66-6	E420/VA	0.0030	mg/L		<0.0030	<0.0030	----	----	----
Zirconium, total	7440-67-7	E420/VA	0.00020	mg/L		<0.00020	<0.00020	----	----	----

Please refer to the General Comments section for an explanation of any result qualifiers detected.

Work Order : KS2501047
Client : Cariboo Regional District
Project : Interior Health Comprehensive

Analytical Results

Sub-Matrix: Water
(Matrix: Water)

Analyte	CAS Number	Method/Lab	LOR	Unit	Client sample ID: Lexington Interior Health Pack	Russet Bluff Interior Health Pack	----	----	----
				Client sampling date / time	25-Mar-2025 10:00	25-Mar-2025 10:00	----	----	----
					KS2501047-001	KS2501047-002	----	----	----
					Result	Result	----	----	----
Physical Tests									
Absorbance, UV (@ 254nm), unfiltered	----	E405/VA	0.0050	AU/cm	0.0240	0.0130	----	----	----
Alkalinity, bicarbonate (as CaCO3)	----	E290/VA	1.0	mg/L	360	560	----	----	----
Alkalinity, carbonate (as CaCO3)	----	E290/VA	1.0	mg/L	19.0	45.8	----	----	----
Alkalinity, hydroxide (as CaCO3)	----	E290/VA	1.0	mg/L	<1.0	<1.0	----	----	----
Alkalinity, phenolphthalein (as CaCO3)	----	E290/VA	1.0	mg/L	9.5	22.9	----	----	----
Alkalinity, total (as CaCO3)	----	E290/VA	1.0	mg/L	379	606	----	----	----
Colour, true	----	E329/VA	5.0	CU	<5.0	<5.0	----	----	----
Conductivity	----	E100/VA	2.0	µS/cm	1390	1200	----	----	----
Hardness (as CaCO3), from total Ca/Mg	----	EC100A/VA	0.60	mg/L	584	713	----	----	----
Langelier index (@ 15°C)	----	EC105A/VA	0.010	-	1.14	0.754	----	----	----
Langelier index (@ 20°C)	----	EC105A/VA	0.010	-	1.21	0.828	----	----	----
Langelier index (@ 25°C)	----	EC105A/VA	0.010	-	1.28	0.894	----	----	----
Langelier index (@ 4°C)	----	EC105A/VA	0.010	-	0.968	0.587	----	----	----
Langelier index (@ 60°C)	----	EC105A/VA	0.010	-	1.70	1.32	----	----	----
Langelier index (@ 77°C)	----	EC105A/VA	0.010	-	1.90	1.51	----	----	----
pH	----	E108/VA	0.10	pH units	8.47	8.57	----	----	----
Solids, total dissolved [TDS]	----	E162/VA	10	mg/L	942	692	----	----	----
Turbidity	----	E121/VA	0.10	NTU	0.54	<0.10	----	----	----
Transmittance, UV (@ 254nm), unfiltered	----	E405/VA	1.0	% T/cm	94.6	97.0	----	----	----
Anions and Nutrients									
Ammonia, total (as N)	7664-41-7	E298/VA	0.0050	mg/L	0.201	0.0077	----	----	----

Work Order : KS2501047
Client : Cariboo Regional District
Project : Interior Health Comprehensive

Analytical Results

Sub-Matrix: Water
(Matrix: Water)

					Client sample ID	Lexington Interior Health Pack	Russet Bluff Interior Health Pack	----	----	----
					Client sampling date / time	25-Mar-2025 10:00	25-Mar-2025 10:00	----	----	----
Analyte	CAS Number	Method/Lab	LOR	Unit		KS2501047-001	KS2501047-002	----	----	----
						Result	Result	----	----	----
Anions and Nutrients										
Bromide	24959-67-9	E235.Br-L/VA	0.050	mg/L		<0.250 DLDS	<0.250 DLDS	----	----	----
Chloride	16887-00-6	E235.Cl/VA	0.50	mg/L		56.9	51.3	----	----	----
Fluoride	16984-48-8	E235.F/VA	0.020	mg/L		0.137	<0.100 DLDS	----	----	----
Kjeldahl nitrogen, total [TKN]	----	E318/VA	0.050	mg/L		0.250	0.209	----	----	----
Nitrate (as N)	14797-55-8	E235.NO3-L/VA	0.0050	mg/L		<0.0250 DLDS	1.20	----	----	----
Nitrite (as N)	14797-65-0	E235.NO2-L/VA	0.0010	mg/L		<0.0050 DLDS	<0.0050 DLDS	----	----	----
Nitrogen, total organic	----	EC363/VA	0.050	mg/L		<0.073	0.201	----	----	----
Sulfate (as SO4)	14808-79-8	E235.SO4/VA	0.30	mg/L		346	68.0	----	----	----
Cyanides										
Cyanide, strong acid dissociable (Total)	----	E333/VA	0.0050	mg/L		<0.0050	<0.0050	----	----	----
Organic / Inorganic Carbon										
Carbon, total organic [TOC]	----	E355-L/VA	0.50	mg/L		1.22	1.57	----	----	----
Microbiological Tests										
Coliforms, total	----	E010/KS	1	MPN/100 mL		<1 PEHR	1 PEHR	----	----	----
Coliforms, Escherichia coli [E. coli]	----	E010/KS	1	MPN/100 mL		<1 PEHR	<1 PEHR	----	----	----
Ion Balance										
Anion sum	----	EC101A/VA	0.10	meq/L		16.4	15.0	----	----	----
Cation sum (total)	----	EC101A/VA	0.10	meq/L		16.7	16.0	----	----	----
Ion balance (APHA)	----	EC101A/VA	0.010	%		0.906	3.22	----	----	----
Total Metals										
Aluminum, total	7429-90-5	E420/VA	0.0030	mg/L		<0.0030	<0.0030	----	----	----

Work Order : KS2501047
Client : Cariboo Regional District
Project : Interior Health Comprehensive

Analytical Results

Sub-Matrix: Water
(Matrix: Water)

					Client sample ID	Lexington Interior Health Pack	Russet Bluff Interior Health Pack	----	----	----
					Client sampling date / time	25-Mar-2025 10:00	25-Mar-2025 10:00	----	----	----
Analyte	CAS Number	Method/Lab	LOR	Unit		KS2501047-001	KS2501047-002	----	----	----
						Result	Result	----	----	----
Total Metals										
Antimony, total	7440-36-0	E420/VA	0.00010	mg/L		<0.00010	0.00060	----	----	----
Arsenic, total	7440-38-2	E420/VA	0.00010	mg/L		0.00863	0.00253	----	----	----
Barium, total	7440-39-3	E420/VA	0.00010	mg/L		0.00997	0.0270	----	----	----
Beryllium, total	7440-41-7	E420/VA	0.000100	mg/L		<0.000100	<0.000100	----	----	----
Bismuth, total	7440-69-9	E420/VA	0.000050	mg/L		<0.000050	<0.000050	----	----	----
Boron, total	7440-42-8	E420/VA	0.010	mg/L		0.151	0.214	----	----	----
Cadmium, total	7440-43-9	E420/VA	0.0000050	mg/L		<0.0000125 DLM	<0.0000050	----	----	----
Calcium, total	7440-70-2	E420/VA	0.050	mg/L		52.4	9.97	----	----	----
Cesium, total	7440-46-2	E420/VA	0.000010	mg/L		0.000014	0.000409	----	----	----
Chromium, total	7440-47-3	E420/VA	0.00050	mg/L		<0.00050	0.0128	----	----	----
Cobalt, total	7440-48-4	E420/VA	0.00010	mg/L		<0.00010	<0.00010	----	----	----
Copper, total	7440-50-8	E420/VA	0.00050	mg/L		<0.00050	0.0110	----	----	----
Iron, total	7439-89-6	E420/VA	0.010	mg/L		0.053	<0.010	----	----	----
Lead, total	7439-92-1	E420/VA	0.000050	mg/L		<0.000050	0.000686	----	----	----
Lithium, total	7439-93-2	E420/VA	0.0010	mg/L		0.0046	0.0084	----	----	----
Magnesium, total	7439-95-4	E420/VA	0.0050	mg/L		110	167	----	----	----
Manganese, total	7439-96-5	E420/VA	0.00010	mg/L		0.108	0.00055	----	----	----
Mercury, total	7439-97-6	E508/VA	0.0000050	mg/L		<0.0000050	<0.0000050	----	----	----
Molybdenum, total	7439-98-7	E420/VA	0.000050	mg/L		0.0466	0.00714	----	----	----
Nickel, total	7440-02-0	E420/VA	0.00050	mg/L		<0.00050	0.00270	----	----	----
Phosphorus, total	7723-14-0	E420/VA	0.050	mg/L		0.309	<0.050	----	----	----

Work Order : KS2501047
Client : Cariboo Regional District
Project : Interior Health Comprehensive

Analytical Results

Sub-Matrix: Water
(Matrix: Water)

					Client sample ID	Lexington Interior Health Pack	Russet Bluff Interior Health Pack	----	----	----
					Client sampling date / time	25-Mar-2025 10:00	25-Mar-2025 10:00	----	----	----
Analyte	CAS Number	Method/Lab	LOR	Unit		KS2501047-001	KS2501047-002	----	----	----
						Result	Result	----	----	----
Total Metals										
Potassium, total	7440-09-7	E420/VA	0.050	mg/L		5.87	8.17	----	----	----
Rubidium, total	7440-17-7	E420/VA	0.00020	mg/L		0.00259	0.00528	----	----	----
Selenium, total	7782-49-2	E420/VA	0.000050	mg/L		0.000070	0.00266	----	----	----
Silicon, total	7440-21-3	E420/VA	0.10	mg/L		15.2	6.10	----	----	----
Silver, total	7440-22-4	E420/VA	0.000010	mg/L		<0.000010	<0.000010	----	----	----
Sodium, total	7440-23-5	E420/VA	0.050	mg/L		112	35.4	----	----	----
Strontium, total	7440-24-6	E420/VA	0.00020	mg/L		0.311	0.339	----	----	----
Sulfur, total	7704-34-9	E420/VA	0.50	mg/L		128	26.8	----	----	----
Tellurium, total	13494-80-9	E420/VA	0.00020	mg/L		<0.00020	<0.00020	----	----	----
Thallium, total	7440-28-0	E420/VA	0.000010	mg/L		<0.000010	<0.000010	----	----	----
Thorium, total	7440-29-1	E420/VA	0.00010	mg/L		<0.00010	<0.00010	----	----	----
Tin, total	7440-31-5	E420/VA	0.00010	mg/L		<0.00010	<0.00010	----	----	----
Titanium, total	7440-32-6	E420/VA	0.00030	mg/L		<0.00030	<0.00030	----	----	----
Tungsten, total	7440-33-7	E420/VA	0.00010	mg/L		0.00018	0.00070	----	----	----
Uranium, total	7440-61-1	E420/VA	0.000010	mg/L		0.00110	0.000070	----	----	----
Vanadium, total	7440-62-2	E420/VA	0.00050	mg/L		<0.00050	0.00184	----	----	----
Zinc, total	7440-66-6	E420/VA	0.0030	mg/L		<0.0030	0.0052	----	----	----
Zirconium, total	7440-67-7	E420/VA	0.00020	mg/L		<0.00020	<0.00020	----	----	----

Please refer to the General Comments section for an explanation of any result qualifiers detected.

Work Order : KS2501422
Client : Cariboo Regional District
Project : Lexington

Analytical Results Evaluation

Matrix: Water			Client sample ID	Lexington (Pumphouse Raw)	----	----	----	----	----	----
			Client sampling date / time	23-Apr-2025 10:00	----	----	----	----	----	----
			Sub-Matrix	Water	----	----	----	----	----	----
Analyte	CAS Number	Method/Lab	Unit	KS2501422-001	----	----	----	----	----	----
				Result	----	----	----	----	----	----
Total Metals										
Arsenic, total	7440-38-2	E420/VA	mg/L	0.00887	----	----	----	----	----	----

Please refer to the General Comments section for an explanation of any result qualifiers detected.

Work Order : KS2501751
Client : Cariboo Regional District
Project : Lexington

Analytical Results

Sub-Matrix: Water (Matrix: Water)					Client sample ID	Lexington	----	----	----	----
					Client sampling date / time	14-May-2025 09:00	----	----	----	----
Analyte	CAS Number	Method/Lab	LOR	Unit		KS2501751-001	----	----	----	----
						Result	----	----	----	----
Physical Tests										
Absorbance, UV (@ 254nm), unfiltered	----	E405/VA	0.0050	AU/cm		0.0220	----	----	----	----
Alkalinity, bicarbonate (as CaCO3)	----	E290/VA	1.0	mg/L		354	----	----	----	----
Alkalinity, carbonate (as CaCO3)	----	E290/VA	1.0	mg/L		32.3	----	----	----	----
Alkalinity, hydroxide (as CaCO3)	----	E290/VA	1.0	mg/L		<1.0	----	----	----	----
Alkalinity, phenolphthalein (as CaCO3)	----	E290/VA	1.0	mg/L		16.2	----	----	----	----
Alkalinity, total (as CaCO3)	----	E290/VA	1.0	mg/L		386	----	----	----	----
Colour, true	----	E329/VA	5.0	CU		<5.0	----	----	----	----
Conductivity	----	E100/VA	2.0	µS/cm		1410	----	----	----	----
Hardness (as CaCO3), from total Ca/Mg	----	EC100A/VA	0.60	mg/L		570	----	----	----	----
Langelier index (@ 15°C)	----	EC105A/VA	0.010	-		1.21	----	----	----	----
Langelier index (@ 20°C)	----	EC105A/VA	0.010	-		1.28	----	----	----	----
Langelier index (@ 25°C)	----	EC105A/VA	0.010	-		1.35	----	----	----	----
Langelier index (@ 4°C)	----	EC105A/VA	0.010	-		1.04	----	----	----	----
Langelier index (@ 60°C)	----	EC105A/VA	0.010	-		1.78	----	----	----	----
Langelier index (@ 77°C)	----	EC105A/VA	0.010	-		1.97	----	----	----	----
pH	----	E108/VA	0.10	pH units		8.57	----	----	----	----
Solids, total dissolved [TDS]	----	E162/VA	10	mg/L		922	----	----	----	----
Turbidity	----	E121/VA	0.10	NTU		0.12	----	----	----	----
Transmittance, UV (@ 254nm), unfiltered	----	E405/VA	1.0	% T/cm		95.1	----	----	----	----
Anions and Nutrients										
Ammonia, total (as N)	7664-41-7	E298/VA	0.0050	mg/L		0.202	----	----	----	----

Work Order : KS2501751
Client : Cariboo Regional District
Project : Lexington

Analytical Results

Sub-Matrix: Water
(Matrix: Water)

Analyte	CAS Number	Method/Lab	LOR	Unit	Client sample ID: Lexington	----	----	----	----
					Client sampling date / time: 14-May-2025 09:00	----	----	----	----
					KS2501751-001	----	----	----	----
					Result	----	----	----	----
Anions and Nutrients									
Bromide	24959-67-9	E235.Br-L/VA	0.050	mg/L	<0.250 DLDS	----	----	----	----
Chloride	16887-00-6	E235.Cl/VA	0.50	mg/L	59.9	----	----	----	----
Fluoride	16984-48-8	E235.F/VA	0.020	mg/L	0.199	----	----	----	----
Kjeldahl nitrogen, total [TKN]	----	E318/VA	0.050	mg/L	0.237	----	----	----	----
Nitrate (as N)	14797-55-8	E235.NO3-L/VA	0.0050	mg/L	<0.0250 DLDS	----	----	----	----
Nitrite (as N)	14797-65-0	E235.NO2-L/VA	0.0010	mg/L	<0.0050 DLDS	----	----	----	----
Nitrogen, total organic	----	EC363/VA	0.050	mg/L	<0.071	----	----	----	----
Sulfate (as SO4)	14808-79-8	E235.SO4/VA	0.30	mg/L	361	----	----	----	----
Cyanides									
Cyanide, strong acid dissociable (Total)	----	E333/VA	0.0050	mg/L	<0.0050	----	----	----	----
Organic / Inorganic Carbon									
Carbon, total organic [TOC]	----	E355-L/VA	0.50	mg/L	1.22	----	----	----	----
Microbiological Tests									
Coliforms, total	----	E010/KS	1	MPN/100 mL	<1	----	----	----	----
Coliforms, Escherichia coli [E. coli]	----	E010/KS	1	MPN/100 mL	<1	----	----	----	----
Ion Balance									
Anion sum	----	EC101A/VA	0.10	meq/L	16.9	----	----	----	----
Cation sum (total)	----	EC101A/VA	0.10	meq/L	16.6	----	----	----	----
Ion balance (APHA)	----	EC101A/VA	0.010	%	-0.896	----	----	----	----
Total Metals									
Aluminum, total	7429-90-5	E420/VA	0.0030	mg/L	<0.0030	----	----	----	----

Work Order : KS2501751
Client : Cariboo Regional District
Project : Lexington

Analytical Results

Sub-Matrix: Water
(Matrix: Water)

Analyte	CAS Number	Method/Lab	LOR	Unit	Client sample ID	Lexington	----	----	----	----
					Client sampling date / time	14-May-2025 09:00	----	----	----	----
						KS2501751-001	----	----	----	----
						Result	----	----	----	----
Total Metals										
Antimony, total	7440-36-0	E420/VA	0.00010	mg/L		<0.00010	----	----	----	----
Arsenic, total	7440-38-2	E420/VA	0.00010	mg/L		0.00909	----	----	----	----
Barium, total	7440-39-3	E420/VA	0.00010	mg/L		0.00949	----	----	----	----
Beryllium, total	7440-41-7	E420/VA	0.000100	mg/L		<0.000100	----	----	----	----
Bismuth, total	7440-69-9	E420/VA	0.000050	mg/L		<0.000050	----	----	----	----
Boron, total	7440-42-8	E420/VA	0.010	mg/L		0.140	----	----	----	----
Cadmium, total	7440-43-9	E420/VA	0.0000050	mg/L		<0.0000125 DLM	----	----	----	----
Calcium, total	7440-70-2	E420/VA	0.050	mg/L		48.7	----	----	----	----
Cesium, total	7440-46-2	E420/VA	0.000010	mg/L		0.000014	----	----	----	----
Chromium, total	7440-47-3	E420/VA	0.00050	mg/L		<0.00050	----	----	----	----
Cobalt, total	7440-48-4	E420/VA	0.00010	mg/L		<0.00010	----	----	----	----
Copper, total	7440-50-8	E420/VA	0.00050	mg/L		<0.00050	----	----	----	----
Iron, total	7439-89-6	E420/VA	0.010	mg/L		0.077	----	----	----	----
Lead, total	7439-92-1	E420/VA	0.000050	mg/L		<0.000050	----	----	----	----
Lithium, total	7439-93-2	E420/VA	0.0010	mg/L		0.0043	----	----	----	----
Magnesium, total	7439-95-4	E420/VA	0.0050	mg/L		109	----	----	----	----
Manganese, total	7439-96-5	E420/VA	0.00010	mg/L		0.108	----	----	----	----
Mercury, total	7439-97-6	E508/VA	0.0000050	mg/L		<0.0000050	----	----	----	----
Molybdenum, total	7439-98-7	E420/VA	0.000050	mg/L		0.0422	----	----	----	----
Nickel, total	7440-02-0	E420/VA	0.00050	mg/L		<0.00050	----	----	----	----
Phosphorus, total	7723-14-0	E420/VA	0.050	mg/L		0.308	----	----	----	----

Work Order : KS2501751
Client : Cariboo Regional District
Project : Lexington

Analytical Results

Sub-Matrix: Water
(Matrix: Water)

Analyte	CAS Number	Method/Lab	LOR	Unit	Client sample ID: Lexington	----	----	----	----
					Client sampling date / time: 14-May-2025 09:00	----	----	----	----
					KS2501751-001	----	----	----	----
					Result	----	----	----	----
Total Metals									
Potassium, total	7440-09-7	E420/VA	0.050	mg/L	6.35	----	----	----	----
Rubidium, total	7440-17-7	E420/VA	0.00020	mg/L	0.00250	----	----	----	----
Selenium, total	7782-49-2	E420/VA	0.000050	mg/L	<0.000050	----	----	----	----
Silicon, total	7440-21-3	E420/VA	0.10	mg/L	14.8	----	----	----	----
Silver, total	7440-22-4	E420/VA	0.000010	mg/L	<0.000010	----	----	----	----
Sodium, total	7440-23-5	E420/VA	0.050	mg/L	116	----	----	----	----
Strontium, total	7440-24-6	E420/VA	0.00020	mg/L	0.287	----	----	----	----
Sulfur, total	7704-34-9	E420/VA	0.50	mg/L	137	----	----	----	----
Tellurium, total	13494-80-9	E420/VA	0.00020	mg/L	<0.00020	----	----	----	----
Thallium, total	7440-28-0	E420/VA	0.000010	mg/L	<0.000010	----	----	----	----
Thorium, total	7440-29-1	E420/VA	0.00010	mg/L	<0.00010	----	----	----	----
Tin, total	7440-31-5	E420/VA	0.00010	mg/L	<0.00010	----	----	----	----
Titanium, total	7440-32-6	E420/VA	0.00030	mg/L	<0.00030	----	----	----	----
Tungsten, total	7440-33-7	E420/VA	0.00010	mg/L	0.00017	----	----	----	----
Uranium, total	7440-61-1	E420/VA	0.000010	mg/L	0.00100	----	----	----	----
Vanadium, total	7440-62-2	E420/VA	0.00050	mg/L	<0.00050	----	----	----	----
Zinc, total	7440-66-6	E420/VA	0.0030	mg/L	<0.0030	----	----	----	----
Zirconium, total	7440-67-7	E420/VA	0.00020	mg/L	<0.00020	----	----	----	----

Please refer to the General Comments section for an explanation of any qualifiers detected.

Work Order : KS2502366
Client : Cariboo Regional District
Project : Lexington

Analytical Results Evaluation

Matrix: Water			Client sample ID	Lexington	----	----	----	----	----	----
			Client sampling date / time	18-Jun-2025 08:30	----	----	----	----	----	----
			Sub-Matrix	Water	----	----	----	----	----	----
Analyte	CAS Number	Method/Lab	Unit	KS2502366-001	----	----	----	----	----	----
				Result	----	----	----	----	----	----
Anions and Nutrients										
Nitrate (as N)	14797-55-8	E235.NO3-L/VA	mg/L	<0.0250 DLDS	----	----	----	----	----	----
Total Metals										
Arsenic, total	7440-38-2	E420/VA	mg/L	0.00902	----	----	----	----	----	----

Please refer to the General Comments section for an explanation of any result qualifiers detected.

Work Order : KS2503061
Client : Cariboo Regional District
Project : Lexington

Analytical Results

SubMatrix: Water
(Matrix: Water)

Analyte	CAS Number	Method/Lab	LOR	Unit	Client sample ID: Lexington Client sampling date / time: 29-Jul-2025 08:20 KS2503061-001	BCDWQG MAC	----	----	----	----	----
Total Metals											
Arsenic, total	7440-38-2	E420/VA	0.00010	mg/L	0.00930	0.01 mg/L	----	----	----	----	----

Please refer to the General Comments section for an explanation of any result qualifiers detected.

No Breaches Found

Work Order : KS2503317
Client : Cariboo Regional District
Project : ----

Analytical Results

Sub-Matrix: Water
(Matrix: Water)

Analyte	CAS Number	Method/Lab	LOR	Unit	Client sample ID: Lexington ----	Russet Bluff ----	----	----	----
					Client sampling date / time: 18-Aug-2025 08:10	18-Aug-2025 07:45	----	----	----
					KS2503317-001	KS2503317-002	----	----	----
					Result	Result	----	----	----
Total Metals									
Antimony, total	7440-36-0	E420/VA	0.00010	mg/L	----	0.00022	----	----	----
Arsenic, total	7440-38-2	E420/VA	0.00010	mg/L	0.00893	0.00442	----	----	----
Barium, total	7440-39-3	E420/VA	0.00010	mg/L	----	0.0264	----	----	----
Beryllium, total	7440-41-7	E420/VA	0.000100	mg/L	----	<0.000100	----	----	----
Bismuth, total	7440-69-9	E420/VA	0.000050	mg/L	----	<0.000050	----	----	----
Boron, total	7440-42-8	E420/VA	0.010	mg/L	----	0.218	----	----	----
Cadmium, total	7440-43-9	E420/VA	0.0000050	mg/L	----	0.0000050	----	----	----
Calcium, total	7440-70-2	E420/VA	0.050	mg/L	----	65.5	----	----	----
Cesium, total	7440-46-2	E420/VA	0.000010	mg/L	----	0.000062	----	----	----
Chromium, total	7440-47-3	E420/VA	0.00050	mg/L	----	0.00125	----	----	----
Cobalt, total	7440-48-4	E420/VA	0.00010	mg/L	----	0.00015	----	----	----
Copper, total	7440-50-8	E420/VA	0.00050	mg/L	----	0.00190	----	----	----
Iron, total	7439-89-6	E420/VA	0.010	mg/L	----	0.032	----	----	----
Lead, total	7439-92-1	E420/VA	0.000050	mg/L	----	0.000050	----	----	----
Lithium, total	7439-93-2	E420/VA	0.0010	mg/L	----	0.0028	----	----	----
Magnesium, total	7439-95-4	E420/VA	0.0050	mg/L	----	256	----	----	----
Manganese, total	7439-96-5	E420/VA	0.00010	mg/L	----	0.105	----	----	----
Mercury, total	7439-97-6	E508/VA	0.0000050	mg/L	----	<0.0000050	----	----	----
Molybdenum, total	7439-98-7	E420/VA	0.000050	mg/L	----	0.00888	----	----	----
Nickel, total	7440-02-0	E420/VA	0.00050	mg/L	----	0.00570	----	----	----
Phosphorus, total	7723-14-0	E420/VA	0.050	mg/L	----	0.134	----	----	----

Work Order : KS2503835
Client : Cariboo Regional District
Project : Russet Bluff/Lexington

Analytical Results

Sub-Matrix: Water
(Matrix: Water)

Analyte	CAS Number	Method/Lab	LOR	Unit	Client sample ID: Russet Bluff ----	Lexington ----	----	----	----
					Client sampling date / time: 17-Sep-2025 09:00	17-Sep-2025 08:00	----	----	----
					KS2503835-001	KS2503835-002	----	----	----
					Result	Result	----	----	----
Total Metals									
Antimony, total	7440-36-0	E420/VA	0.00010	mg/L	0.00013	----	----	----	----
Arsenic, total	7440-38-2	E420/VA	0.00010	mg/L	0.00454	0.00886	----	----	----
Barium, total	7440-39-3	E420/VA	0.00010	mg/L	0.0140	----	----	----	----
Beryllium, total	7440-41-7	E420/VA	0.000100	mg/L	<0.000100	----	----	----	----
Bismuth, total	7440-69-9	E420/VA	0.000050	mg/L	<0.000050	----	----	----	----
Boron, total	7440-42-8	E420/VA	0.010	mg/L	0.273	----	----	----	----
Cadmium, total	7440-43-9	E420/VA	0.0000050	mg/L	<0.0000100 DLM	----	----	----	----
Calcium, total	7440-70-2	E420/VA	0.050	mg/L	63.3	----	----	----	----
Cesium, total	7440-46-2	E420/VA	0.000010	mg/L	0.000014	----	----	----	----
Chromium, total	7440-47-3	E420/VA	0.00050	mg/L	<0.00050	----	----	----	----
Cobalt, total	7440-48-4	E420/VA	0.00010	mg/L	0.00020	----	----	----	----
Copper, total	7440-50-8	E420/VA	0.00050	mg/L	0.00178	----	----	----	----
Iron, total	7439-89-6	E420/VA	0.010	mg/L	0.029	----	----	----	----
Lead, total	7439-92-1	E420/VA	0.000050	mg/L	<0.000050	----	----	----	----
Lithium, total	7439-93-2	E420/VA	0.0010	mg/L	0.0023	----	----	----	----
Magnesium, total	7439-95-4	E420/VA	0.0050	mg/L	250	----	----	----	----
Manganese, total	7439-96-5	E420/VA	0.00010	mg/L	0.205	----	----	----	----
Mercury, total	7439-97-6	E508/VA	0.0000050	mg/L	<0.0000050	----	----	----	----
Molybdenum, total	7439-98-7	E420/VA	0.000050	mg/L	0.00940	----	----	----	----
Nickel, total	7440-02-0	E420/VA	0.00050	mg/L	0.00592	----	----	----	----
Phosphorus, total	7723-14-0	E420/VA	0.050	mg/L	0.170	----	----	----	----

Work Order : KS2504383
Client : Cariboo Regional District
Project : Lexington

Analytical Results

SubMatrix: Water
(Matrix: Water)

Analyte	CAS Number	Method/Lab	LOR	Unit	Client sample ID: Lexington Pumphouse "Raw"						
					Client sampling date / time: 22-Oct-2025 09:22						
					KS2504383-001	BCDWQG MAC	---- ----	---- ----	---- ----	---- ----	---- ----
Total Metals											
Arsenic, total	7440-38-2	E420/VA	0.00010	mg/L	0.00865	0.01 mg/L	----	----	----	----	----

Please refer to the General Comments section for an explanation of any result qualifiers detected.

No Breaches Found

Work Order : KS2504638
Client : Cariboo Regional District
Project : Lexington (1891)

Analytical Results Evaluation

Matrix: Water			Client sample ID	Lexington (Raw)	Lexington (Raw)	----	----	----	----	----
			Client sampling date / time	13-Nov-2025 08:30	13-Nov-2025 08:33	----	----	----	----	----
			Sub-Matrix	Water	Water	----	----	----	----	----
Analyte	CAS Number	Method/Lab	Unit	KS2504638-001	KS2504638-002	----	----	----	----	----
				Result	Result	----	----	----	----	----
Total Metals										
Arsenic, total	7440-38-2	E420/VA	mg/L	----	0.00893	----	----	----	----	----
Manganese, total	7439-96-5	E420/VA	mg/L	0.112	----	----	----	----	----	----

Please refer to the General Comments section for an explanation of any result qualifiers detected.

Work Order : KS2505137
Client : Cariboo Regional District
Project : Lexington

Analytical Results Evaluation

Matrix: Water			Client sample ID	Pumphouse ----	----	----	----	----	----	----
			Client sampling date / time	16-Dec-2025 09:29	----	----	----	----	----	----
			Sub-Matrix	Water	----	----	----	----	----	----
Analyte	CAS Number	Method/Lab	Unit	KS2505137-001	----	----	----	----	----	----
				Result	----	----	----	----	----	----
Total Metals										
Arsenic, total	7440-38-2	E420/VA	mg/L	0.00856	----	----	----	----	----	----

Please refer to the General Comments section for an explanation of any result qualifiers detected.

Appendix C: Cariboo Regional District Water System Statistics

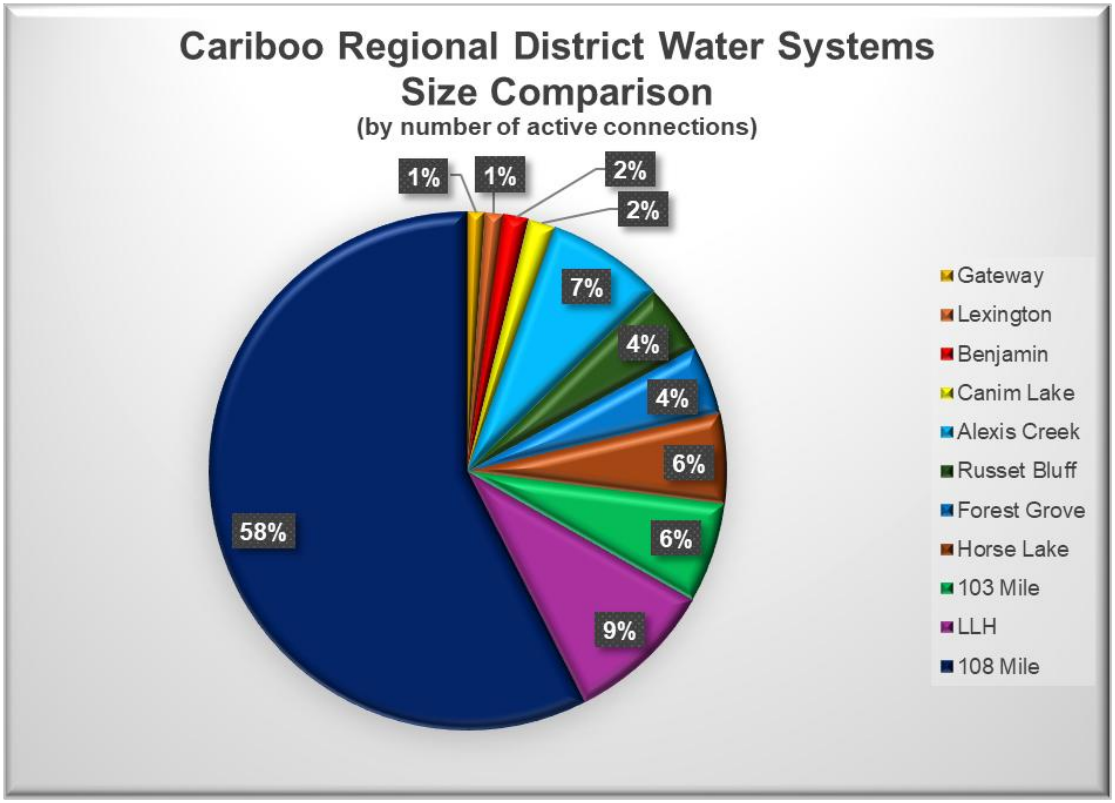
Cariboo Regional District Water System Statistics

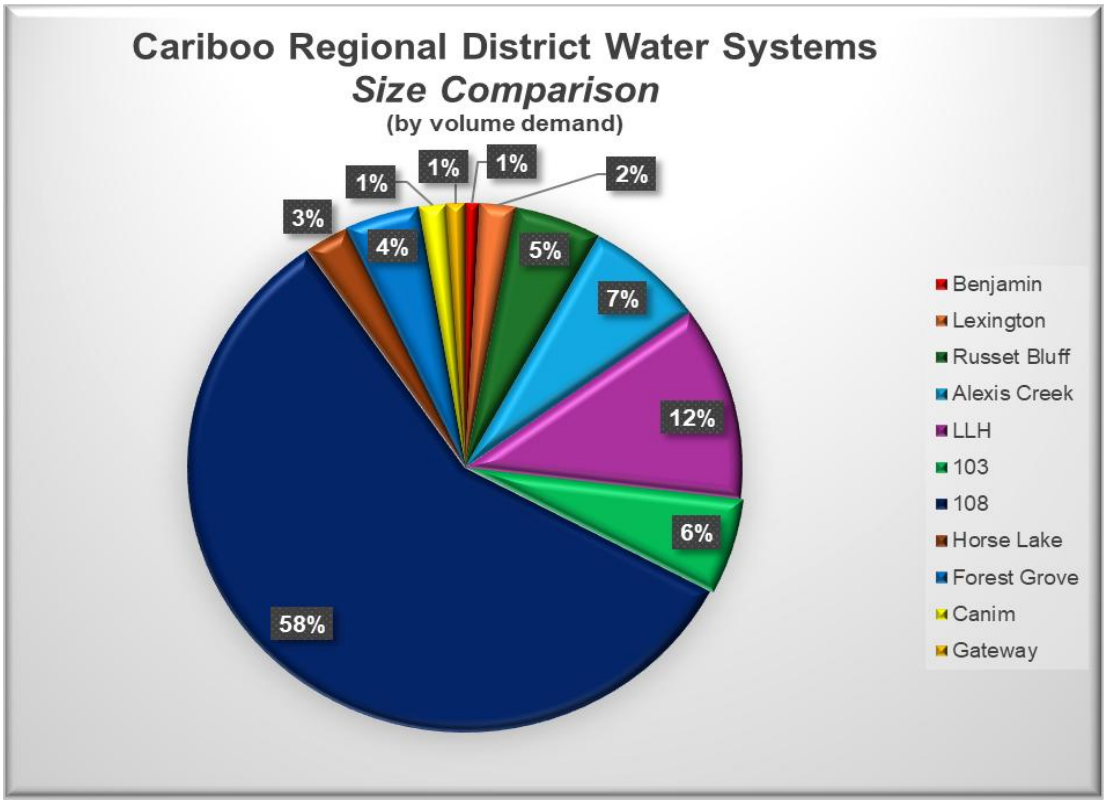
2025: CARIBOO REGIONAL DISTRICT WATER UTILITIES			
Water System Name	**Active Service Connections**	**Estimated Per Capita Use (litres per person per day)**	**Total Demand (m3)**
Gateway	27	301.3180386	6899.9
Lexington	29	570.5000027	12942.3
Benjamin	40	86.57475454	2945.1
Canim Lake	43	273.6718044	10008
Alexis Creek	184	274.5882662	30910.4
Russet Bluff	109	n/a	3289.3
Forest Grove	109	300.7652182	27378.9
Horse Lake	143	141.3380904	17663.4
103 Mile	158	267.2187695	36808
LLH	233	399.4421534	82616.4
108 Mile	1455	289.5464075	363369

CRD OPERATOR EOCP CERTIFICATION				
Certification EOCP	**Operator**	**Region**	**Water Distribution Level**	**Water Treatment Level**
6711	Tyler Olsen	North Cariboo		
1001148	Philip Wilkins	North Cariboo	2	1
8390	Ken Heidema	Central Cariboo	2	
100182	Charles Howes	Central Cariboo	1	
8482	Jourdy Oullette	South Cariboo	3	2
1001817	Larry Perry	South Cariboo	1	2
1002392	Colin Brusic	South Cariboo		

TOTAL WATER DEMAND BY SYSTEM WITH HIGHEST AND LOWEST USE MONTH AND % VARIATION (CUBIC METRES)												
High/Low Month	**June /Dec**	**Aug /Nov**	**July /Nov**	**July /Nov**	**Aug /Nov**	**Jan /Nov ***	**Sept /Feb**	**July/Feb**	**Sept/Feb**	**July/Mar**	**Aug/Jan**	
	Benjamin	**Lexington**	**Russet Bluff**	**Alexis Creek**	**LLH**	**103**	**108**	**Horse Lake**	**Forest Grove**	**Canim**	**Gateway**	
High	619	2669.2	7213	5140.4	11089.2	2832	45539	1905.7	3075.5	1159	842.8	Total/Avg
Low	304	331.4	1519	2382.2	3836.3	1748	20637	790.4	1737.3	524	424.6	630464.5
Difference	315	2337.8	5694	2758.2	7252.9	1084	24902	1115.3	1338.2	635	418.2	292%
Total Use	5186	13448.2	31786	44452.7	74697.1	36804	363369	16435	27378.6	10008	6899.9	630464.5
High to Low %	204%	805%	475%	216%	289%	162%	221%	241%	177%	221%	198%	292%

*** No leak: July**


Cariboo Regional District Water Systems
Size Comparison
(by number of active connections)
1%
1%
2%
2%
7%
4%
4%
6%
6%
9%
58%
Gateway
Lexington
Benjamin
Canim Lake
Alexis Creek
Russet Bluff
Forest Grove
Horse Lake
103 Mile
LLH
108 Mile


Cariboo Regional District Water Systems
Size Comparison
(by volume demand)
1%
1%
1%
2%
3%
4%
5%
7%
12%
6%
58%
Benjamin
Lexington
Russet Bluff
Alexis Creek
LLH
103
108
Horse Lake
Forest Grove
Canim
Gateway

Appendix D: Emergency Response Plan

2026 Cariboo Regional District

Emergency Response & Contingency Plan

Lexington Water System

Utilities, Communications, and Emergency Operations Departments
1-1-2026

By Kelly McDonald, Cheryl McMullen, Kat Chatten, Ken Heidema and Charles Howes

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SECTION 1: Emergency Plan Goals

The Objective of the Cariboo Regional District (CRD) Emergency Response and Contingency Plan (ERCP) is to provide staff and regulatory agencies with a guideline for potential water utility related emergencies.

This Emergency Response and Contingency Plan (ERCP) serves as a guideline to address various emergency situations, recognizing that no two emergencies are exactly alike. Each emergency is described with a general sequence of steps to follow, providing both a structured approach to response and a consistent method for documenting actions taken. Task lists within each emergency section also function as checklists to remind staff of critical items to consider and complete during an emergency. This ERCP includes specific protocols and considerations for the CRD water supply system.

This plan has been prepared to guide the Cariboo Regional District to respond to an emergency arising in the operation of the Lexington Water System. The purpose of the ERCP is to:

- ✓ Ensure staff and the public's safety in carrying out emergency tasks.
- ✓ Provide the earliest and safest response to an emergency condition.
- ✓ Ensure that water quality and public health are not compromised.
- ✓ Ensure that water for firefighting is available.
- ✓ Restore normal water system operation.
- ✓ Protect the natural environment from impacts associated with the system operation in the event of an emergency.
- ✓ Contain property damage.

1.1. Resiliency in Operations

Operational resiliency refers to the capability of an operation to adjust, adapt, and maintain service delivery under emergency conditions. The objective for the CRD Water Utility is to achieve high operational resiliency. Indicators of operational resiliency include the following:

1.1.1. **Emergency Response Plan**: A comprehensive ERP is essential in building resilience within operations, providing structured guidance for handling emergencies effectively. This document is an integral part of that resiliency framework.

1.1.2. **Regional Agency Coordination**: The ERCP must be shared with regional emergency response agencies, ensuring cohesive support. The CRD Emergency Operations Department serves as the local staging agency for the Provincial Emergency Program.

1.1.3. **Mutual Aid Agreements**: In certain emergencies, the CRD may need support from neighboring water utilities. Williams Lake is a nearby utility from which the CRD may

seek assistance in the future. The CRD is working toward a formal mutual aid agreement based on community protection principles.

1.1.4. **Emergency Power**: The Lexington Water System can operate on gravity-fed supply. A standard battery pack is on hand to maintain disinfection if the power grid fails.

1.1.5. **Ability to Meet Water Demands**: While the water system meets current demands, the reservoir is small, and there are no fire hydrants in the service area.

1.1.6. **Critical Parts Inventory:** Appendix B provides a list of critical parts and their availability. Appendix A includes contact names for Cariboo support agencies offering specialized parts or services.

1.1.7. **Critical Staff Resiliency:** Staff's ability to respond and remain calm during extreme events is only evident when tested. Training and reinforcement of sound decision-making at all levels will support preparedness for emergency situations.

SECTION 2: How to Use This Plan

The Water System Emergency Response and Contingency Plan (ERCP) is a guide for handling water system emergencies. The "Actions" section outlines various potential emergencies and provides steps to help minimize further damage.

After an emergency, the CRD will complete a Post Incident Report (see Appendix D). Regular review exercises and updates will strengthen our emergency response capabilities. We ask all plan holders to participate and offer recommendations to continually improve the ERCP.

Remember, the ERCP is only effective if everyone reviews, understands, and contributes to its ongoing development.

SECTION 3: Emergency Planning Definitions

This section provides emergency planning definitions used in this document, following *AWWA Manual 19: Emergency Planning for Water Utilities*.

Emergency: An unexpected event that may compromise water quality or reduce the availability of domestic, irrigation, or fire flow water for the community.

Minor Emergency: A localized, routine incident impacting a small number of customers, such as a small pipe break, vehicle collision with a hydrant, brief power outage, or minor service repair. Minor emergencies should be manageable without special resources and, if effectively handled, can be prevented from escalating into major emergencies.

Major Emergency: A significant event affecting a large portion of the water system, posing risks to water quality or quantity and potentially endangering community health and safety. Major emergencies are rare but impactful.

Natural Disaster: Events caused by natural forces beyond human control, including wildfires, earthquakes, floods, tornadoes, heat domes, freezing, and other severe weather-related incidents.

Human-Caused Disaster: Disasters resulting from human actions, whether accidental or intentional. These may include human error, accidents, labor disputes, negligence, vandalism, sabotage, terrorism, biological contamination, or chemical spills.

Hazard: A source of potential harm or danger linked to a disaster, such as unstable slopes from a creek wash-out or ground shaking from an earthquake.

Lifeline Supply: Essential community services that support health, safety, and sustenance. Lifeline utilities include water, wastewater, electricity, and natural gas, as well as critical transportation, communication, healthcare, and emergency operations centres.

SECTION 4: Emergency Scenarios

4.1. Introduction

Sections 5 and 6 list potential water system emergencies related to the physical components of the water supply. Section 7 describes the steps for a cyber threat or vandalism.

4.2. Emergency Scenario Format

Each emergency scenario in this ERCP follows a consistent format:

4.2.1. **Description of Emergency**: Describes each potential emergency for easy reference. Sections 5 and 6 cover physical water service issues, while Section 7 addresses cyber incidents and vandalism.

4.2.2. **Indicators**: Outlines how each emergency can be recognized, either by CRD staff or external contacts.

4.2.3. **Actions**: Lists response steps for CRD staff, generally in recommended order. This list serves as a guideline, and the lead Water Operator can use the provided checklist to verify all necessary actions are taken.

4.2.4. **Contacts**: Lists relevant contact agencies; specific contacts are found in the ERCP's Communications Section.

4.2.5. **Event Record**: A checklist at the page bottom summarizes the event, records whether photos were taken, and tracks emergency reporting.

All events, including minor repairs and leaks, should be documented and sent to the CRD Office for electronic filing. Each event should be recorded by date. Large events should have dedicated folders containing photos and data, following a standardized naming protocol.

SECTION 5: Water Supply Contamination

Description of Emergency: Contamination has been detected or possible contamination is present.

Indicators: Public notification (taste, odour or colour observations), poor water sample results, visible observations made by Water Operators, cross connection with potential contamination.

5.1. Potential Causes

5.1.1. Chemical Spill (e.g. transport truck, industry)
5.1.2. Flood Event
5.1.3. Confirmed Cross Connection
5.1.4. System Breach (e.g. water main break) *see 6.2.
5.1.5. Positive Sample Result (e.g. E. coli or other immediate threat to public health contaminant)
5.1.6. Vandalism

Actions:

1) Notify Water Operator.
2) Notify Drinking Water Officer (DWO).
3) Assess threat level (see Appendix B).
4) Notify Communications Department.
5) Water Operators to investigate site and inform Manager of Utilities of possible situation. Manager to contact Interior Health.
6) Confirm that the source of contaminant is mitigated.
7) If chemical contamination confirmed or highly suspected to be present:
    a) Attempt to isolate.
    b) Discuss with Engineer, Biologist/Chemist (Lab) and DWO to develop a reasonable and representative sampling program.
    c) Contact Lab and arrange bottles if required and collect samples for rush analysis.

8) Report any spills to the Provincial Agency responsible (see Appendix A).

9) In an extreme situation of contamination, consider shutting down all supply pumps.

    a) Pump station would shut off and “Do Not Use” notices would be provided to the public. CRD senior management would make this call.

10) Communication: Begin public notification if required and follow Water Quality Notification Procedures.

11) Continue discussion with appropriate experts for moving forward.

12) Discussions to consider alternate water source if needed. Involve Emergency Operations Department and Notify Fire Department.

13) Continue monitoring until water quality is back to normal and IH gives approval to lift advisory or notice.

14) Complete documentation:

    a) Record of events, include times and dates.
    b) Complete a comprehensive damage assessment.
    c) Investigate potential causes.
    d) After action report.

SECTION 6: Supply Disruption

6.1. Equipment Failure

Description of Emergency: This type of emergency is typically caused by extreme weather events that place a very high demand on the Water Treatment Plant, or any other situation where water demands are high, and equipment or infrastructure reduces the ability to maintain maximum output.

Indicators: Visual observations by Water Operators. Failure of equipment as identified by SCADA and alarms.

Actions:

1) Document Situation: Note date, time, location and means of event recognition.

2) Notify Water Operator.

3) Notify Manager.

4) Notify Communications Department.

5) If cause is identified as a main break, see section 6.2.
6) Well Site Investigation: Generally, this problem is caused by high flows and overheating VFD's.
7) Check in the pumphouse for mechanical issues such as temperatures on variable frequency drive (VFD) displays.
8) Check all SCADA pages and trends to determine what is operational, what has failed, or what is at risk of failure.
9) Check on alarms.
10) Note status of chlorine disinfection, reservoir level, source pump status, chemical dosing status, and raw water flows.
11) Check all necessary equipment to confirm proper functionality.
12) Check inventory for parts that may be available to aid in necessary repairs. If necessary, contact Williams Lake Public Works for assistance.
13) If the issue stems from the VFD's, allow to cool and contract electrician if necessary.
14) If issue is due to drawdown in Supply Well, consult Drought Management Plan (Appendix C) and proceed to next step.
15) If problem persists:
    - ✓ Communicate with Interior Health, issue an advisory as recommended (see Section 1).
    - ✓ Implement emergency water restrictions (Communications Department).
    - ✓ Contact Williams Lake Fire Department and CRD Protective Services Department to inform them of the situation.
16) Complete documentation:
    a) Record of events, include times and dates.
    b) Complete a comprehensive damage assessment.
    c) Investigate potential causes.

6.2. Supply Main Break

Description of Emergency: Failure or damage to a water supply main causing loss of water and/or pressure.

Indicators: SCADA alarms indicating pressure loss, calls from residents or staff observations.

Actions: Steps to be taken by CRD staff:

1) Contact Manager of Utilities.
2) Contact Water Operator.
3) Determine location.
4) Stop the flow of water by closing valves and isolating the break, depending on the scale of the break (see chart in Appendix B); attempt to maintain positive pressure.
5) Contact Manager and describe the emergency.
6) Determine what section of the system has been affected by the depressurization.
7) If there is a potential that the system has been contaminated, the Manager of Utilities will contact Interior Health for recommendations on issuing a Water Advisory. See Appendix E (follow Communications procedures).
8) Make the site safe by implementing traffic control: block road, if necessary, contact traffic control contractor (see Appendix A).
9) If possible, mitigate danger to the public and further damage of infrastructure or property. If necessary and feasible, set up sediment control measures and de-chlorinated water released.
10) Assess immediate damage.
11) Coordinate repair plans with appropriate contractors (see contacts).
12) Contact the Provincial Agency responsible (see Appendix) for large discharges of chlorinated water including;
13) If there is significant sediment or chlorinated water in streams.
14) Call Fire Department to inform them when hydrants are in or out of service.
15) Complete documentation:
    a) Record of events, include times and dates.
    b) Complete a comprehensive damage assessment.
    c) Investigate potential causes.
    d) After action report.

6.3. Extended Loss of BC Hydro Power Supply

Description of Emergency: The loss of power will stop the pumping systems to supply water to the distribution system and from filling the reservoir. With no power, a full reservoir has approximately 48 hours of water available.

Indicators: SCADA alarms

Actions:

1) Source a generator.
2) Change system settings if necessary to keep reservoirs topped up.
3) If sudden phase loss or total power loss causes equipment failure see Section 6.
4) If issues with power supply persist:
   - ✓ Contact BC Hydro for information on the timelines for power restoration.
   - ✓ Communicate with Interior Health, issue an advisory as recommended (see Section 1).
   - ✓ Implement emergency water restrictions (Communications Department).
   - ✓ Potentially throttle down the pressure within the distribution to reduce water loss (always above 20 psi).
   - ✓ Contact Williams Lake Fire Department and CRD Protective Services Department to inform them of the situation.

6.4. Operator Transportation Routes Compromised

6.4.1. Potential Causes

- Forest fire
- Accident
- Mechanical issues with vehicle
- Construction

Description of Emergency: The usual transportation route to the Lexington area is blocked (e.g., by a forest fire or accident), and no operator can be onsite to perform duties.

Actions:

1) Contact Manager of Utilities.
2) Manager will inform Interior Health Officer of situation.
3) Continue to monitor system using SCADA.
4) If issue persists:
   - ✓ Contact Williams Lake or other Regional Operators for assistance.

- ✓ Reach out to local contact if physical checks are needed. Preferably local contractor with system experience (see Appendix A).
- ✓ Contact the Communications Department to issue applicable advisories (at the recommendation of Interior Health).

5) Complete documentation:

   a) Record of events, include times and dates.
   b) Complete a comprehensive damage assessment.
   c) Investigate potential causes.

SECTION 7: Cyber Incident

(Omitted for security reasons.)

SECTION 8: Drought

8.1 Introduction

Drought is often caused by a long duration of inadequate rainfall or snowmelt to replenish the level of the water source. It can also be the result of a breakdown in a crucial piece of a water system's infrastructure; or a prolonged issue with water quality that prevents the supply of potable water for an extended period. All of these circumstances can result in a significant depletion in the source capacity or even a complete loss of source. The Cariboo Regional District's Drought Management Plan for the Lexington Water System serves as a guide to monitoring, managing and conserving water use in the event of an impending drought. The objectives of this Plan are to:

1) Identify the priority users of the water supply.
2) Provide direction on water conservation before and during the drought period.
3) Establish a guideline for communicating issues and instructions to users and other key contacts.
4) List supplemental or alternate sources of potable water in the event of a prolonged drought.

Appendix C outlines the Cariboo Regional District's Drought Management Plan.

Appendix A: Contacts

(Omitted for security reasons.)

Appendix B: Charts

Water Main Break

Water Main Break Severity Chart				
Class 1	*Class 2*	*Class 3*	*Class 4*	*Class 5*
Routine	*Minor*	*Substantial*	*Major*	*Catastrophic*
Small enough to leave until repairs are convenient	Water Pooling	Isolation Needed	Large area needs to be isolated	Complete Distribution System Shut down
Positive Pressure Maintained	Positive Pressure Maintained	Positive Pressure may not be possible	Loss of Pressure in large area of distribution system	Complete system pressure loss (e.g. drained reservoir)
Consult with DWO if any concerns.	Advisory may be required, consult with DWO.	Advisory Needed, contact Interior Health. Assess damage.	Advisory needed, contact interior health. Assess damage	Advisory needed, contact interior Health. initiate EOC.
Flush line (localized)	sample for bacteriological contamination after flushing lines as per C651-14 (localized)	Sample for bacteriological contamination after flushing lines as per AWWA C651-14	Chemical and bacteriological sampling may be needed. Possible unidirectional flushing and super chlorination needed as per AWWA C651-14	Chemical and bacteriological sampling needed at various points in the system. System wide flushing needed. Super chlorination required as per AWWA C651-14

Critical Parts Inventory

Critical Parts Inventory							
Part	Use	Location Stored	Vendor	Part	Use	Location Stored	Vendor

Appendix C: Drought Management Plan

DROUGHT MANAGEMENT PLAN

Priority Users

The area served by the Lexington Water System is comprised of an estimated 68 residents. In a drought situation, the provision of water will be prioritized as follows:

Priority Level	User	Comments
1	Residents	The CRD is obligated to provide water to the residents served by the Lexington Water System for basic health and sanitation needs.

Water Restrictions and Conservation Measures

The following restrictions will be imposed and conservation measures recommended to Lexington Water System users at various stages prior to and during a drought:

STAGE 1: PREPAREDNESS	
Permitted Uses	**Restrictions**
Drinking water Bathing Handwashing dishes or using dishwasher Washing machine Watering plants with a hose or watering can Bathing pets. Washing vehicles.	May 1 to Oct. 1: Lawn watering on reduced days for reduced hours, per bylaws.
	Conservation Measures
	Install water-saving devices.
STAGE 2: IMPENDING DROUGHT – CONSERVATION	
Permitted Uses	**Restrictions**
Drinking water Bathing Handwashing dishes or using dishwasher Washing machine Watering plants with a hose or watering can	Lawn watering days and hours restricted further. Wash vehicles only if absolutely necessary.
	Conservation Measures
	Bathe pets only as needed. Use washing machine for full loads only. Use dishwasher for full loads only.
STAGE 3: DROUGHT – RESTRICTIONS	
Permitted Uses	**Restrictions**
Drinking water (all users) Bathing Handwashing dishes or using dishwasher Washing machine	No watering of lawns or watering of plants, per bylaws. No bathing of pets unless absolutely necessary. No washing of vehicles. No filling of swimming pools. No power-washing.
	Conservation Measures
	Bathe only as needed and/or reduce time in shower. Use washing machine for full loads only. Use dishwasher for full loads only.

Communication Plan

Communication between the CRD and users of the Lexington Water System, as well as with key operational contacts, is imperative during an emergency situation. Providing timely and clear

information and instructions greatly reduces confusion, frustration and anxiety, and enables outside agencies to provide assistance more effectively if needed.

STAGE 1: PREPAREDNESS	
Water use is routinely higher from mid-Spring to the end of Summer each year due to less rainfall, increased lawn and garden maintenance, swimming pools, more frequent car-washing and showers, etc. Water levels are constantly monitored, and watering restrictions are put in place annually from May 1 to October 1 as a preventative measure to minimize depletion of the water supply during these months.	
Procedures (Concurrent)	Target
Finance Dept. mails notice of water restrictions and water conservation recommendations with annual utility bills in April of each year.	Residents
Communications Dept. posts notice of water restrictions and water conservation recommendations on website and social media.	All users of the Lexington Water System
Communications Dept. sends notice of water restrictions and water conservation recommendations by email.	Subscribed users.
Water Operators post notice of water restrictions and water conservation recommendations on bulletin boards at 108 Mall, gas station, mailboxes	Users of the Lexington Water System who don't have access to a computer.

STAGE 2: POTENTIAL THREAT – DIMINISHED WATER SUPPLY		
If there is little snowmelt in the Spring and rainfall in the Spring/Summer is not enough to bring the source of the water supply to an adequate level, further restrictions on water use may be required. Prolonged water quality issues may result in having to obtain water from an alternate source until rectified. Any significant or ongoing issues would indicate that action is required to prevent the possibility of a water supply crisis.		
Procedures		**Target**
1.	Inform key contacts of possible threat to water source: Water Operators notify Manager of Utilities Manager of Utilities informs other key contacts	Manager of Utilities Drinking Water Officer Electoral Area Director Manager of Fire Administration
2.	At Interior Health's direction, Manager of Utilities and Communications Dept. have public notice mailed to users, posted on website, social media, and on local bulletin boards.	All users of the Lexington Water System
	Communications Dept. sends public notice by email.	Subscribed users
3.	Manager of Utilities notifies CRD Managers involved in Emergency Planning as a precautionary measure.	Chief Administrative Officer Manager of Communications Manager of Emergency Programs
4.	Manager of Utilities, Water Operators and Electoral Area Director hold public meeting to discuss potential drought, further restrictions required and recommended conservation measures.	All users of the Lexington Water System
5.	Manager of Utilities notifies other agencies as a precautionary measure that assistance may be required if situation can't be rectified.	City of Williams Lake Ministry of Water, Land and Resource Stewardship Ministry of Emergency Management and Climate Readiness

STAGE 3: EMERGENCY – SIGNIFICANT DEPLETION OR LACK OF SOURCE
The following situations are considered critical: • An inability to keep the water supply at a level that will provide enough water to meet the basic health and sanitation needs of the users.

- A prolonged issue with the water system infrastructure that results in the inability to provide water to the users.
- A severe or prolonged water quality issue that cannot be easily rectified.
- The inability to provide an adequate water supply for fire protection.
- An ongoing water supply issue that results in significant losses for businesses in the service area.

Procedures		Target
1.	Inform key contacts of crisis situation. Discuss further steps: Water Operators inform Manager of Utilities. Manager of Utilities notifies other key contacts.	Manager of Utilities Drinking Water Officer Electoral Area Director Chief Administrative Officer Manager of Fire Administration Manager of Communications Manager of Emergency Programs
2.	At Interior Health's direction, Manager of Utilities and Communications Dept. have public notice mailed to users, and posted on website, social media, and local bulletin boards.	All users of the Lexington Water System
	Communications Dept. sends notice of emergency situation by email and via Voyent Alert.	Subscribed users
3.	Manager of Utilities and Communications Dept. post notice in local newspaper; make radio announcements.	All users of the Lexington Water System
4.	Manager of Utilities, Water Operators and Electoral Area Director hold public meeting to discuss further steps.	All users of the Lexington Water System
5.	Manager of Utilities notifies other agencies. Discuss what assistance may be available.	City of Williams Lake Ministry of Water, Land and Resource Stewardship Ministry of Emergency Management and Climate Readiness

Supplemental or Alternate Sources of Potable Water

Supplemental or Alternate Source	Contact Information	Capacity Available	Estimated Time To Deliver	Estimated Cost
Backup Water Source				
Reservoir Rental Company				
Bulk Haul Water	Triple P Sanitation (upon verification of IH permit)	Not specified		
Other Water Supplier	Triple P Sanitation (upon verification of IH permit)	Not specified		
Bottled Water	Cariboo Water Purification Centre Cool Clear Water Williams Lake Water Factory	Not specified Not specified Not specified	Pick up only	$5.00 / 5 Gal $3.00 / 3 Gal

Operational Procedures

Action		Person Responsible
1	Ensure pump is shut off (to protect pump).	Water Operator
2	Notify all users by social media, email distribution, radio and public bulletins. High risk users to be notified by telephone call. Situationally assessed for best means of communication process.	Manager of Utilities Manager of Communications
3	Contact government agencies (see below) for advice and assistance.	Manager of Utilities
4	Arrange alternate source (e.g. bottled water, bulk hauler and storage tank).	Manager of Utilities

Government Agency Contacts:

- Drinking Water Officer
- Local government's Emergency Program Coordinator
- Ministry of Forests, Lands and Natural Resource Operations
- Others as necessary, depending on severity (ie. Fire Department)

Appendix D: Templates

Section Status Report (EOC 401A)

Section Status Report

EOC 401A

INCIDENT NAME		TASK NUMBER	ICS SECTION
DATE PREPARED		TIME PREPARED	

1. CURRENT SITUATION *(What is occurring now within your area of responsibility?)*
2. OUTSTANDING ISSUES/CHALLENGES *(What issues within the current operational period still need to be resolved?)*
3. ANTICIPATED PRIORITIES/ACTIVITIES *(What will the priorities be for the next operational period?)*
4. DISTRIBUTION LIST / DISPOSITION
☐ Status Reports are to be completed by 14:00, for **Planning Section** to use to inform the SitRep and Action Plan for the next operational period
COMPLETED BY

Name (Print): _____ Position: _____ Signature: _____

Page 1 of 1

Position Log (EOC 414)

Position Log EOC 414

INCIDENT NAME	TASK NUMBER	DATE PREPARED
NAME	ICS SECTION	ICS POSITION/UNIT

ACTIVITY LOG

Time	Action/Decision/Enquiry	Action Required

Use highlighter to identify issues that should be tracked through multiple operational periods. Page 1 of 2

INCIDENT NAME	TASK NUMBER	DATE PREPARED
NAME	**ICS SECTION**	**ICS POSITION/UNIT**

ACTIVITY LOG

Time	Action/Decision/Enquiry	Action Required

Use highlighter to identify issues that should be tracked through multiple operational periods.

Page 2 of 2

EOC Situation Report (EOC 501)

EOC Situation Report

Cariboo Regional District

EOC 501

The purpose of this form is to summarize new and ongoing details of the emergency event

Date of Report: | Time of Report: | Initial Report: ☐ | Final Report: ☐

Event Name: | Event Type: | Task #:

Approved by: | EOC Director

Primary Contact Information

Name:

Phone: | Function/Title:

Email: | Other:

EOC Activation:	Overall Status:	Incident Prognosis:	Overall Severity:
☐ Level 1 ☐ Level 2 ☐ Level 3 ☐ No EOC	☐ Assistance Required ☐ Under Control ☐ Resolved ☐ Unknown ☐ Closed	☐ Worsening ☐ Stable ☐ Improving ☐ Unknown	☐ Major ☐ Moderate ☐ Minor ☐ Unknown

Situation Summary *(What has happened and/or changed since the last Situation Report? **Bold** new information)*

Current Priority Needs *(Resources/Information/Support)*

Cariboo Regional District | *Emergency Program Services* | Page 1 of 3

Date of Report:		Time of Report:		Initial Report:☐	Final Report:☐
Event Name:		Event Type:		Task #:	

Human Impact *(Cariboo Regional District area/residents – does not include municipalities or indigenous on-reserve)*
*see attached alert & order tracking sheet for additional detail

Population on Alert:		Population on Order:	
Area under Alert:		Area under Order:	

TOTAL REGIONAL POPULATION AFFECTED (either on alert or order) Click or tap here to enter text.

# Evacuated	# Injured	# Homeless	# Missing	# Fatalities	# Hospitalized

Population information is based on the Census population numbers from 2020 and reported 9-1-1 population counts

Public Information and Media Issues

Other Impact *(Agricultural/Animals/Transportation/Utilities/Communications)*

Date of Report:		Time of Report:		Initial Report:☐	Final Report:☐
Event Name:		Event Type:		Task #:	

Future Outlook/Planned Actions *(What does the EOC hope to accomplish in the next operational period?)*

Action Plan (EOC 502)

Action Plan

FOR NEXT OPERATIONAL PERIOD

EOC 502

INCIDENT NAME		TASK NUMBER	ICS SECTION
DATE PREPARED		TIME PREPARED	

OBJECTIVES

List goals (in priority order) which identify what will need to be completed in the next operational period. ***Use active verbs****: acquire, advise, complete, confirm, consult, contact, declare, determine, develop, establish, ensure, gather, identify, issue, notify, obtain, prepare, request, support.*

Objective:		
Task	Section	Deadline

Objective:		
Task	Section	Deadline

Objective:		
Task	Section	Deadline

Page **1** of **2**

PLEASE PRINT DOUBLE-SIDED

INCIDENT NAME		TASK NUMBER	ICS SECTION
DATE PREPARED		TIME PREPARED	

Objective:		
Task	Section	Deadline

Objective:		
Task	Section	Deadline

Objective:		
Task	Section	Deadline

APPROVALS

Planning Section Chief *(Review, sign and forward to EOC Director)*

Prepared By: _____ **Position:** _____ **Date:** _____ **Time:** _____

EOC Director *(Review, sign and forward to Documentation for copying and distribution)*

Authorized By: _____ **Position:** _____ **Date:** _____ **Time:** _____

Authorizing Signature: _____

Page **2** of **2**

PLEASE PRINT DOUBLE-SIDED

Incident Report (EOC 550)

Incident Report

The purpose of this form is to capture and share situational awareness information as it becomes known

When receiving a report – first ask if it is a LIFE SAFETY issue. If so, have the person call 9-1-1.
Second, confirm jurisdiction – a ministry, municipality, or another RD may be responsible.

EVENT _____ DATE: _____ REPORTED BY: _____

EMCR Task No. _____ TIME: _____ RECEIVED BY: _____

TYPE OF INCIDENT _____

LOCATION _____

SUMMARY OF INCIDENT *(what happened?)*

WHO IS RESPONDING? *(involved agencies & actions)*

Page 1 of 2

PLEASE PRINT DOUBLE-SIDED

WHO/WHAT IS AFFECTED?

Damage: *(buildings, bridges, roads, utilities, etc.)*

People	Estimated	Confirmed
Fatalities		
Injuries		
Evacuees		
Homes Evacuated		

Other Information:

SITUATION FORECAST

Prepared by: _____ **Approved by EOC Director:** _____

Name and Signature *Name and Signature*

Page **2** of **2**

PLEASE PRINT DOUBLE-SIDED

Rapid Damage Assessment Form

Rapid Damage Assessment Form

Inspection

Inspector ID: _____ Inspection date: _____ (dd MMM yy) time: _____ (24 hour clock)

Agency: _____ Areas inspected: ☐ Exterior Only ☐ Exterior and Interior

Building Description

Building Name: _____

Address: _____

Building contact/phone: _____

Number of stories above ground: _____ below ground: _____

Number of residential units: _____

Type of Construction

☐ Wood Frame ☐ Masonry
☐ Steel Frame ☐ Other: _____
☐ Concrete Frame

Primary Occupancy

☐ Single Family Dwelling ☐ Industrial ☐ School
☐ Multi-residential ☐ Offices ☐ Government
☐ Emergency Services ☐ Commercial ☐ Other: _____

Evaluation

Investigate the building and area around it for the conditions below and check the appropriate column.

Observed Conditions:	Minor/None	Moderate	Severe
Collapse, partial collapse, or building off foundation	☐	☐	☐
Building or store leaning / out of plumb	☐	☐	☐
Damage to primary structural members, racking of walls	☐	☐	☐
Falling hazards such as chimney, parapet, etc	☐	☐	☐
Ground movement or slope failure, scour, erosion	☐	☐	☐
Damaged /submerged fixtures or services, (electric / gas)	☐	☐	☐
Proximity risks / other (specify): _____	☐	☐	☐

Estimated Building Damage (excluding contents)

☐ None
☐ 1 – 10 %
☐ 11 – 30 %
☐ 31 – 60 %
☐ 61 – 99 %
☐ 100 %

Number of residential units not habitable: _____

Comments: _____

Posting

Severe conditions endangering the overall building are grounds for an Unsafe posting. Localised Severe and overall Moderate conditions may allow a Restricted Use posting. Where required, ensure that RESTRICTED USE and UNSAFE placards are posted at all entrances.

☐ **INSPECTED** (Green Placard) ☐ **RESTRICTED USE** (Yellow Placard) ☐ **UNSAFE** (Red Placard)

Record any use and entry restrictions exactly as written on placard:

☐ Do not enter or use the following areas: _____
☐ Brief entry allowed for access to contents: _____
☐ Do not use flooded/damaged appliances, devices or services (electric, gas) until recertified by a licensed contractor
☐ Other restrictions: _____

Further Actions Check the boxes below only if further actions are needed.

☐ Barricades needed in the following areas: _____
☐ Detailed Evaluation recommended ☐ Structural ☐ Geotechnical ☐ Other _____
☐ Other recommendations: _____

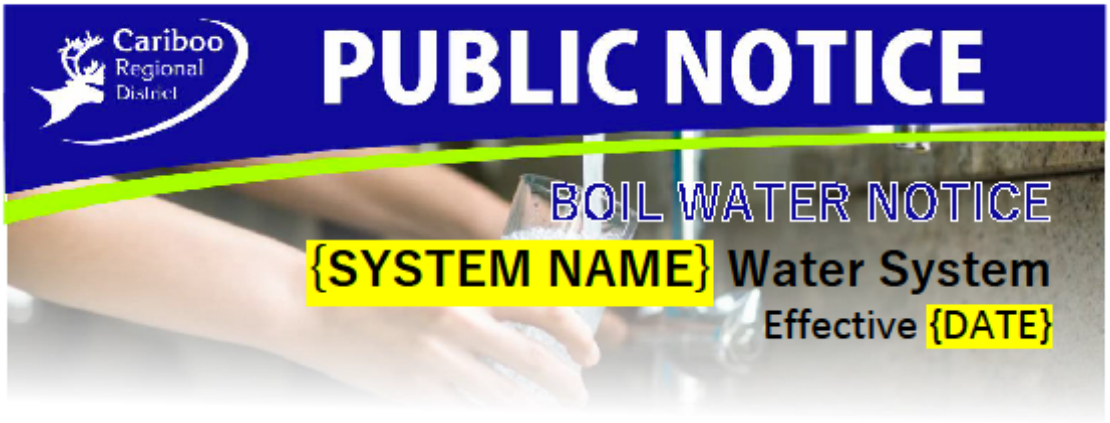
Comments: _____

Residential and All Structures

☐ Access: _____
☐ Access to other parts of operation: _____
☐ Wells / Septic: _____
☐ Insurance: _____

Comments: _____

Appendix E: Communications Templates



The Cariboo Regional District has issued a Boil Water Notice to users of the {SYSTEM NAME} Water System, pursuant to a request of a Drinking Water Officer under Section 14 of the *Drinking Water Protection Act*. This Notice remains in effect until further notice.

The Cariboo Regional District's water systems are tested regularly to ensure they meet public health regulations. This boil water notice is being issued because {REASON}. This notice is being issued {CHOOSE: as a precautionary measure to protect public health. OR in order to protect public health and safety from significant health risks presented by pathogens in the water supply.}

All users of the {WATER SYSTEM NAME} Water System are asked to bring water to a rolling boil for a minimum of one minute before using water from the system for:

Drinking (or use an alternate, safe source of water)
Cooking (if not boiled)
Brushing teeth
Washing Dishes
Washing fruits or vegetables to be eaten raw
Watering animals

Also, please use hand sanitizer after washing hands.

If you have further questions, please call Environmental Services at 1-800-665-1636 during regular office hours.

For more information about boil water advisories and service interruptions in the CRD and what to expect, visit cariboord.ca/water-notices-and-advisories. To receive updates on CRD water systems and other relevant information within the CRD, residents are reminded to subscribe to the latest news on our website at cariboord.ca/subscribe. Residents can also sign up the Cariboo Chilcotin Emergency Notification System to be notified directly of emergency orders and alerts or utility service interruptions at cariboord.ca/EmergencyNotifications.

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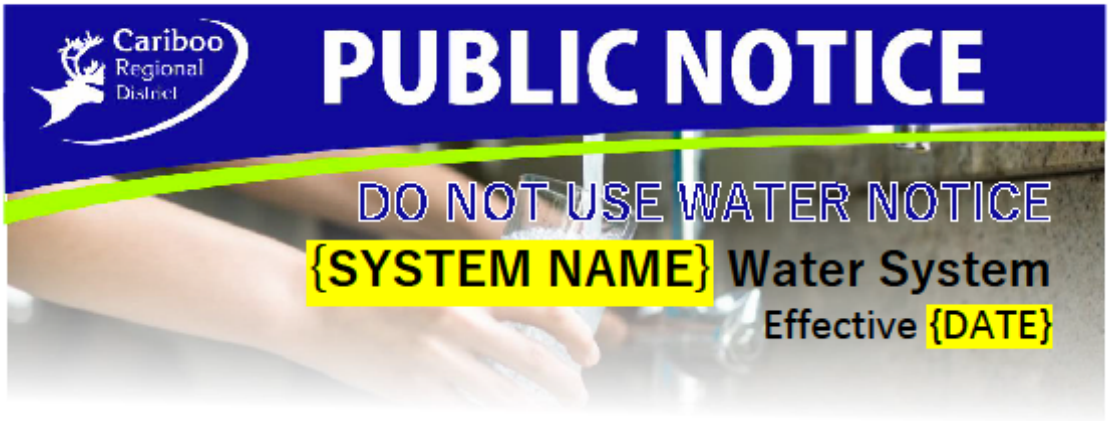

The Cariboo Regional District has issued a Do Not Use Notice to users of the {SYSTEM NAME} Water System, pursuant to a request of a Drinking Water Officer under Section 14 of the *Drinking Water Protection Act*. This Notice remains in effect until further notice.

The Cariboo Regional District's water systems are tested regularly to ensure they meet public health regulations. Due to the presence of {if known, be specific, or if unknown say "contaminants in the water supply posing an immediate threat to resident's safety}, the Cariboo Regional District is implementing this until further notice. Follow all instructions below:

All users of the {WATER SYSTEM NAME} Water System are asked to immediately stop using water from the system for any purpose. This includes: drinking, making beverages or ice, brushing teeth, preparing or washing food, bathing, water for animals, washing anything (including vehicles), and watering plants.

Do not turn your taps on for any reason. Boiling water will NOT make it safe! Water from your hot water tank may also be unsafe, and you are advised to consult a qualified plumber before draining the tank.

The Cariboo Regional District has contacted Interior Health and the Ministry of Environment to request their cooperation in investigating this matter. In addition, the Cariboo Regional District is taking immediate acton to find another source of water supply for residents of {WATER SYSTEM NAME}.

During this time, an alternate water source will be available at {ADDRESS AND OPERATING HOURS}.

If you have further questions, please call Environmental Services at 1-800-665-1636 during regular office hours.

For more information about boil water advisories and service interruptions in the CRD and what to expect, visit cariboord.ca/water-notices-and-advisories. To receive updates on CRD water systems and other relevant information within the CRD, residents are reminded to subscribe to the latest news on our website at cariboord.ca/subscribe. Residents can also sign up the Cariboo Chilcotin Emergency Notification System to be notified directly of emergency orders and alerts or utility service interruptions at cariboord.ca/EmergencyNotifications.

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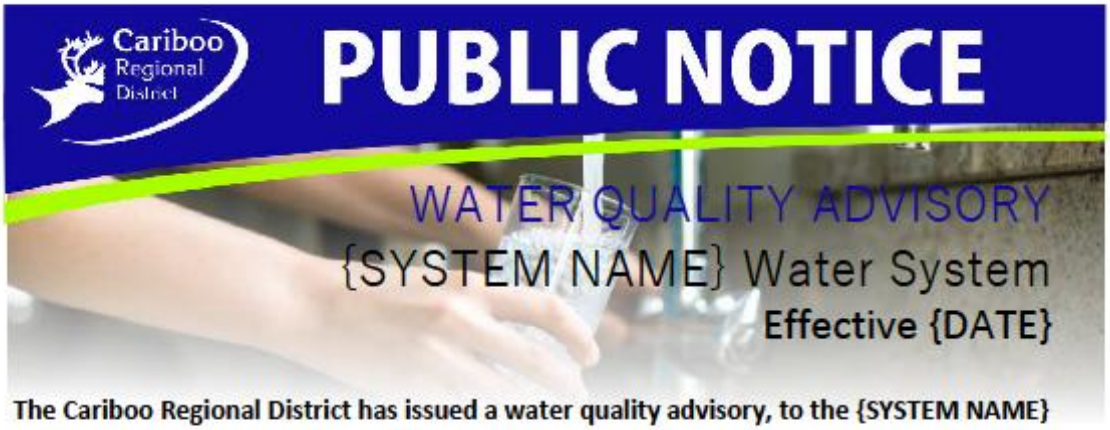

The Cariboo Regional District has issued a water quality advisory, to the {SYSTEM NAME} Water System users because of {issue} levels exceeding the *Guidelines for Canadian Drinking Water Quality*. This Advisory remains in effect until further notice.

The Cariboo Regional District's water systems are tested regularly to ensure they meet public health regulations. Health Canada's Guidelines for Drinking Water has established a maximum acceptable concentration (MAC) for {issue} in drinking water of {standard}. Recent water samples submitted show {issue} concentrations that exceed the MAC.

Add information provided by Health Canada or Interior Health about the nature of the water quality advisory. This section requires approval from a Drinking Water Officer.

{Other safety instructions or advisories. I.e. is the water safe for other non-consumption purposes, how does boiling water impact it, etc.}

If you have further questions, please call the Environmental Services department at 1-800-665-1636 during regular office hours.

*For more information about boil water advisories and service interruptions in the CRD and what to expect, visit **cariboord.ca/water-notices-and-advisories**. To receive updates on CRD water systems and other relevant*

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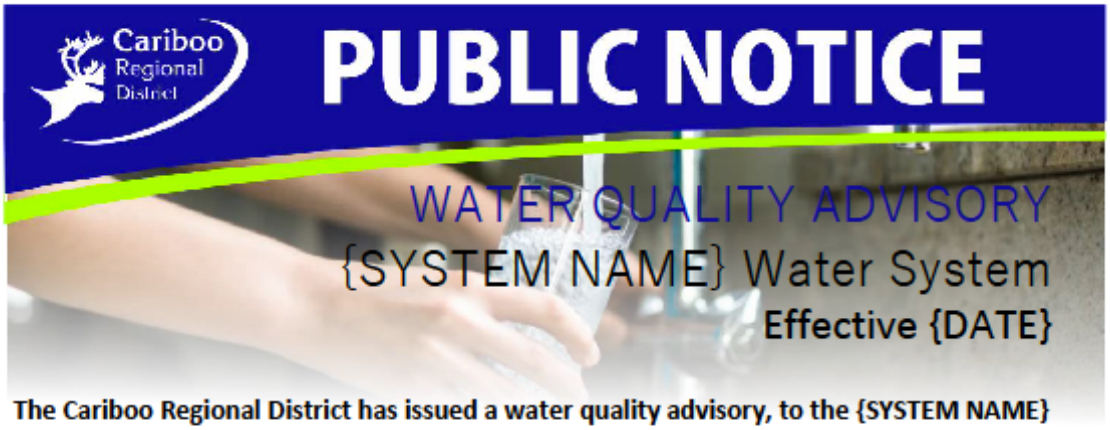

The Cariboo Regional District has issued a water quality advisory, to the {SYSTEM NAME} Water System users because of manganese (Mn) levels exceeding the *Guidelines for Canadian Drinking Water Quality*. This Advisory remains in effect until further notice.

The Cariboo Regional District's water systems are tested regularly to ensure they meet public health regulations. Health Canada has established a maximum acceptable concentration (MAC) for manganese in drinking water of 0.12 mg/L. Recent water samples submitted show manganese concentrations that exceed the MAC.

Manganese (Mn) is an element found in air, food, soil and drinking water. While a small amount of Mn is essential for human health, new Health Canada research has shown drinking water with too much Mn can be a risk to health for infants and young children.

Infants and young children are the most sensitive and vulnerable population, as their bodies absorb more manganese and cannot regulate or remove the chemical as readily as adults and older children. As a result, the **drinking water from this system must not be used to prepare formula for bottle-fed infants**. An alternate source of safe drinking water, such as bottled water, must be used when preparing formula for infants and young children. **Boiling the water will not lower the manganese level.**

Breastfed infants are generally considered at lower risk to manganese exposure as the transfer of manganese to breast milk is limited. Pregnant or breastfeeding women who have concerns may wish to use a safe, alternate source of drinking water or consult with a healthcare professional.

Water exceeding the MAC for manganese can be used for cooking and drinking by non-vulnerable groups and is still considered safe for hand washing, bathing and showering. If you have further questions, please call the Environmental Services department at 1-800-665-1636 during regular office hours.

*For more information about boil water advisories and service interruptions in the CRD and what to expect, visit **cariboord.ca/water-notices-and-advisories**. To receive updates on CRD water systems and other relevant information within the CRD, residents are reminded to subscribe to the latest news on our website at **cariboord.ca/subscribe**.*

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The Cariboo Regional District has issued a water quality advisory for users of the Forest Grove Water System because of a positive test result for low coliform found in the system.

For this reason, as precautionary measure, any high-risk users, including those with weakened immune systems, young children and those on dialysis are advised to:

- **use purchased bottled water or boiled water for drinking, brushing teeth, dishwashing, preparing food, and making ice, or**
- **bring water to a roiling boil for one minute, then cool to an appropriate temperature before using.**

The CRD regularly tests the water system as part of its Water Quality Monitoring Program. The advisory will remain in effect until further notice. We apologize in advance for any inconvenience this may cause.

When satisfactory results are reported from the required testing, customers will be notified that the advisory has been lifted. If you have questions, please call the Environmental Services department at 1-800-665-1636. If calling outside of regular business hours (8:30 a.m. to 4:30 p.m. Monday to Friday), please dial "5" when prompted to reach our emergency after hours contact.

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