



Alberni-Clayoquot Regional District

BEAVER CREEK WATER ADVISORY COMMITTEE MEETING

DATE APRIL 16, 2015, 2:30 PM

Regional District Board Room, 3008 Fifth Avenue, Port Alberni, BC

AGENDA

	PAGE #
1. <u>CALL TO ORDER</u>	
Recognition of Traditional Territories.	
2. <u>APPROVAL OF AGENDA</u>	
<i>THAT the Agenda of the Beaver Creek Advisory Committee meeting held on April 16, 2015 be approved.</i>	
3. <u>ADOPTION OF MINUTES</u>	
a. Beaver Creek Water Advisory Committee Meeting held February 23, 2015 be adopted.	3-5
<i>THAT the minutes of the Beaver Creek Advisory Committee meeting held on February 23, 2015 be adopted.</i>	
4. <u>CORRESPONDENCE FOR INFORMATION</u>	
a. ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM Facility Reclassification Letter & Certificate-March 17, 2015	6-7
b. KOERS & ASSOCIATES ENGINEERING LTD. Technical Memorandum No. 1-Issued March 31, 2015	8-13
5. <u>CORRESPONDENCE FOR ACTION</u>	
6. <u>REQUEST FOR DECISIONS & BYLAWS</u>	
a. BEAVER CREEK WATER ADVISORY COMMITTEE BYLAW-UPDATED	14-18
<i>THAT the BCWAC recommend that the ACRD Board of Directors adopt bylaw A1079, Beaver Creek Water Advisory Committee, 2015</i>	
b. 6300 LAMARQUE ROAD Request forgiveness of overage	19-23



Alberni-Clayoquot Regional District

MINUTES OF THE BEAVER CREEK WATER ADVISORY COMMITTEE MEETING HELD ON MONDAY, FEBRUARY 23, 2015

Regional District Board Room, 3008 Fifth Avenue, Port Alberni, BC

MEMBERS John McNabb, Chairperson, Director, Electoral Area "E" (Beaver Creek)

PRESENT: Wayne Hasler
Gord Blakey
Harold Carlson
Pam Craig

REGRETS: Ginny Stephens
Kelly Schutte

STAFF PRESENT: Russell Dyson, CAO
Andrew McGifford, Accountant
Randy Fraser, Contractor, Environmental Services
Tracy Bond, Administrative Assistant

1. **CALL TO ORDER**

The Chairperson called the meeting to order at 1:30.

The Chairperson recognized the meeting being held in the Tseshaht First Nation and the Hupacasath First Nation Traditional Territories.

2. **APPROVAL OF AGENDA**

MOVED: P. Craig
SECONDED: W. Hasler

THAT the agenda be approved as circulated.

CARRIED

3. **ADOPTION OF MINUTES**

a. **Beaver Creek Water Advisory Committee Meeting held October 28, 2015**

MOVED: P. Craig
SECONDED: G. Blakey

THAT the minutes of the Beaver Creek Water Advisory Committee Meeting held on October 28, 2015 be adopted.

CARRIED

4. CORRESPONDENCE FOR INFORMATION

- a. Correspondence dated February 6, 2015 from Island Health regarding Operating Permit for Beaver Creek Water System.

R. Dyson provided background information regarding the Operating Permit for the Beaver Creek Water System.

MOVED: P. Craig
SECONDED: W. Hasler

THAT this correspondence be received.

CARRIED

MOVED: G. Blakey
SECONDED: W. Hasler

THAT a cost analysis be completed for the McKenzie Road Pumphouse Station to remain operational in case of emergencies.

5. REQUEST FOR DECISIONS & BYLAWS

- a. **Request for Decision regarding 2015-2019 Draft Five Year Financial Plan.**

MOVED: G. Blakey
SECONDED: H. Carlson

THAT the Beaver Creek Water Advisory Committee receives the Beaver Creek Water System 2015-2019 Draft Financial Plan.

CARRIED

6. REPORTS

- a. **Personnel Update – R. Dyson**

R. Dyson updated the Committee on the status of the Environmental Services Manager position, provided information on current staffing for Beaver Creek Water, and anticipated hiring.

- b. **Development Applications Status – R. Dyson**

R. Dyson provided a brief update on the status of the Georgia Road Watermain upgrade as well as work that will be needed for new subdivisions.

MOVED: H. Carlson
SECONDED: P. Craig

THAT the Beaver Creek Water Advisory Committee receives verbal reports a-b.

CARRIED

7. LATE BUSINESS

- a. J. McNabb advised that there would be information on the next agenda regarding the cycling of Beaver Creek Water Advisory Board members to align with the Regional election.

8. NEXT MEETING

- a. The next meeting to be held in approximately 45 days. Staff to canvass the Committee for a date that works for them.

9. ADJOURN

MOVED: P. Craig
SECONDED: J McNabb

THAT this meeting be adjourned at 2:35 pm.

CARRIED

Certified Correct:

John McNabb,
Chairperson

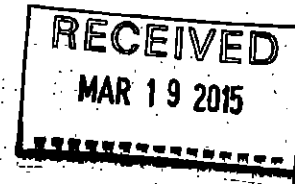
Russell Dyson,
CAO



Environmental Operators Certification Program

201-3833 Henning Drive, Burnaby, BC V5C 6N5
Ph: 604-874-4784 Fax: 604-874-4794 Toll Free 1-866-552-EOCP
eocp@eocp.ca

March 17, 2015



Attention: Mr. Russell Dyson
Chief Administrative Officer
Alberni-Clayoquot Regional District
3008 Fifth Avenue
Port Alberni, BC, V9Y 2E3

Dear Mr. Dyson:

Re: Facility Reclassification

The Environmental Operators Certification Program is pleased to enclose Certificate No. 431 which reclassifies the Beaver Creek Water Distribution System as a Class II Water Distribution System.

The EOCB classifications are done in accordance with the B.C. Guidelines that were established based on the classification templates developed in conjunction with the Association of Boards of Certification.

Yours truly,

Heather Wallace
Office Assistant

Encl.

ENVIRONMENTAL OPERATORS CERTIFICATION PROGRAM

Facility Classification

This is to certify that

Beaver Creek Water Distribution System

has been classified by the Environmental Operators Certification Program in accordance with the guidelines established with the Association of Boards of Certification as a

Class II System

Dated at Burnaby, BC on March 17, 2015

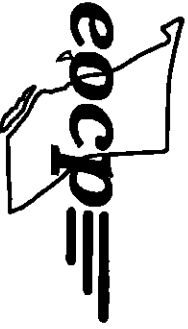


Secretary - Certification Board



President - Certification Board

Facility No. 431



This certificate must hold the EOCP embossed seal.
Facilities are reclassified every 5 years.
Member of the Association of Boards of Certification
A society incorporated under the Society Act, S.B.C. S-28724



**KOERS
& ASSOCIATES
ENGINEERING LTD.**
Consulting Engineers

E-MAILED

P.O. BOX 790
194 MEMORIAL AVENUE
PARKSVILLE, B.C. V9P 2G8
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TECHNICAL MEMORANDUM No.1

File No. 1245-147-TM No.1

Alberni-Clayoquot Regional District
Attention: Randy Fraser
Manager of Environmental Services
Operating Procedures for Beaver Creek Water System



Issued: March 31, 2015

Previous Issue Date: March 12, 2015

1. Objective

The objective of this technical memorandum is to develop operating procedures for the Beaver Creek Water System.

2. Background

Since its inception in 1959, the Beaver Creek Water system has been responsible for the treatment of raw water pumped from the Stamp River. In 2014 the Beaver Creek Water System changed its source of water to treated water (Potable) supplied from the City of Port Alberni Water System via the Strick Road Pump Station. On February 6, 2015, the Alberni Clayoquot Regional District (ACRD) received a letter from Island Health, effective June 20, 2014, which enclosed a Permit to Operate (attached). The Permit stated that the ACRD is permitted to operate the Beaver Creek Water System and is required to operate the system in accordance with the drinking Water Protection Act and in accordance with the terms and conditions set out in the permit (appendix A) and conditions established as part of any construction permit.

3. Operational Considerations

Water Source

Connection with Port Alberni Water System

On June 20, 2014, the ACRD and the City of Port Alberni entered into an agreement where the City provides potable water at the "connection point" (Strick Road Pump Station) and the ACRD is responsible for ensuring the water remains potable in the Beaver Creek Water System.

Stamp River

On June 20, 2014, the ACRD was directed by Island Health to disengage the Stamp River water source from the Beaver Creek Water System. The Stamp River Source may be utilized under emergency conditions with the issuance of Boil Water Notice in consultation with the Drinking Water Officer.

Water Treatment

The ACRD is not required to provide treatment at the "connection point" as the source water provided is potable.



Technical Memorandum No. 1
Operating Procedures for Beaver Creek Water System

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Disinfection and Monitoring Requirements

The ACRD shall adhere to the monitoring requirements outlined in the Island Health Permit to Operate to ensure the efficiency of disinfection throughout the distribution system according to industry standards or as directed by the Drinking Water Officer.

The ACRD is not required to add additional disinfection at the “connection point” on Strick Road. The ACRD must monitor the disinfection residual throughout the system to ensure that the system has a detectable chlorine residual. As part of the operating procedures, the ACRD should monitor the chlorine residual levels at the following locations:

- Connection point (Strick Road Pump Station).
- Mid system, a dead end location east of Beaver Creek Road.
- Mid system, a dead end location west of Beaver Creek Road.
- The furthest point from the “connection point” such as the north end of Beaver Creek Road.

Re-chlorination of the water is only required if the chlorine disinfection levels are not maintained throughout the system. The ACRD should conduct weekly monitoring of these sample points and trend key locations, such as the “connection point” and reservoirs. A review of the ACRD water system information should be completed weekly and if the residuals are not maintained then re-chlorination procedures should be implemented.

The SCADA system should record and trend this information for the Strick Road Pump Station, Kitsuksis Reservoir, and North Reservoir. The ACRD should also notify the City of Port Alberni should the chlorine disinfection drop below a residual of 0.3 mg/L and immediately if a chlorine residual is not detected.

General Chemical Testing Requirements

The ACRD should conduct full chemical testing of water samples on an annual basis at a minimum of three locations. The parameters of the testing shall include the list specified in the Island Health Guidelines for Approval of a Waterworks System or as direct by the Drinking Water Officer. The testing lab must be one approved by the Provincial Health Officer. These results should be forwarded to Island Health for their records as well as the City of Port Alberni.

Disinfection byproducts Trihalomethanes (THM) and/or Haloacetic Acids (HAAs)

The ACRD should conduct quarterly testing for THM’s and HAA’s where potential disinfection byproduct formation is at its highest. We recommend at a minimum that the ACRD test at the “connection point” and the north end of Beaver Creek Road. The average of the results must comply with the Guidelines for Canadian Drinking Water Quality. Presently the maximum acceptable concentrations (MAC) are 0.1 mg/L for THM and 0.08 mg/L for HAA. Results that exceed these MAC parameters are to be reported to the Drinking Water Officer as well as the results at the “connection point” should be forwarded to the City of Port Alberni.

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Bacteriological Testing

We recommend that at a minimum the ACRD conduct monthly testing for E.Coli and Total Coliform at a minimum of three locations throughout the distribution system. The results must comply with the Guidelines for Canadian Drinking Water Quality, which states that there must be none detectable per 100 mL. Results that exceed these parameters are to be reported to the Drinking Water Officer.

Turbidity

The ACRD shall monitor the turbidity levels in the water system for record purposes, however the ACRD is not required to maintain the turbidity below 1 NTU at the “connection point” as the ACRD is receiving potable water. The published decision tree matrix for potable water distribution piping does not require issuing communication to the public unless the water is noticeably turbid, however all events should be recorded in SCADA.

Should the turbidity level go above 1 NTU, the ACRD is not required to shut down the “connection point” or report to the Drinking Water Officer but should discuss with the City of Port Alberni to determine the cause of the increased turbidity. Health Canada states the following:

“Monitoring turbidity in the distribution system can help identify areas where there may be changes to the water quality, such as biofilm growth, suspension of biofilms, release of corrosion products and disturbance of sediments. Monitoring turbidity in the distribution system may also provide an indication of potential contaminant intrusion from leaks, line breaks, pressure fluctuations or backflow. Turbidity within the distribution system can be monitored in conjunction with other parameters, such as pH, disinfectant residual and pressure, which also offer instant results on site. When integrated with routine monitoring activities in this way, deviations from normal conditions can be detected, and drinking water quality throughout the distribution system can be better understood. Similarly, turbidity measurements can inform maintenance schedules and aid in the detection of problems related to the condition of reservoirs, standpipes or holding tanks and infrastructure.

While such monitoring activities will aid in the detection of potential drinking water quality issues, decisions concerning corrective actions or the need for boil water advisories are made at the local or provincial/territorial levels. Such decisions would be based upon a risk management/risk assessment approach, taking into account other water quality parameters and site-specific knowledge. Increases in turbidity levels in the distribution system do not automatically signal the need for the issuance of a boil water advisory. However, unusual, rapid, or unexpected increases in distribution system turbidity can be indicative of deteriorating water quality and should be investigated.”

The ACRD should review its shutdown procedures for the Strick Road Pump Station based on turbidity. We recommend that at a turbidity limit of 1 NTU the station send out a general alarm however the pumps should not be shut down until the level exceeds 3 NTU for 2 minutes. The turbidity should be monitored and once it drops below 1 NTU for 2 minutes the pump may restart.

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Maintenance and Operating Procedures

The ACRD is required to adhere to BCWWA standards or equivalent for:

- Cross connections: All service connections should have double backflow preventers.
- Sampling Ports: Permanent water sampling stations should be set up at each designated testing location. These should consist of an insulated lockable box that contains a 19 mm flushing port and a 6 mm sampling tube.
- Reservoirs: Review cleaning procedures for each reservoir. We recommend that the ACRD follow AWWA Manual M42, which recommends that each reservoir (tank) be drained and inspected a minimum of once every 3 years.
- Distribution Lines: We recommend that the ACRD develop a unidirectional flushing program and proceed with an annual flushing program in March or April of each calendar year.
- Disinfection equipment: Review the location and redundancy of equipment. We recommend that the ACRD consider dosing with a lower concentration of chlorine such as 6% or 0.8% to increase the flow rate through the dosing pumps.
- System Planning: We recommend that the ACRD consider updating the Water Study on a 5 or 10 year basis depending on growth or system changes.
- DCC Updates: We recommend that the ACRD consider updating the DCC update on a 5 year basis and a minor update on 2 year basis depending on growth and/or inflation.

Best Practices Manual

The ACRD should develop a best practices manual for the Beaver Creek Water System, which includes the following:

- A summary of legislation, regulations and guidelines applicable to small water systems.
- A description of general operating and maintenance requirements for pumping and distribution facilities; sampling and testing schedules; safety, seasonal use and emergency planning.
- A description of best practices for various elements of a water system's operation, including templates for record keeping (metering data, water quality testing, routine O&M (operations and maintenance) tasks, repair notation, etc.).
- A list of additional resources that Regional District staff should consult for guidance on topics that are most relevant to the water system.
- Develop a notification protocol with the City of Port Alberni and Island Health.

4. Conclusions

- 1) On June 20, 2014 the ACRD received a new Permit to Operate from Island Health.
- 2) On June 20, 2014 the Beaver Creek Water System transferred its source water from untreated off the Stamp River to treated water supplied by the City of Port Alberni.
- 3) The Permit to Operate from Island Health states that the ACRD is not required to provide treatment on the water received from the City of Port Alberni
- 4) The ACRD is required to adhere to the monitoring requirements to ensure the efficiency of disinfection throughout the distribution system according to industry standards or as directed by the Drinking Water Officer.
- 5) Re-chlorination of the water is only required if the chlorine disinfection levels are not maintained throughout the system.

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- 6) Should the turbidity level in the Beaver Creek Water System go above 1 NTU, the ACRD is **not** required to report the levels to Island Health, but it should be discussed with the City of Port Alberni to determine the cause of the increased turbidity.
- 7) The ACRD is required to adhere to BCWWA standards or equivalent for cross connections, sampling ports, reservoirs, distribution lines, disinfection equipment, and system planning.

5. Recommendations

- 1) The ACRD follow the Permit to Operate issued by Island Health effective June 20, 2014.
- 2) The ACRD monitor the chlorine residual levels at the following locations; connection point, mid system dead end east of Beaver Creek Road, mid system dead end west of Beaver Creek Road, and the furthest point from the "connection point", which would be the north end of Beaver Creek Road.
- 3) The ACRD conduct weekly monitoring of the chlorine residual sample points and trend key locations such as the "connection point" and reservoirs. A review of the ACRD water system information should be completed and if the residuals are not maintained then additional measures should be taken such as re-chlorination.
- 4) The ACRD conduct full chemical testing of water samples on an annual basis based on the parameters specified in the VIHA Guidelines For Approval of a Waterworks System or as directed by the Drinking Water Officer.
- 5) The ACRD conduct quarterly testing for THM's and HAA's where potential disinfection byproduct formation is at its highest.
- 6) The ACRD conduct monthly testing for E.Coli and Total Coliform at a minimum of three random locations throughout the distribution system.
- 7) The ACRD monitor Turbidity at the "connection point" and reservoirs for record purposes. Should the Turbidity go over 1 NTU then the ACRD should discuss this with the City.
- 8) The ACRD adhere to BCWWA standards or equivalent for the following:
 - Cross connections: Review the service connections and implement a program to ensure each service connection has a double backflow preventer.
 - Sampling ports: Review the water sampling stations and upgrade as required.
 - Reservoirs: Review maintenance records and implement a cleaning and inspection program in accordance with AWWA M42 for steel tanks.
 - Distribution lines: Review the flushing program and implement a unidirectional flushing program on an annual basis.
 - Disinfection equipment: Review the location of the re-chlorination sites and the chlorine concentration levels of the dosage to ensure the pumps are operating above minimum flow rates.
 - System planning: Review the current Water Study and consider updating on a 5 or 10 year basis depending on growth or system changes,
 - System planning: Review the current DCC and considering a major update on a 5 basis or a minor update on a 2 year basis depending on growth and/or inflation.
- 9) The ACRD develop a Best Practices Manual for the Beaver Creek Water System.

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Operating Procedures for Beaver Creek Water System

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Yours truly,

KOERS & ASSOCIATES ENGINEERING LTD.

Prepared By:



Mitchell Brook, P.Eng
Project Engineer

Reviewed By:



Chris Downey, P.Eng
Project Manager



Memo

To: Beaver Creek Water Advisory Committee

From: Wendy Thomson, Manager of Administrative Services

Meeting Date: April 10, 2015

Subject: Beaver Creek Water Advisory Committee Bylaw - Updated

Recommendation:

THAT the BCWAC recommend that the ACRD Board of Directors adopt Bylaw A1079, Beaver Creek Water Advisory Committee, 2015.

Background

Attached for consideration by the Beaver Creek Water Advisory Committee is an amended Committee bylaw.

Amendments to the Bylaw include staggering appointment terms for members in order to ensure continuity of experience among members of the Committee, allowing members to stand for re-appointment for an additional term and some general housekeeping amendments.

If this new Bylaw is adopted by the ACRD Board, the Board will have to re-do member appointments to the Committee to reflect the staggered terms.

Submitted by:

Wendy Thomson,
Manager of Administrative Services



Alberni-Clayoquot Regional District

Bylaw A1079

**A BYLAW TO ESTABLISH A STANDING COMMITTEE KNOWN AS
THE BEAVER CREEK WATER ADVISORY COMMITTEE**

WHEREAS the Alberni-Clayoquot Regional District has been granted the authority to operate the Beaver Creek Water local service area;

AND WHEREAS the Board of Directors wishes to appoint a standing committee known as the Beaver Creek Water Advisory Committee to advise on matters relating to the service, including but not limited to system planning, annual budgets and capital works;

AND WHEREAS the *Local Government Act* permits the Board of Directors to delegate administrative duties to a standing committee and to set terms, conditions and restrictions on its activities;

NOW THEREFORE the Board of Directors of the Alberni-Clayoquot Regional District enacts as follows:

1. TITLE

This Bylaw may be cited as “**Beaver Creek Water Advisory Committee Bylaw No. A1079, 2015.**”

2. INTERPRETATION

ACRD means the Alberni-Clayoquot Regional District.

Board means the Alberni-Clayoquot Regional District Board of Directors.

CAO means the Chief Administrative Officer of the Alberni-Clayoquot Regional District or his/her designate.

Director means a Director of the Alberni-Clayoquot Regional District Board of Directors.

Committee means the Beaver Creek Water Advisory Committee.

Member means representative appointed by the ACRD Board to the Beaver Creek Water Advisory Committee.

Service means the Beaver Creek Water service.

3. ESTABLISHMENT OF COMMITTEE & MEMBERSHIP

- a. The Committee shall be comprised of the following Members:
 - i. Seven (7) Members at-large from the Beaver Creek Community nominated by the Director for Electoral Area "E" (Beaver Creek);
 - ii. The Director for Electoral Area "E" (Beaver Creek) or his/her alternate;
- b. One (1) ex-officio non-voting Member being the CAO or his/her designate.

4. APPOINTMENT AND TERM

- a. Members shall be appointed by the Board for a three year term. In order to ensure continuity of experience among the Members, the initial appointment of Members shall be staggered with four (4) Members appointed for a three (3) year term and three (3) Members for a two (2) year term.
- b. Members of the Committee may stand for re-appointment by the Board at the conclusion of their term. Members may not service on the Committee for more than two (2) consecutive terms.
- c. The Board may, at any time, remove any Member of the Committee and any Member of the Committee may resign at any time upon sending written notice to the Chairperson of the Committee.
- d. The Board may dissolve the Committee and rescind this Bylaw, following written notice being provided to all Members.
- e. Members of the Committee shall serve without remuneration.

5. MEETING PROCEDURES

- a. The Director for Electoral Area "E" (Beaver Creek) or his/her alternate shall be the Chairperson of the Committee.
- b. Meetings of the Committee shall be held quarterly or at the call of the Committee Chairperson, time and location to be determined by the Chairperson of the Committee.

Bylaw A1079, Beaver Creek Water Advisory Committee

- c. A majority of the Committee Members present shall represent a quorum, one of whom must be the Director of Electoral Area "E" (Beaver Creek) or his/her alternate.
- d. Meetings of the Committee shall be conducted and held in accordance with the Regional District's Procedures Bylaw.
- e. The ACRD secretarial staff will provide support to the Committee including preparing agendas, recording the minutes of all meetings and ensuring Committee agendas, minutes etc. are circulated electronically to all Members and the Board.

6. ACTIVITIES/DUTIES OF THE COMMITTEE

- a. The Committee may undertake a review and advise on the following:
 - i. Budgeting for the Beaver Creek Water System;
 - ii. Future capital planning and budget implications;
 - iii. Matters relating to the service such as regulations and policy.

7. REPORTING TO THE BOARD OF DIRECTORS

- a. The Chairperson will report to the Board on the activities of the Committee.
- b. Recommendations from the Committee to the Board must be adopted by the Committee prior to presentation to the Board.
- c. On behalf of the Committee, the CAO or his/her designate will provide advice and professional assistance to the Committee including writing letters, correspondence and preparing reports to the Board.

8. RESPONSIBILITY OF THE BOARD

- a. The Board shall consider any recommendation from the Committee and either approve, modify or reject it.

9. RESCINDED

- a. Bylaw 1076, Beaver Creek Water Advisory Committee, 2012 and Bylaw A1076-1, Beaver Creek Water Advisory Committee Amendment, 2013 are hereby rescinded.

Read a first time this _____ day of _____, 2015.

Bylaw A1079, Beaver Creek Water Advisory Committee

Read a second time this day of , 2015.

Read a third time this day of , 2015.

Reconsidered and adopted this day of , 2015.

Chairperson

Chief Administrative Officer

DRAFT



REQUEST FOR DECISION

To: Beaver Creek Water Advisory Committee
From: Andrew McGifford, Acting Manager of Finance
Meeting Date: April 16, 2015
Subject: 6300 Lamarque Road

Recommendation:

That the Beaver Creek Water Advisory Committee reverses the \$314 overage from August 2014 and forgives \$954 overage from October to December 2014 as the leak forgiveness for the property located at 6300 Lamarque Road.

Background:

The home owners were provided forgiveness in the amount of \$314 for an overage in August of 2014. All the accessory lines were checked and shutoff and no leaks were detected based on an observation of the meter by the water maintenance employee at the time. Meter reading in December 2014 discovered there was another overage which was from the leaking toilet that the owners could not hear leaking, that has now been fixed.

The leak policy was changed during the period that the leak occurred and was changed from a onetime forgiveness of a quarterly overage to a 50% reduction of a total leak overage. Staff's position in these circumstances was to provide the solution that was the best benefit to the property owners; the recommendation provides the greater benefit.

The options to considered are:

- 1) Provide the property owners a onetime forgiveness of \$954 based on the leak being greater in the October to December period and reverse the \$314 forgiveness in July to September.
- 2) Combine the two leak overages to bring the total to \$1,268 (\$954+\$314) and provide a leak forgiveness of \$643.
- 3) The Beaver Creek Water Advisory Committee provides leak forgiveness greater than specified in the ACRD water leak policy.

Submitted by: _____

Andrew McGifford, Acting Manager of Finance

Approved by: _____

Russell Dyson, Chief Administrative Officer



RECEIVED
APR 09 2015

Leak Adjustment Request Form

Property owners can apply for a leak adjustment for excess water volume charges resulting from a leak. To be eligible for a leak adjustment you must have repaired the leak in a reasonable time from the discovery of the leak, and provide proof of the leak repair (receipts for any materials or services related to that repair).

If you wish to apply for a leak adjustment, please complete the form below and return it to our office as soon as possible with the necessary receipts. If your leak adjustment request is approved, a credit of fifty percent (50%) of the dollar amount of the overage will be applied to your account, and you will receive an amended bill.

Application Date:	March 30. / 2015
Name of Owner(s)	Ewald & Martha Boehm
Telephone #:	250 - 724 - 0842
Mailing Address:	6300-Lamarque Rd, Port Alberni
Service Address:	" " " " "
Description of Leak and Repairs: (if necessary, please use another page)	already sent in

Please enclose copies of the receipts for any materials or services related to the repair.

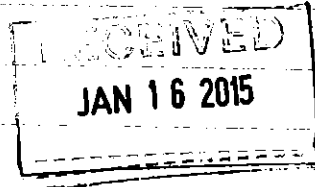
As the owner of the property, I hereby apply for a billing adjustment and confirm that the above and attached information is true and accurate.

Signature of Owner: ^{P.O. for Ewald} Martha Boehm	Date: March 30 / 15
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Office Use Only

Approved: Yes <input type="checkbox"/> No <input type="checkbox"/>	By:	Amount:
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Alberni Clayoquot
Regional District



[REDACTED]
Ph. 250-724-0843

Jan. 14/15

To Whom it may concern

In response to your letter about over normal water-use, we would like to tell you, we had a plumber check the outside and inside waterline, no leakage was found there, but the Toiled Tanks had a problem, which is now fixed. We enclose a copie of the bill.

At this point, we like to ask for forgiveness of the overage, please.

Sincerely

Marta Boehm

P.O.B. for Erwald Boehm, also

In response to your letter, about
high over normal water use, We would like to
tell you, we had a licenced Plumber
check the outside and inside Waterline.
No Leaking was found on the outside, but
the Toilet-Tank had a problem which is
fixed now. We enclose a copie of the bill
and service charge for your convenience
at this point We like to ask for
forgiveness of the oversage, please

Sincerely

Martha Boehm

P.O. Box for Erhard Boehm
also

950-918-2575



REQUEST FOR DECISION

To: Beaver Creek Water Advisory Committee

From: Andrew McGifford, Acting Manager of Finance

Meeting Date: April 16, 2015

Subject: 6379 Fayette Road

Recommendation:

That the Beaver Creek Water Advisory Committee does not provide the additional leak adjustment request for the owners as the past practice and policy was followed.

Background:

The leak occurred over the change in leak adjustment policies and owners were provided with a onetime forgiveness of \$1,396.00 for the period October to December 2014. The next invoice has another overage of \$936.20 for the period of January to March 2015. The leak was over two different reading periods and two different leak policies. Staff has the following options in this circumstance and the Water advisory committee can approve amounts over and above:

- 1) Provide the owners a onetime forgiveness of one quarter's overage under the prior leak policy, the amount of \$1,396 would be forgiven for the period of October to December 2014 (Currently the method selected).
- 2) Provide a forgiveness of 50% on the total leak for overages of \$2,332.20 under the new water leak policy which would amount to \$1,166.10 (50%).
- 3) The water advisory committee directs staff to provide the owners a leak adjustment greater than either policy.

The forgiveness provided has allowed the owners the best possible outcome. Any further amount would be greater than past practice and would not meet the current policy. Any further amount would be greater than past practice and would not meet the current policy.

Submitted by: _____
Andrew McGifford, Acting Manager of Finance

Approved by: _____
Russell Dyson, Chief Administrative Officer

Andrew McGifford

From: Teri Fong
Sent: February-20-15 10:23 AM
To: Andrew McGifford
Subject: FW: Attention! Terri Fong!

From: Teresa [<mailto:ponygirl-55@hotmail.com>]
Sent: February-17-15 9:10 AM
Subject: Attention! Terri Fong!

Dear Terri Fong
17th/2015

February

I am writing in regards to the discussion we had about my over usage of water due to a major leak on my property.

Unfortunately, my husband was away at the time the major leak was discovered, he did not return home immediately. When he finally did come home from sea, we had 1 week to repair the problem, which involved a large sum of money and an excavator. The work has been done and there is no leak, that we know of. We cannot afford the large sum of money that accumulated from the leak problem, even though we asked previously for a one time excuse. The period of the water leak ran into two time periods and the remainder of our bill is \$1,065.20. We are kindly asking if you will consider including this large sum of money into the one time forgiveness, as we do not have the money to afford this and neither of us are working at the present time.

Could you please send confirmation that you received my letter to ponygirl-55@Hotmail.com

Thank-you Kindly for your Consideration in this matter,
Sincerely, Teresa Daynard

6379 FAYETTE RD.



REQUEST FOR DECISION

To: Beaver Creek Water Advisory Committee
From: Andrew McGifford, Acting Manager of Finance
Meeting Date: April 16, 2015
Subject: 6498 Beaver Creek Road

Recommendation:

That the Beaver Creek Water Advisory Committee forgives the overage amounts of \$2,356.00 for the period January to March 2015 on the property located at 6498 Beaver Creek Road.

Background:

There was a leak that occurred at some point in late November 2014 before the meter was read on December 10, 2014. A consumption notice was brought to the residence and there was no one home to receive notification on December 18, 2014. On January 19, 2015 the water was turned off and the leak found right by the meter by the BCWS maintenance workers and was repaired.

The time between the initial notification and the shutoff of water was over one month. The owner's son has done everything possible to minimize the leak and currently there is no leak present. The invoice from January to March 2015 was provided, a leak adjustment of 50% as per leak policy was paid in the amount of \$516.

The invoice from for the second quarter of 2015 covers the read period of December 10, 2014 to March 17, 2015 and shows another overage of \$2,356 due. The time delay in notification and shutoff is the main contributor to the \$2,356 leak overage and should be waived.

Submitted by: _____
Andrew McGifford, Acting Manager of Finance

Approved by: _____
Russell Dyson, Chief Administrative Officer

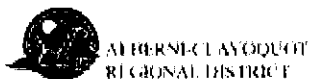
Loreen Brown

From: Andrew McGifford
Sent: April-09-15 11:36 AM
To: Loreen Brown
Subject: FW: 6498 BC rd

Hi Loreen,

Please add the information below to the BC Advisory agenda.
Zdebiak file info

Andrew McGifford
Alberni-Clayoquot Regional District
Acting Manager of Finance
(250) 720-2717 (Phone)
(250) 723-1327 (Fax)
andrew.mcgifford@acrd.bc.ca



This e-mail is confidential and may be privileged. Any use of this e-mail by an unintended recipient is prohibited. If you receive this e-mail in error please notify me immediately and delete it.

From: Keith Looker
Sent: April-09-15 10:42 AM
To: Andrew McGifford
Subject: 6498 BC rd

Andrew

Here are the readings, dates and times for 6498 Beaver Creek rd

April/01/2015	13:02	1955.555m3
April/02/2015	09:45	1955.820m3
April/04/2015	11:40	1956.356m3
April/07/2015	16:25	1957.122m3

Bob met with homeowner and plumber yesterday and there doesn't appear to be any leakage, the readings taken appear to be average daily use. Looks like the problem may have been solved before we started taking readings. Because of this the homeowner is thinking that the meter is faulty, we can do a simple test to prove that it is working properly, but if you want a certified test it will have to go back to the factory, and if it is not faulty the homeowner will have to pay the costs.

Keith

RECEIVED

APR 08 2015



Parksville 248-8743 Nanaimo 758-8582
Port Alberni 723-8774 Ladysmith 245-5666

MAIL PAYMENT TO:

Accounting Dept.
817 Allsbrook Road, Parksville, BC V9P 2A9

DATE OF SERVICE		
MONTH	DAY	YEAR
04	1	2015
BRAD TEVES		
SERVICE TECHNICIAN'S NAME		

INVOICE NO.	112674
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SEWER & DRAIN	<input type="checkbox"/>	PLUMBING	<input checked="" type="checkbox"/>	DRAIN TILE	<input type="checkbox"/>
PIPELINE INSPECTION	<input type="checkbox"/>	EXCAVATION	<input type="checkbox"/>	SEPTIC	<input type="checkbox"/>

RECALL

CUSTOMER NAME MOE ZDEBIAK		CUST. PHONE # 723-2746	
MAILING ADDRESS 6498 BEAVER CREEK RD.			
CITY PORT ALBERNI	PROV. BC	POSTAL CODE	P.O. / AUTHORIZATION / JOB #
JOB ADDRESS (IF DIFFERENT THAN BILLING ADDRESS)			

ESTIMATE

My estimate for performing this work is:

\$ _____
plus tax

WORK ORDER AUTHORIZATION

I authorize Roto-Rooter to perform the described services and I agree to pay the amounts indicated. I understand that Roto-Rooter is not responsible for broken, settled, rusted, deteriorated, or lead pipes, fixtures, or clean outs and any damage resulting from cleaning or repairing such lines. In addition, I understand that Roto-Rooter will not warranty garbage disposal drain lines and will not warranty toilet wax seals that are installed on tile floors or sub-floors.

PRINT NAME _____

SIGNATURE *M. Zdebiak*

COMPLETION

I acknowledge completion of the below described work which has been done to my complete satisfaction.

SIGNATURE _____

DESCRIPTION OF WORK

CAME BY TO CHECK METER
AGAIN - SHUT WATER OFF TO
HOUSE METER NOT SPINNING
TURNED WATER ON. METER
NOT SPINNING. CHECKED
HOUSE FOR LEAKS NO
LEAKS
CHECKED YARD FOR LEAKS
NO LEAKS.
BOB HARRIGAN FROM WATER WORKS
CAME BY AND ALSO SAID THE
LINE LOOKS GOOD.
METER MAY BE FAULTY OR A WRONG
READING WAS TAKEN. NEW METER
HAS 6 DIGITS INSTEAD OF 5
- 4280.
SERIOUS DISC = 72.00
1-TRUCK PARTS = 6.00

**NEW!
SEPTIC &
GREASE
TRAP
PUMPING**

RECOMMENDED REPAIRS OR REPLACEMENT

couple 10' of

PAYMENT DUE UPON RECEIPT

- CASH
- CHEQUE NO. 221 *
- CREDIT CARD

LATE CHARGE OF 2% PER MONTH ON OVERDUE ACCOUNTS

*In the event cheque is returned the COMPANY will charge the CUSTOMER a \$45.00 processing fee.

LABOUR \$	72.00
TRUCK/PARTS \$	6.00
BN# 129388344 G.S.T \$	3.90
P.S.T \$	/
INVOICE TOTAL \$	81.90