

**20230213**

## **RE: Water Quality Issues in Lower Zone of the Okanagan Falls water system**

The Regional District of Okanagan-Similkameen would like to recognize that there are water quality issues in the Lower Zone of the Okanagan Falls water system.

Customers in the Lower Zone likely have experienced a further decrease in water quality over the past week while we have been performing scheduled maintenance on Well #5. During this past week, Well #2, which has elevated iron and manganese, has been the only well supplying the Lower Zone.

Iron and manganese create water quality issues, staining and discoloration, in the water when exposed to the air (in the storage reservoir) and chlorine which is required in the Lower Zone. When the water moves slowly through the distribution network there is more time for the discoloration and staining from the iron and manganese to occur.

Normally, both Well #2 and #5 operate at the same time, thereby blending the water together and reducing the total amount of iron and manganese in the water available to contribute to discoloration. The Operators conduct regular flushing of the distribution system, however, this only provides for temporary improvements.

Maintenance activity on Well #5 is expected to be completed before the end of next week, February 17, 2023. Thank you for your patience during this critical maintenance activity for the water system.