



CRITICAL WATER SERVICE DISRUPTIONS

WATER SYSTEM FLUSHING

February 22, 2022 – March 2, 2022

The District of Ucluelet is taking new and extra efforts to improve the drinking water quality and is completing water system flushing. We acknowledge the extreme burden this process has on residents, businesses, and visitors of Ucluelet. We sincerely apologize for the impacts this process will have on your home and business during the flushing periods. The work we are doing now will improve the quality of water and prepare the infrastructure for the new water filtration facilities coming soon.

What?

The District of Ucluelet will be flushing all District water pipes, and your water supply/quality will be affected. We anticipate significant impacts on water quality, including brown water and low water pressure, during the flushing periods for all users of the municipal water system.

When?

The overall flushing period is from February 22, 2022 – March 2, 2022. The District has been divided into (12) twelve unique zones, each will be flushed on a specific date. The tentative flushing dates for each zone is in the table below. Flushing in each zone will occur between 8:00AM – 4:00PM. System flushing will not occur on weekends to allow a break for residents and businesses.

Who Does It Affect?

Everyone who receives water from the municipal water system including Ucluelet, portions of the ACRD Area 'C', and Yuuʔuʔiʔaʔ will be affected. Residents in the specific flushing zone will see the most impact during flushing, although other zones will likely also see increased discolouration throughout the entirety of the flushing program.

Why?

Sediment in the form of iron and manganese has accumulated in the system and flushing will help reduce the amount of sediment in the system, improving District's water quality. Flushing is a safe and effective method to remove sediment from the system. The District is completing an initiative to improve the water quality by improving the annual maintenance routine as defined in [Ucluelet's Clean Drinking Water Action Plan](#).

How?

The Public Works team will be working with a contractor and completing the flushing procedure by isolating one zone at a time (12 zones in total) then strategically opening fire hydrants to release water and sediment from the water system.



What to Expect?

System flushing stirs up sediment in the water system. The adverse affect of system flushing is extremely discoloured water and low pressure. It is highly likely you will experience discoloured water and low water pressure at your home and/or business during flushing periods. We strongly recommend not using the municipal water supply during your zone's flushing periods.

Instructions for Homes and Businesses

1. **Residential Homes:** During flushing in your zone, we recommend that you not use the municipal water supply. Please do not use your water in any capacity including opening water taps, flushing toilets, doing laundry, having showers and baths, or using dishwashers. Using the municipal water during flushing periods could draw sediment into the water supply pipes of your building and require additional flushing in your home/business.
2. **Businesses:** We are requesting that businesses follow the same instruction as homes; however, certain business will have extreme challenges operating normally without access to water during their flushing period. Businesses should plan to limit their use of municipal water as much as possible during flushing periods.
3. After flushing in your zone is completed, we recommend fully opening your taps for 15 minutes to flush any sediment out of your service piping. In most cases, the water should begin to clear within 10 to 15 minutes. If the water does not clear, please contact Public Works at (250) 726-8587.

Is The Water Safe To Use/Consume?

During flushing residents, business and visitors will see increased levels of manganese and iron discolouration in the water. Although the presence of increased sediment discolours the water there is no risk for the consumption or use of the water. The primary negative effect is increased buildup of sediment in hot water tanks, private water filtration systems and discolouration of laundry.

Updates and Additional Information

Up-to-date information will be posted to the District's website and Facebook page. Please note, flushing dates may change due to unforeseen circumstances and those changes will be updated throughout the flushing period. Information concerning the District's Clean Drinking Water Action Plan and general water system facts can be found on the [District's website](#).

Important Contacts

Questions, concerns, and feedback can be directed to the District of Ucluelet's Director of Engineering Services, James MacIntosh at jmacintosh@ucluelet.ca or 250-726-7744. We will appreciate receiving as much feedback as possible, because it will be recorded and used to help improve the practice.