Agenda

Drinking Water Town Hall Meeting

Arrival & Independent Storyboard Review

Mayor Mike Richman
Welcome & Opening Remarks

Facilitator Catherine Rockandel
Agenda Overview
Group Agreements & Meeting Process

CAO Nikki Gilmore
Introduction of Expert Panel
Staff Tasks & Projects

Graham Schulz, ISL Engineering
Review of Test Results

Kevin Wong – Canadian Water Quality Association
(via teleconference)
Overview of Water Chemistry & Plumbing Interactions

Facilitated Question & Answer Period

Mayor Mike Richman and CAO Nikki Gilmore
Timeline & Next Steps

Erin Stewart Elliott
Visual Record Explanation

Mayor Mike Richman
Thank you & Wrap-Up

Biographies
Expert Panel

Facilitators

Catherine Rockandel is a certified professional facilitator by the International Association of Facilitators (IAF) and has completed the professional facilitator program offered by the Institute of Cultural Affairs (ICA). As well she has undertaken training on facilitating dialogue on divisive issues. Catherine works to help her clients, their stakeholders and partners connect more deeply with one another, and with their common concerns and purpose.

Erin Stewart is a graphic facilitator who has worked in various capacities, including as an instructor of Community Development and Leadership in the Sea to Sky corridor for 12 years. She brings her values of shared leadership, collaboration and honest communication to
all the work she does.

Expert Panel

Dr. Paul Martiquet is a Medical Health Officer with Vancouver Coastal Health Authority, where he's responsible for monitoring the overall health status of the region and providing leadership, support and advice about community medicine and health. Dr. Martiquet was educated at McGill University and the University of Toronto and practiced family medicine in Ontario before moving into the field of community medicine. He moved to B.C. in 1993 to take up the post as Medical Health Officer for Coast Garibaldi Health. Working closely with the Provincial Health Officer, Dr. Martiquet is involved with publishing the annual Report on the Health of British Columbians and is the past Chair of the Health Officers Council of BC (2008-2010). Paul is also an adjunct professor in the Faculty of Medicine at UBC and SFU.
Len Clarkson is a Drinking Water Officer and Water Protection Specialist for Vancouver Coastal Health, and represents VCH on the Drinking Water Leadership Council. Len also chairs the water safety committee and small water systems committee for VCH. He also volunteers with the BC Water and Waste Association and is the past chair of the Drinking Water Committee.

Kevin Wong, BSc. MBA, has held senior positions at Cimatec and Jacques Whitford Environmental, and is a technical director at the Canadian Institute of Plumbing & Heating, is involved with the Canadian National Standing Committee for Plumbing and HVAC, and is the executive director of the Canadian Water Quality Association (CWAQ). The CWAQ promotes the individual right to quality water; educates water quality professionals; promotes the growth of the water quality improvement industry; serves as a unified voice in government and public relations; and provides a role in consumer education. Kevin is very active in the water industry both on the regulatory side as well as the treatment side, having helped developed the NSF 372 standard for low lead and the CSA B483.1 Standard for water treatment systems. He is an expert on lead in drinking water.

Graham Schulz is a Senior Project Engineer at ISL Engineering and Land Services Ltd, where he's worked for the past 10 years. He's been working with the VOP since 2008 and is very familiar with our water infrastructure.

Communications Timeline
March 10th to April 5th, 2016

THURSDAY, MARCH 10th:

- Press release emailed out to 28 local and national media partners
- Public notice emailed to 24 Pemberton community groups including School District No. 48, Growing Great Children, SLRD, Lil'wat Nation, Pemberton Valley Dyking District and the Chamber of Commerce
- Mail drop (comprised of notice and health sheet) prepared and delivered to Canada Post for distribution to 2200 residents in Pemberton and SLRD Electoral Area C (Canada Post delivers following day as per their procedures for mail drops)
- Public notice and health sheet posted at www.pemberton.ca
- Public notice posted on the Village of Pemberton Facebook page (840 Followers)

FRIDAY, MARCH 11th:

- Village of Pemberton eNews with first round of test results and FAQ was distributed to it's 442 subscribers (for reference, 203 subscribers opened the email)
- Drinking Water Quality Additional Points posted at www.pemberton.ca
- Water Sampling Area shared at www.pemberton.ca

MONDAY, MARCH 14th:

- Link shared to Drinking Water Backgrounder brochure at www.pemberton.ca and on Facebook

TUESDAY, MARCH 15th:

- Posters placed throughout town at the Village's notice boards, the community centre, the grocery stores, BlueShore Financial, and Pioneer Junction & Peaks notice boards
- Drinking Water Update posted at www.pemberton.ca and Facebook reminding residents to flush tap water, advising that further testing will take place, and that a Town Hall Meeting has been scheduled for April 5th.
- Sandwich boards installed in neighbourhoods and at grocery store reminding residents to visit www.pemberton.ca for drinking water updates
- Open question period for drinking water questions at the Council Meeting

THURSDAY, MARCH 17th:

- Frequently Asked Questions document drafted and posted at www.pemberton.ca and on Facebook
- Town Hall Meeting details announced at www.pemberton.ca and on Facebook

Communications Timeline
March 10th to April 5th, 2016

FRIDAY, March 18th:

- Drinking Water Update distributed via eNews which included 'Response to Open Letter from Mayor Mike Richman', Frequently Asked Questions Update, and Town Hall Meeting details
- 'Response to Open Letter from Mayor Mike Richman' posted at www.pemberton.ca and on Facebook

TUESDAY, March 22nd:

- Town Hall Meeting ad placed in the Whistler Question
- Mayor Richman attends Sea to Sky Community Services' Healthy Pregnancy Outreach Program to answer questions and hear concerns regarding drinking water

THURSDAY, March 24th:

- eNews distributed with Drinking Water Town Hall Meeting details, Drinking Water Update for week of March 21st. Link to eNews posted at www.pemberton.ca and on Facebook
- Roundabout sign and neighbourhood signs installed with Town Hall Meeting details and reminder to flush water
- Town Hall Meeting ad placed in Pique Newsmagazine

WEDNESDAY, March 30th:

- Drinking water test results (pre/post flush samples) shared at www.pemberton.ca, on Facebook and in eNews

TUESDAY, April 5th:

- Host Drinking Town Hall Meeting at Pemberton Community Centre

Municipal Communcations

Our Current Communications Tools

Place a dot beside your current 'go-to' source

Website

Facebook

eNews

Question Ads

Pique Ads

Roundabout Sign

Neighbourhood signs

Coffee with the Mayor

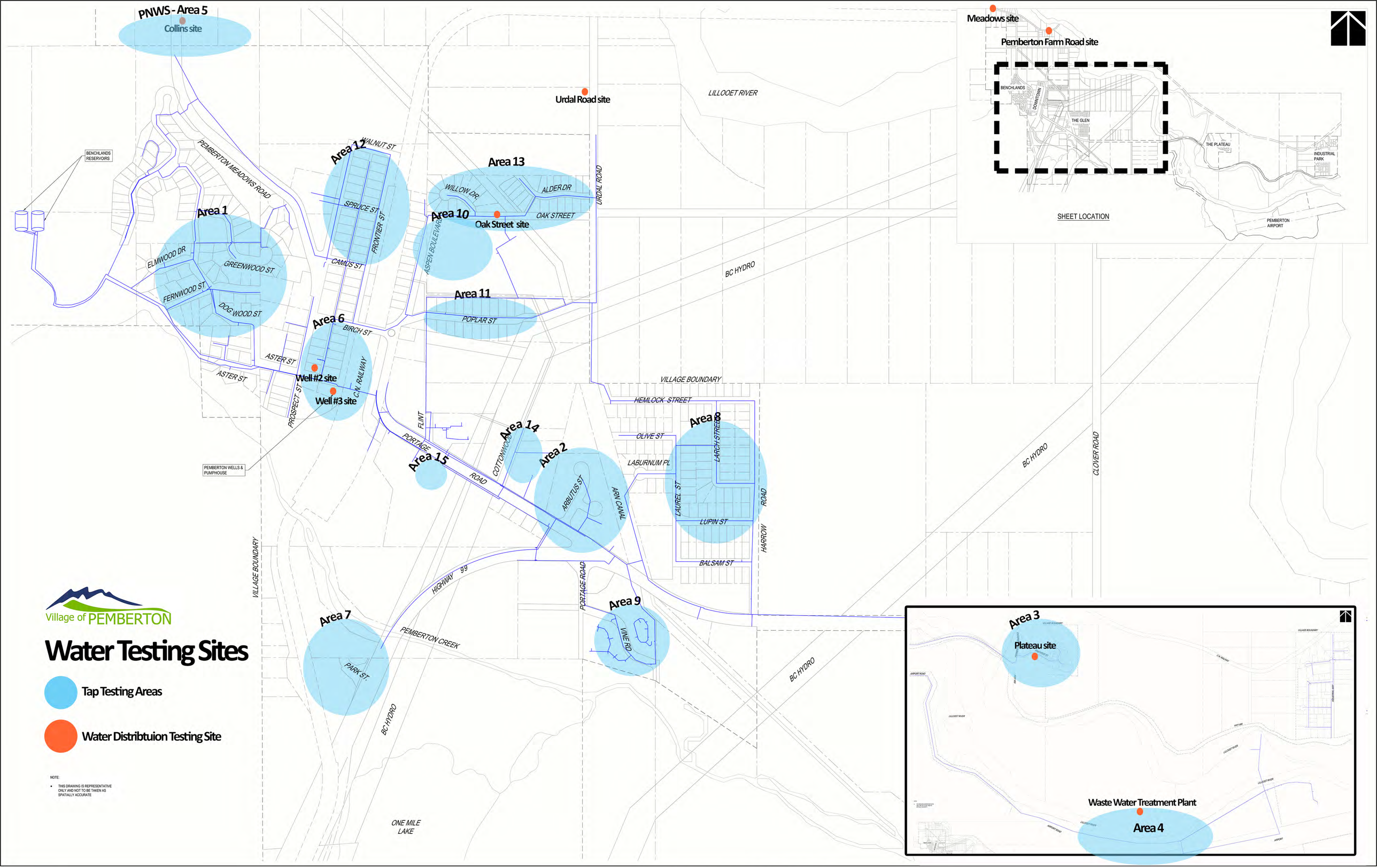
Pemberton Page

Doorstep Digest

Village Office

Village Notice Board

What are we missing? How would you like to receive municipal information?



Village of PEMBERTON

Water Testing Sites

Tap Testing Areas

Water Distribtuion Testing Site

NOTE:

- THIS DRAWING IS REPRESENTATIVE ONLY AND NOT TO BE TAKEN AS SPATIALLY ACCURATE

ISL Engineering and Land Services

Village of PEMBERTON

PEMBERTON BASE MAPS

EXISTING WATER INFRASTRUCTURE
DOWNTOWN

PG. 1/2

HORZ 1:2,500 0 25 50 75 100m

MARCH 24, 2016

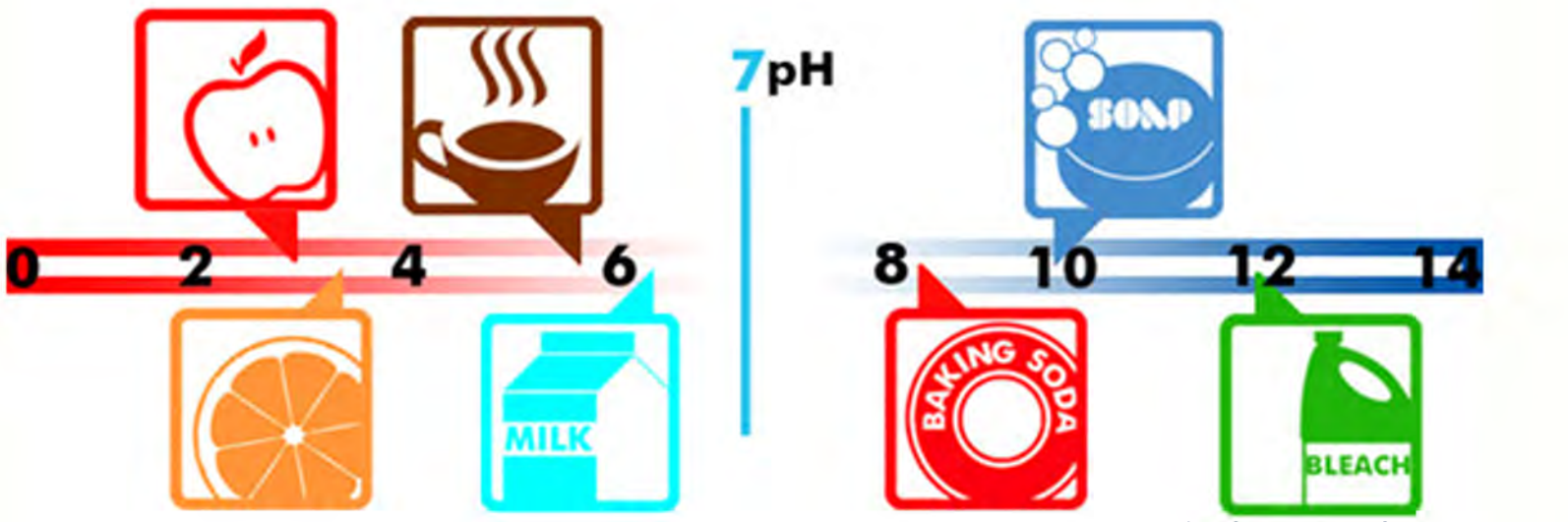
Drinking Water Test Results

Village of Pemberton							
Water Sample Results - Lead Only							
as at April 5, 2016							
Location	Units	MAC (Maximum Acceptable Concentration)	First Sample (Pre Flush Only)	Second Sample (Pre Flush)	Second Sample (Post Flush)	Third Sample (Pre Flush)	Third Sample (Post Flush)
Area 1	mg/L	0.0100	0.01900	0.10700	0.00459		
Area 2	mg/L	0.0100	0.00387	0.03590	0.00784		
Area 3	mg/L	0.0100	0.00838	0.04060	0.00169		
Area 3	mg/L	0.0100	0.02430	0.01480	0.00293		
Area 3	mg/L	0.0100	0.01410	0.00702	0.00076		
Area 4	mg/L	0.0100	0.00876	0.00489	0.0116	0.00924	0.00398
Area 4	mg/L	0.0100	0.06320	0.03830	0.00252		
Area 5	mg/L	0.0100	0.02520	0.02780	0.00079		
Area 5	mg/L	0.0100	0.00106	0.01870	0.00330		
Area 5	mg/L	0.0100	0.00262	0.01320	0.00110		
Area 5	mg/L	0.0100	n/a	0.00824	0.00027		
Area 6	mg/L	0.0100	0.00645	0.01520	0.00023		
Area 7	mg/L	0.0100	0.00299	0.00300	0.00145		
Area 8	mg/L	0.0100	0.04770	0.10200	0.00218		
Area 8	mg/L	0.0100	0.04820	0.04160	0.00796		
Area 9	mg/L	0.0100	0.01010	0.01390	0.00132		
Area 10	mg/L	0.0100	0.00419	0.01080	0.00168		
Area 10	mg/L	0.0100	n/a	0.01320	0.00065		
Area 11	mg/L	0.0100	0.03910	0.03490	0.00168		
Area 12	mg/L	0.0100	0.05540	0.03920	0.00153		
Area 13	mg/L	0.0100	0.03360	0.02440	0.00111		
Area 14	mg/L	0.0100	n/a	0.00509	<0.00020*	0.00577	0.00179
Area 14	mg/L	0.0100	n/a	0.01490	0.00197		
Area 15	mg/L	0.0100	n/a	0.01200	0.00083		
Waste Water Treatment Plant (VOP)	mg/L	0.0100	0.08380	0.00554	0.00159		
Plateau (VOP)	mg/L	0.0100	n/a	0.00039	n/a		
Pemberton Farm Road (VOP)	mg/L	0.0100	n/a	0.00081	n/a		
Oak Street (VOP)	mg/L	0.0100	n/a	0.00074	n/a		
Meadows Road (VOP)	mg/L	0.0100	n/a	0.00056	n/a		
Urdal Road (VOP)	mg/L	0.0100	n/a	0.02300	n/a	0.00058	n/a
Collins Road (VOP)	mg/L	0.0100	n/a	0.00049	n/a		
Well #2	mg/L	0.0100	n/a	0.00056	n/a		
Well #3	mg/L	0.0100	n/a	0.00136	n/a		
No Fill	No Exceedance						
Grey	Exceeds 1 criteria policy/level						

Understanding pH

What is pH? pH stands for "potential of Hydrogen". pH is a measure of the concentration of hydrogen ions in a solution, representing the acidity or alkalinity of a solution.

How is pH measured? pH can range from 0 to 14. A pH value of 7 means a substance is neutral. Water with a pH of less than 7 is considered acidic and with a pH greater than 7 is considered basic. The lower value indicates acidity, and a higher value is a sign of alkalinity. To better understand the range in pH, take a look at these examples:



Graphic from www.freewater.com

In general, the lower the pH, the higher potential for corrosion. However, pH is only one of a variety of factors affecting corrosion.

What are the health impacts of drinking low pH water? The pH of drinking water is not a health concern. Your body is designed to adjust to it's optimal pH balance no matter what you ingest. For instance, once alkaline enters your stomach, your body simply pours in greater amounts of acid to neutralize it.

In-Home Solutions

Point of Entry pH Management Alternatively, for larger sites, point of entry pH management systems can manage corrosion and leaching challenges.

Water Filters Water filters come in different options: under the kitchen sink and point of use. Be sure it carries the NSF 53 certification. Alternatively a NSF 58 certified reverse osmosis device is rated to remove lead from the water as well.

For water treatment the CSA B483.1 standards is referenced in the 2015 National Plumbing Code.

In-Home Solutions

Flushing Water is a universal solvent. When water sits for a prolonged period of time in your system and it comes into contact with metals containing lead, leaching of metals (including lead) can occur. Flushing stagnant water from your system for consumption is a safe and recommended practice. Flushing until the water runs cold minimizes any exposures. Drinking and cooking with water from the cold water line is recommended.

Replace metal fittings & fixtures with low-lead options As the majority of the homes in Pemberton have PEX piping, the source of leaching may be from metal fittings and fixtures within your system. Consider replacing the kitchen and bathroom faucets with a low lead faucet.

For faucet replacement the CSA B125 standard is referenced in BC plumbing code

Our Next Steps

- **Design of Water Conditioning System**
  Anticipated Delivery: In Progress

- **Update an Emergency Communications Protocol for water, flood & fire events**
  Anticipated Delivery: Fall 2016

- **Create a Crisis Communication Protocol**
  Anticipated Delivery: Spring 2017

- **Complete muncipal inventory of assets**
  Anticipated Delivery: 2017

- **Develop Asset Management Plan**
  Anticipated Delivery: 2017