RVWSA Discoloured Water Investigation – Distribution System

- October 4th, 2026 the Utilities on-call operator was made aware of discoloured water at a property on Merlot Court.
- Further reports were received the following day October 5th, 2026. The Utility followed up with further investigation and consultation with Interior Health Authority. Through that collaboration it was confirmed that the discoloured water was an aesthetic issue and still meet all drinking water guidelines and therefore no Water Quality Advisory was issued.

Date	Time	Sample Location	Turbidity (NTU)	FCR (mg/L)	Temp (°C)	pH	Apparent Colour (Pt-Co)	True Colour (Pt-Co)	Total Mn (mg/L)
4-Oct-26	14:07	3345 MERLOT CRT**	0.97	0.76	18.8	7.41			
4-Oct-26	14:45	MENU PS	0.41	0.78	15.7	7.44			
4-Oct-26	14:45	MENU ONLINE ANALYSER	0.40	0.84	14.3	7.39			
5-Oct-26	10:25	ROSEWOOD PS	0.41	0.98	15.1	7.33	13	8	
5-Oct-26	9:15	BLACKWOOD INLET	0.51	0.57	15.4	7.28	20	7	
5-Oct-26	9:35	LOWER HORIZON SS	0.78	0.47	16.5	7.34	21	16	
5-Oct-26	9:55	MENU PS	0.57	1.14	15.1	7.31	26	14	
5-Oct-26	10:20	PRITCHARD SS	0.57	0.48	16.8	7.36	17	12	
5-Oct-26	11:00	SHANNON WAY SS	0.66	0.53	17.0	7.37	15	13	
5-Oct-26	10:45	BIG SKY SS	0.53	0.96	15.4	7.33	16	15	
5-Oct-26	11:40	UTILITY YARD	0.54	0.72	17.7	7.35	24	9	
6-Oct-26	8:00	ROSEWOOD PS	0.37	0.97	14.3				0.131
6-Oct-26	8:20	BLACKWOOD PS - INLET	0.53	0.66	15.7				0.067
6-Oct-26	8:40	LOWER HORIZON SS	0.65	0.35	16.7				0.053
6-Oct-26	8:55	MENU PS	0.65	0.86	13.6				0.087
6-Oct-26	9:20	PRITCHARD SS	0.66	0.49	17.0				0.050
6-Oct-26	10:15	SHANNON WAY SS	0.51	0.61	16.0				0.050
8-Oct-26	12:42	ROSEWOOD PS	0.71	0.99	14.2				0.132
8-Oct-26	12:57	BLACKWOOD PS - INLET	0.58	0.72	15.4				0.083
8-Oct-26	13:13	LOWER HORIZON SS	0.73	0.35	17.0				0.049
8-Oct-26	13:28	MENU PS	0.47	0.95	14.6				0.069
8-Oct-26	13:45	PRITCHARD SS	0.56	0.57	16.9				0.045
8-Oct-26	14:10	SHANNON WAY SS	0.76	0.67	15.9				0.062
13-Oct-26	9:11	ROSEWOOD PS	1.05	0.24	13.8				0.090

13-Oct-26	9:30	BLACKWOOD PS - INLET	0.76	0.46	14.2				0.036
13-Oct-26	9:50	LOWER HORIZON SS	0.41	0.82	16.1				0.052
13-Oct-26	9:16	MENU PS	0.69	0.27	13.3				0.064
13-Oct-26	9:44	PRITCHARD SS	0.39	0.55	15.2				0.040
13-Oct-26	10:36	SHANNON WAY SS	0.47	0.25	16.0				0.026
15-Oct-26	9:10	ROSEFIELD DR – HYDRANT #347	1.14	1.16	15.6		22	2	0.156
15-Oct-26	9:50	RV TRAILS SS	0.16	1.12	13.2		6		0.048
19-Oct-26	15:10	GREEN BAY HYDRANT #13	0.58	0.38	17.5		14	4	0.020
22-Oct-26	8:58	ROSEWOOD PS	0.25	0.70	13.4	7.07			0.056
22-Oct-26	9:25	BLACKWOOD PS - INLET	0.22	0.53	14.9	6.99			0.0073
22-Oct-26	9:45	LOWER HORIZON SS	0.29	0.23	15.3	7.13			0.0085
22-Oct-26	10:15	MENU PS	0.20	0.64	15.1	6.94			0.023
22-Oct-26	10:55	PRITCHARD SS	0.20	0.22	15.9	7.15			0.0091
22-Oct-26	11:20	SHANNON WAY SS	0.08	0.46	15.2	7.14			0.0043
22-Oct-26	11:45	BIG SKY SS	0.08	0.57	15.1	7.12			0.0099
22-Oct-26	10:30	THACKER SS	0.12	0.47	15.2	6.97			0.0055
23-Oct-26	14:40	ROSEFIELD DR – HYDRANT #347	0.97	0.80					0.096
23-Oct-26	14:55	RV TRAILS SS	0.29	0.81					0.043

**Note: Water quality sampling and analytical results obtained at an individual private property cannot be considered representative for system-wide assessment purposes, as the utility has no control over, or detailed knowledge of, the property's internal plumbing infrastructure, materials, fixtures, treatment devices, or operational conditions. These site-specific factors may influence water quality parameters and potentially affect the accuracy and interpretation of the test results.

- The investigation concluded that the discoloration is due to low levels of naturally occurring manganese that are affecting the aesthetic quality of the water. Contributing factors include a mechanical issue with the peroxidation system responsible for manganese removal, as well as seasonal reservoir conditions and reduced reservoir levels, which can increase manganese concentrations in the source water.
- Further testing is being carried out until the discoloured water has been turned over in the distribution system.
- Flushing activities have been preformed on the following streets to help expediate the turnover of the water main and will continue in various locations until the water quality results return to expected ranges.
    - Royal Gala Dr
    - Apple Way Blvd
    - Golden View Dr
    - Rome Place
    - Empire Place
    - Green Bay Rd
    - Wiig Rd

- Pritchard Rd
- Rosealee Lane
- Rose Abby Dr
- Rosefield Dr
- Rosemary Court
- Gala View Dr
- Chancellor Plc

- The results from the whole system sampling completed on October 22nd show total manganese values returning to expected ranges in comparison with previous total manganese results from quarterly sampling events this year.

Sample Location	22-Oct-26	19-Aug-26	12-May-26	17-Feb-26
ROSEWOOD PS	0.0560	0.0260	0.0064	0.0023
THACKER SS	0.0055	0.0024	0.0052	0.0010
SHANNON WAY SS	0.0043	0.0021	0.0042	0.0013
PRITCHARD SS	0.0091	0.0025	0.0016	0.0016
MENUS PS	0.0227	0.0024	0.0030	0.0014
BLACKWOOD PS	0.0073	0.0020	0.0060	0.0016
LOWER HORIZON	0.0085	0.0040	0.0029	0.0013