March 1, 2018

Dear [Redacted]

Re: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act [Our File #: SNL-012-2017]

On February 15, 2018, Service NL received the transfer of your request form the Department of Municipal Affairs and Environment for access to the following records/information:

"Boil Water Advisory Application for January 2, 2018 for Smith Sound LSD."

I hereby inform you that a decision has been made by Service NL to provide access to the requested information. In accordance with your request, the appropriate copies have been enclosed.

The Access to Information and Protection of Privacy Act requires us to provide an advisory response within 10 days of receiving the request. As this request has been completed prior to day 10, this letter also serves as our Advisory Response.

Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access request, as set out in section 42 of the Access to Information and Protection of Privacy Act (the Act). A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner.

The address and contact information of the Information and Privacy Commissioner is as follows:

Office of the Information and Privacy Commissioner
2 Canada Drive
P. O. Box 13004, Stn. A
St. John’s, NL A1B 3V8

Telephone: (709) 729-6309
Toll-Free: 1-877-729-6309
Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court Trial Division within 15 business days after you receive the decision of the public body, pursuant to section 52 of the Act.

Please be advised that responsive records will be published following a 72 hour period after the response is sent electronically to you or five business days in the case where records are mailed to you. It is the goal to have the responsive records posted to the Completed Access to Information Requests website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.
If you have any further questions, please feel free to contact me by telephone at 709-729-7437 or by email at ellenhaskell@gov.nl.ca.

Sincerely,

ELLEN HASKELL
ATIPP Coordinator
This is the request for the self imposed BWA. I don’t have phone records of the conversation referred to by Mr. Hardwick in the e-mail.

Good morning Terry,

We have a selection of codes we have to choose from when issuing a BWA. The EHO sending out the advisory is instructed to select the first code that may fit and are not to alter the wording. The wording of the codes is not a perfect fit in many circumstances, but achieves the end goal, which is the protection of the consumers on that supply. Trusting this clarifies things for you.

Fred

Hi Fred

I just checked the Water Resources Portal and the BWA issued for Smith Sound reason code is B2 and “Chlorination system is turned off by operator due to perceived health risks”.

I don’t think that is the reason at all. I thought I made it crystal clear in my email to you.

Please advise
Thanks

Terry

Terry Hardwick
From: smith-sound-lsd@googlegroups.com [mailto:smith-sound-lsd@googlegroups.com]  On Behalf Of Davis, Fred A.
Sent: January 2, 2018 3:02 PM
To: 'smith-sound-lsd@googlegroups.com'
Subject: RE: Harcourt Water System

Thank you Terry. I will notify Health and issue the paperwork and you should have a copy in a week or so.

Fred

From: lsdofsmithsound@gmail.com [mailto:lsdofsmithsound@gmail.com]
Sent: Tuesday, January 2, 2018 11:39 AM
To: Davis, Fred A. <freddavis@gov.nl.ca>
Subject: RE: Harcourt Water System

Hi Fred
As per our phone conversation prior to the holidays this is to advise you that, as of 11:00 am, January 02, 2018, the chlorination equipment of subj has been turned off due to lack of resources to operate the system. We issued a Boil Water Advisory to all affected households as attached.

If there is anything else we need to do, please advise.

Thank you
Terry

Terry Hardwick
Chairman
Local Service District of Smith Sound Committee
PO Box 5957, Clarenville, NL, A5A 3A2
(709) 427-7633
Email: smith-sound-lsd@googlegroups.com
Duke, Michael

From: Davis, Fred A.
Sent: Thursday, February 15, 2018 2:55 PM
To: Duke, Michael
Subject: FW: Harcourt Water System

Re: ATTIP request. This was part of Terry’s reasoning for the BWA. I’m not sure how pertinent this is to the request but it certainly explains the sequence of events leading up to their BWA placement.

From: Davis, Fred A.
Sent: Wednesday, November 29, 2017 9:32 AM
To: 'smith-sound-lsd@googlegroups.com' <smith-sound-lsd@googlegroups.com>
Subject: RE: Harcourt Water System

I sent my inquiry in to the general e-mail for WRMD that I got from their website and they got back to me the next day.

From: lsdofsmithsound@gmail.com [mailto:lsdofsmithsound@gmail.com]
Sent: Wednesday, November 29, 2017 9:25 AM
To: Davis, Fred A. <freddavis@gov.nl.ca>
Subject: RE: Harcourt Water System

Hi Fred
Thanks for the info. Was wondering if you can provide the contact at Water Resources.

Quite frankly though, I am not surprised that a PTO was not finalized/issued or signed off. The Project for Water Systems Improvements 2009 was never really finalized.

From the Commissioning Report of that project dated November 23, 2010:

"With this, it was decided that the pumping system be left turned off until the problem of high flow rates under the increased discharge pressure is addressed to prevent continually depleting the water supply"

"Therefore, a fresh supply of hypochlorite solution, and tweaking of the dosage rates to achieve desired chlorine residual throughout the distribution are the only apparent tasks necessary to re-instate the chlorination system. Arrangements can be made with the Contractor to have these tasks completed at additional cost to the project, or the Local Service District can make other arrangements in getting this system up and running."

What is surprising or actually alarming is that the system has been operated prior to that project and since that project without a PTO or a WUL.
I checked back through my Water Analysis file and have been able to put together the following chronology of events.

No records from April 7, 2003 until Feb 4, 2012 (I got nothing between those dates)

Feb 4, 2012, Letter from you advising BWA issued June 12, 2003 still in effect - E1 - chlorine residuals
April 11, 2012, letter from you advising BWA issued June 12, 2003 still in effect - E1 - chlorine residuals
November 6, 2013 letter from you advising BWA issued June 12, 2003 still in effect - E1 - chlorine residuals - note address to new LSD Chair, Barry Pelley
May 1, 2014, letter from you advising BWA issued June 12, 2003 still in effect - E1 - chlorine residuals
June 10, 2014, letter from you advising lifting the BWA issued June 12, 2013. Note the BWA issue date in the letter is probably a typo.

October 01. 2014, Bacteriological Water Analysis Report (BWAR) total coliforms detected
November 30, 2014, letter from you, BWA issued "this date" - D1 - Maintenance
December 23, 2014, letter from you, BWA issued "this date" - D1 - Maintenance
January 9, 2015, A test of the reservoir source was collected by myself and tested satisfactory.

Feb 10, 2015, BWAR, 1st satisfactory results
Mar 12, 2015, BWAR 2nd satisfactory results, with note to boost chlorine a bit.
April 21, 2015, letter from you advising lifting of BWA issued October 30, 2014.

Therefore from June 12, 2003 until June 10, 2014 there was a BWA in place prior to and after the 2009 project was "completed". I know that after Barry Pelley became chair there was much work done to fix the leaks and get the chlorinator back into operation, with a minor setback from October 2014 until April 2015. Since then it has been mostly running like a charm, though without the legislative requirments of a WUL and a PTO.

I do realize there is not much you can do about all this as it is not within your responsibilities, however I am not getting many answers on the questions I have asked others. I appreciate your assistance. I did want to point out that little issue with the June 10, 2014 letter though.

Regarding a PTO from 2009, I am pretty sure the conditions would have changed, as the requirement for a MAM was not implemented at that time.

I have requested clarification on the legislative requirements from Mr Khan, Director Water Resources Management Division on November 22, but have not had a response to date.

Thanks for your help and if you have any more to offer, I would gladly accept it. Feel free to give me a call anytime to discuss.

Cheers
Terry

Terry Hardwick
Chairman
Local Service District of Smith Sound Committee
PO Box 5957, Clarenville, NL, A5A 3A2
(709) 427-7633
Email: smith-sound-lsd@googlegroups.com
Hi Terry,

I sent an inquiry to Water Resources and they have a draft of your PTO for 2009 but it looks like it may not have been finalized or signed off by the community.

Fred

Hi Fred

As a follow on to yesterdays phone call, I went back thru the 4 bankers boxes I have of saved LSD docs and did not find even any reference to a Permit to Operate. While the docs I got are in no way complete or all inclusive, I did find some interesting stuff.

It looks like the monthly testing of subj started around June 1999. I have test results that far back.

I also have some results dating back to 1996 when they were looking for potential sources of water. Matching that timeline would be the Certificate of Approval for a "Proposed Waterline Installation", Approval No. AA96-125151. Out of that project funded by MA was the application and approval of a Water Use Authorization dated November 28, 1996, No. WUA-96-113, with an expiry date of December 01, 2006. I believe it was during this time that they located what is now the Un-named Spring supplying the water to subj.

Back to the monthly testing, I found another Certificate of Approval for the Chlorination Building dated October 7, 1998, Approval No. WS98-10-0125. One of the 16 conditions of that approval was:

"5. Continuous disinfection is mandatory for all public water supplies. An operator of the water system must be trained to Operate and maintain the disinfection equipment. Where chlorination is the method of disinfection, a minimum free chlorine residual of 0.3 mg/l shall be maintained in the system, or a minimum combined residual of 1.0 mg/l"

Also

"10. The designated operator(s) shall be thoroughly trained in the operation and maintenance of the system, and will be supplied with all necessary manuals and system documentation.

The Completion Report for this installation was signed off on Feb 24, 1999, by the LSD chair at the time.

Not sure what transpired after that, but it seems to me that maybe there should have been a Permit to Operate issued at that time, if they were even doing them back then. I suggest this as the 2 conditions noted above would normally be included as conditions of a Permit to Operate if I am not mistaken.
In 2009 there was a project for "Water System Improvements (2009) for which a Permit to Construct was issued now pursuant to the Water Resources Act. File No. 844.127.1 and Permit No. WS4889, dated September 30, 2009. This project was quite extensive and included changes in the chlorination building and contact time piping etc. I would think that upon completion of this project there would have been significant changes that would require the issuing of a new Permit to Operate, but I can't find anything on that.

So that is a bit of history and some timelines that may help when looking for a Permit to Operate for our system. Not sure when they may have started issuing those, but maybe you could check for the oldest one you have as a starting point.

If you find anything please let me know.

Thanks
Terry
Terry Hardwick
Chairman
Local Service District of Smith Sound Committee
PO Box 5957, Clarenville, NL, A5A 3A2
(709) 427-7633
Email: smith-sound-lsd@googlegroups.com

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Sent: Thursday, February 15, 2018 2:58 PM
To: Duke, Michael
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If there is anything else we need to do, please advise.

Thank you
Terry

Terry Hardwick
Chairman
Local Service District of Smith Sound Committee
PO Box 5957, Clarenville, NL, A5A 3A2
(709) 427-7633
Re: ATTIP request. Here are the attachments the LSD utilized in their BWA issuance. They are provided by Service NL and are also available online.

From: lsdofsmithsound@gmail.com [mailto:lsdofsmithsound@gmail.com]
Sent: Tuesday, January 2, 2018 11:39 AM
To: Davis, Fred A. <freddavis@gov.nl.ca>
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Terry Hardwick
Chairman
Local Service District of Smith Sound Committee
PO Box 5957, Clarenville, NL, A5A 3A2
(709) 427-7633
Email: smith-sound-lsd@googlegroups.com
BWA NOTIFICATION LETTER

January 3, 2018

LSD of Smith Sound
PO Box 5957
Clarenville, NL
A5A 3A2

Subject: Self-Imposed Boil Water Advisory: LSD of Smith Sound

This letter is a follow-up my correspondence with Terry Hardwick on January 2, 2018 concerning the immediate issuance of a self-imposed Boil Water Advisory for the public water supply servicing Harcourt in the local service district of Smith Sound.

A Boil Water Advisory is recommended for the following reason: B2 – The chlorination system has been turned off by the operator, due to perceived health risks. As the operator/owner of a public water supply, you must immediately alert all users of your water supply that drinking water must be boiled before being consumed. As well, consumers should be informed about the Boil Water Advisory at regular intervals. For advisories that remain in effect for more than one month, a monthly reminder to continue to boil drinking water should be forwarded to water consumers. To help with notifying consumers about the boil water advisory, please refer to the attached boil water advisory notice, boil water advisory pamphlets, sample warning signs and public service announcement. Pamphlets are available online for printing at http://www.health.gov.nl.ca/health/publichealth/envhealth/drinkingwater.htm#g1-4. In addition, you can call 466-4060 to obtain multiple printed copies.

The boil water advisory shall remain in effect until the reason for issuing the advisory has been corrected and the following criteria have been met:

1. Two sets of satisfactory bacteriological water samples are obtained (absence of total coliform and absence of E. coli per 100ml of sample).
2. Satisfactory free chlorine residual is maintained at the entry to the distribution system.
3. Free chlorine residual is detectable & maintained throughout the distribution system.

Please note that you must contact me, or the nearest Government Service Centre location, to make arrangements for re-sampling of your drinking water once corrective measures have been taken. If you have any questions, please do not hesitate to give me a call at 466-4066.

Sincerely yours,

Fred Davis, CPHI (c)
Environmental Health Officer

CC: Dr. D. Allison
Gina MacArthur
Delphine Grynszpan
Jessica Kafka

Douglas House
Terry Batcock
Mike Duke

Chris Nolan
Water Water
Melony O’Neill

Wayne Lynch
Claudia Sarbu
Vicki Peddle

Haseen Khan
Genny DeCoste
Wayne Lynch

8 Myers Avenue, Ste. 201, Clarenville, NL A5A 1T5 Telephone: (709) 466-4060; Fax: (709) 466-5674

SNL-012-2018
Resolved: That the households utilizing the Harcourt Water System as listed below, be placed on the list of those who will be required to pay the full amount of the balance due to the Town for the Harcourt Water System, effective January 1, 2018.

WHEREAS, the Harcourt Water System, which supplies water to the households utilizing the Harcourt Water System, is owned and operated by the Town of Smith's Falls, and is subject to the terms and conditions specified in the agreement between the Town and the households utilizing the Harcourt Water System;

WHEREAS, the Town has determined that the current rate structure for the Harcourt Water System is no longer sufficient to cover the cost of providing water service to the households utilizing the Harcourt Water System;

WHEREAS, the Town has discussed the matter with the households utilizing the Harcourt Water System and has agreed to provide them with the opportunity to pay the full amount of the balance due to the Town for the Harcourt Water System, effective January 1, 2018;

NOW, THEREFORE, BE IT RESOLVED, that the households utilizing the Harcourt Water System, as listed below, be placed on the list of those who will be required to pay the full amount of the balance due to the Town for the Harcourt Water System, effective January 1, 2018.

Resol
Boil Water Advisory

Harcourt Water System

The Local Service District of Smith Sound has issued a **Boil Water Advisory** for the Harcourt Water System as of **January 02, 2018**.

Consumers are advised to bring water that you might ingest to a **rigorous rolling boil** for one (1) minute.

**For example, boil water used for**

- drinking
- brushing teeth
- making ice
- making juice from concentrate and powders
- making infant formula and cereal
- cooking
- washing fruits and vegetables
- making coffee/tea and other hot drinks

For further information about this **Boil Water Advisory** please contact the committee members for Harcourt:

Arlene Frampton – 663-3033
Jamie Carberry – 427-8214

You may also contact the LSD Committee Chairman

Terry Hardwick – 427-7633
Boil Water Advisories

Why are boil water advisories issued?

- inadequate disinfection of the community supply
- unsatisfactory bacteriological water quality
- reports of illness associated with drinking water
- repairs to the water system
- unusual occurrences, such as flooding

How long should the water be boiled?

All drinking water must be brought to a rigorous rolling boil for one (1) minute. Boiling for one minute will kill any disease-causing organisms in your water.

Should water used for additional purposes be boiled?

Boil water used for any activity where you might ingest the water, such as:

- drinking
- brushing teeth
- cooking
- washing fruits and vegetables
- making ice
- making coffee/tea
- making infant formula and cereal
- making juices and other drinks from concentrate or powders

Existing beverages and ice cubes made from water of questionable quality should be discarded. Ice cube trays and beverage containers should be sanitized before using again.

CAUTION!

Exercise caution when handling boiled water. To avoid scalding place the pot on the inside burner out of the reach of children. As well, do not put more water in the pot then you can comfortably lift.
What should I do if I don’t wish to boil tap water?

Commercially pre-packaged bottled water can be used in place of boiled water. This may be expensive.

<table>
<thead>
<tr>
<th>WARNING!</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water that looks safe may contain harmful disease causing micro-organisms. Don’t drink water from roadside springs, ponds, brooks, etc. without boiling the water or treating the water in another effective way.</td>
</tr>
</tbody>
</table>

Can I shower if there is a boil water advisory in place?

Yes, you can shower but do not drink shower water. The ingestion of water may result in illness, if the water is contaminated. Care should be taken while bathing young children to ensure they do not accidentally consume the water.

Can the water be used for hand washing?

Yes, tap water can be used for hand washing. Use hot water and soap.

Can the water be used for washing dishes and clothes?

Yes, dishes and clothes can be washed in tap water.

<table>
<thead>
<tr>
<th>Important!</th>
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</thead>
<tbody>
<tr>
<td>If you use a water treatment unit, please follow the manufacturer’s instructions.</td>
</tr>
</tbody>
</table>

What should I do in the event of a waterborne illness outbreak?

In the event of a waterborne illness outbreak, follow additional precautions that may be recommended by the Medical Officer of Health. Anyone with health concerns or experiencing symptoms such as diarrhea, nausea, cramps, or vomiting should seek the advice of their doctor.

Where can I find out more?

If you have any questions about drinking water safety, please do not hesitate to contact the Government Service Centre or Regional Health Authority nearest you.

Department of Health and Community Services
Department of Environment and Conservation
Department of Government Services
Regional Health Authorities

Revised March 2009