

Springate Water Co-op Emergency Plan

Jan/2015

Water Outage

Assess cause – turn off both distribution pumps at the main electrical panel, if the red light is on indicating reservoir tank has a low water level and there is no pressure in the distribution line then probable cause is the well pump. Determine if the well pump problem is mechanical or electrical. Check amperage at the junction box inside the pump house under the electrical panel and labelled as such or remove the well head cap and check the amperage at that location. If amperage is detected and still no water flowing through the meter then a mechanical problem exists and the well pump will need to be replaced. Order a 20 gpm pump, 1.0 HP, 230 volt, 3 wire c/w a control box (Franklin QD model). The Licence states that a 20 gpm pump is the maximum size to be used in our well. *DO NOT* order any pump larger than 20 gpm. Call for water hauler to deliver water to supply the reservoir tank until the pump is replaced. Remove reservoir tank bolts and nuts in preparation to receive water from hauler. Call primary service provider to pull well pump and reinstall new pump.

If well pump is operating at near normal output (20 gpm) and reservoir tank has low water levels then someone(s) are using excessive water amounts. Shutdown both distribution pumps until problem household(s) are identified and reduced consumption is achieved. Allow the well pump to refill reservoir for 2 hours (2400 gallons) and turn on one distribution pump only until normal consumption occurs and then turn on the second distribution pump (the lag pump). If no household can be identified then check the main line for a major leak.

Note: If ordering water from water hauler our maximum tank capacity is 8000 gallons. Do not overfill.

Failed Bacteria Samples

The Calgary Environmental Public Health authority within the Alberta Health Services will attempt to notify Springate Water Co-op by phone. The phone number which is listed on the requisition form will be called and notified to *resample*. A resample will be requested and specific instructions as to where, when and how will be explained by the health officer. Ideally, a Public Health Inspector will perform the initial resampling to minimize the possibility of sampling error but it is at the officer's discretion. Resampling usually requires numerous samples to be taken and may include a sample taken at the well before chlorination and at various locations along the distribution line but there will be specific instructions given by the officer. Record all dates, times and sample identification numbers with locations for future review and analysis of the problem, and try to obtain all results by email, fax or courier immediately after the lab has performed the tests.

Note: Repeat samples must be clearly identified as such on the laboratory requisition form and the sampling protocol for bacterial testing needs to be followed.

If the resample test result fails then a *Boil Water Advisory* will probably be issued and all residents will need to be notified.