

From: "Mochrie, Paul" <Paul.Mochrie@vancouver.ca>
To: "[Direct to Mayor and Council - DL](#)"
Date: 11/28/2024 5:03:21 PM
Subject: Metro Vancouver Water System Maintenance (Dec 2 - 5) and Possible Customer Experience

Dear Mayor and Council,

The Metro Vancouver and City of Vancouver water systems are integrally connected with operational or maintenance activities potentially impacting each system. Below is a summary of planned Metro Vancouver water system maintenance work that may impact the City of Vancouver water system

- Metro Vancouver (MV) will be conducting water system maintenance work and valve testing on their transmission system in Vancouver from Monday, December 2nd to Thursday, December 5th
- The work will result in water flow pattern changes in the City of Vancouver drinking water system in the southeast portion of the City
- Changes in water system flow patterns can sometimes result in cloudy or discoloured water
- Similar MV maintenance in October 2024 resulted in cloudy water in the southeast part of the City and customer calls regarding water quality
- Due to customer concerns during the similar test in October, and in consultation and alignment with Vancouver Coastal Health, the City will provide advance notification for the public about Metro Vancouver's work via the City's social media channels starting Friday, Nov. 29th, for the following areas: Riley Park, Kensington-Cedar Cottage, Renfrew-Collingwood, Sunset, Victoria-Fraserview, and Killarney
- Public facing messaging will focus on what residents may experience (turbidity/cloudy water) and actions they can take (i.e. storing water) in advance and during (e.g. flushing taps) the testing.
- CoV staff will conduct additional water quality monitoring while this work is ongoing

If you have any questions, please feel free to contact Lon LaClaire at 604-873-7336 or lon.laclaire@vancouver.ca.

Best,
Paul

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The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the x̱m̱ ḵ y̱ m̱ (Musqueam), S̱ wxw̱ú7mesh (Squamish), and s̱ lilw̱ ta̱ (Tsleil-Waututh) Nations.