

From: ["van Dyk, Donny"](#)

To: ["Direct to Mayor and Council - DL"](#)

Date: 10/6/2025 4:03:54 PM

Subject: Metro Vancouver Water System Maintenance (Oct 2 - 18) and Possible Customer Experience

Dear Mayor and Council,

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

- From October 2, 2025 – October 15, 2025, there is the potential for cloudy or discolored water within the Downtown Core as part of the City's preparation work for the First Narrows shutdown.
- From October 16 – 18, 2025, changes in Metro Vancouver's and the City's water system flow patterns may result in cloudy or discoloured water in the following neighbourhood areas: Riley Park, Kensington-Cedar Cottage, Renfrew-Collingwood, Sunset, Victoria-Fraserview, and Killarney.
- Metro Vancouver (MV) is conducting Temporary Drinking Water System Adjustments this fall as part of the Stanley Park Water Supply Tunnel Project: a major upgrade that will help ensure the continued reliable delivery of high-quality drinking water for the region.
- The work this fall will result in water flow pattern changes in the City of Vancouver drinking water system in the downtown core and 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 parts of the southeast part of the City and customer calls regarding water quality. Cloudy water cleared up within *approximately 72 hours*.
- The City will provide advance notification for the public about Metro Vancouver's work via the City's social media channels starting Thursday, October 2nd, alerting residents in the downtown core about potential cloudy water issues.
- Following that, the City of Vancouver will be reposting Metro Vancouver's X posts about their work with dedicated messaging to impacted 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 during the work, should there be cloudy water (e.g. flushing taps).
- CoV staff will conduct additional water quality monitoring while this work is ongoing

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

Thanks,
Donny

Donny van Dyk (he/him)
City Manager
City of Vancouver



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the x̱m̱ḵy̱m̱ (Musqueam), S̱wx̱w̱7mesh (Squamish), and s̱lilw̱ta̱ (Tsleil-Waututh) Nations.