

Frequently Asked Questions

Why do I smell chlorine in my water?

Parksville uses chlorine to disinfect the water and prevent bacterial growth. Typically, the smell is temporary and should go away after running the water for a few minutes.

Does Parksville add fluoride to the drinking water?

No, Parksville does not add fluoride to the drinking water.

Why does my water look dirty sometimes around February or March?

The City performs watermain flushing between February and April, which can stir up particles. This can be solved by running an outside tap for a few minutes right after main flushing is completed in your area. The tap should be run until the water is clear.

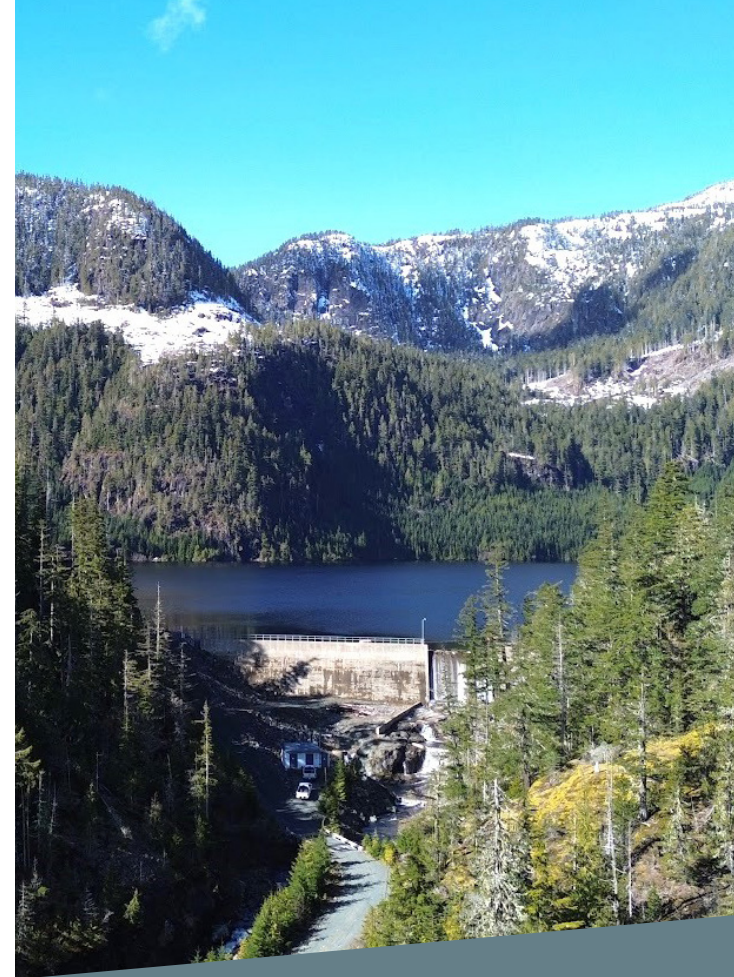
The City of Parksville is located on the traditional territory of the Coast Salish Nations, home to the Snaw-Naw-As First Nation and the Qualicum First Nation.

Operations Department - Utilities

City of Parksville
1116 Herring Gull Way
Parksville, BC

250 248-5412
ops@parksville.ca

parksville.ca
[QUICKLINKS- AWS/ERWS]



WATER

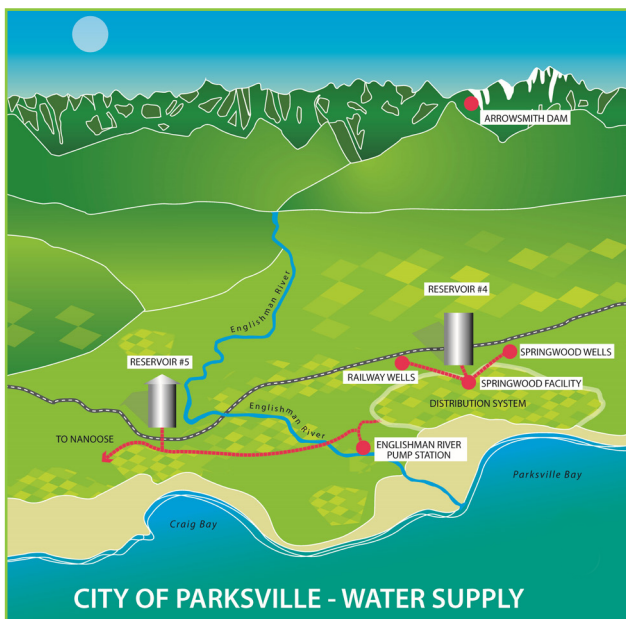




The City of Parksville is part of two joint ventures regarding water: the Englishman River Water Service (ERWS), and the Arrowsmith Water Service (AWS).

The Englishman River Water Service is a joint venture between the City of Parksville (74% ownership) and the Regional District of Nanaimo (26% ownership) formed in 2011 to secure bulk water supply from the Englishman River for the residents of Parksville and the Nanoose Bay Peninsula Water Service Area. The Englishman River Water Service is responsible for the operation and maintenance of the Englishman River Water Treatment Plant, the river intake structure and raw water pump house.

The Arrowsmith Water Service joint venturers are the City of Parksville, Town of Qualicum Beach and the Regional District of Nanaimo, who hold the water licences and are responsible for the operation and maintenance of the Arrowsmith Dam, the spillway and outlet works.



The City of Parksville's water system is sourced from the Englishman River and sixteen deep groundwater wells. Water from the Englishman River is treated at the Englishman River Water Treatment Plant, which can produce up to 16 megalitres per day (ML/d) of potable water. Groundwater from the wells only requires disinfection with sodium hypochlorite (liquid chlorine) before being mixed with the treated river water in the City's reservoirs.

Parksville has four reservoirs: one near Top Bridge Park in the southeast and three at Springwood Station in the southwest. From these reservoirs, water is distributed to about 4,250 connections, serving over 13,650 permanent residents. Water is also supplied to the Regional District of Nanaimo's Nanoose Bay Peninsula Water Service Area.



Englishman River Water Treatment Plant

Water can be treated in various ways depending on contaminants of concern, which can be highly influenced by the source of the water. Water from the Englishman River is typical of surface water on Vancouver Island. Organics such as leaves and plants, found on the forest floors in the water shed, cause the river to turn tea coloured in storm events. During storm events, particles can be stirred up increasing what is called turbidity. Animals and humans can cause biological contaminants in surface water which can attach themselves to the suspended particles in turbid water. These particles can then interfere with disinfection by shielding contaminants from the disinfection process.

The Englishman River Water Treatment Plant employs several processes to address these contaminants. A coagulant is added to the water before it enters the plant, helping particles clump together for easier filtration and aiding in the removal of colour compounds from organics. The water then passes through strainers, which act like fine screens, and membrane filters to remove particles and biological contaminants.

Remaining biological contaminants are exposed to ultraviolet (UV) light in a UV reactor, which damages their DNA and prevents reproduction, rendering the contaminants harmless without the use of chemicals. The water then flows into a baffled tank, where it remains for a known time. At the start of this tank, sodium hypochlorite is added. The duration the water stays in the tank and the concentration of free chlorine ensures no viable biological contaminants remain. A residual amount of free chlorine is maintained throughout the distribution system to protect the water until it reaches each connected service.