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**CEDARS OF TUAM WATER SERVICE COMMISSION**  
Notice of Annual General Meeting on **June 21, 2016 at 1:00 PM**  
Portlock Park Meeting Room, 145 Vesuvius Bay Road, Salt Spring Island, BC

Wayne McIntyre

Ron Bain

Peter Wypkema

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**AGENDA**

1. **Call to Order**
2. **Approval of Agenda**
3. **Adoption of Minutes of the November 24, 2015 Annual General Meeting for the Fiscal Year of 2014**
4. **Chair's Report**
5. **Annual Report for 2015 Fiscal Year**
6. **Election of Officers**
7. **New Business**
8. **Adjournment**

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*To ensure quorum, advise Tracey Shaver 250 537 4448 if you cannot attend.*



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**Minutes of the Annual General Meeting of the Cedars of Tuam Water Service Commission  
Held November 24, 2015 in the Public Library Meeting Room, 129 McPhillips Avenue, Salt  
Spring Island, BC**

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**DRAFT**

**Present:** CRD Alternate Director: Darryl Martin  
**Commission Members:** Ron Bain (Chair); Peter Wypkema  
**Staff:** Dan Robson, Saanich Peninsula and Gulf Islands Operations; Peggy Dayton, CRD Finance; Karla Campbell, Senior Manager; Keith Wahlstrom, Contract Engineer; Tracey Shaver, Recording Secretary;  
**Absent:** Wayne McIntyre, CRD Director

The Chair called the meeting to order at 1:00 pm

**1. Approval of Agenda**

**MOVED** by Commissioner Bain, **SECONDED** by Commissioner Wypkema,  
That the Cedars of Tuam November 24, 2015, agenda be approved.

**CARRIED**

**2. Adoption of Minutes of the Annual General Meeting held on October 20, 2014**

**MOVED** by Commissioner Bain, **SECONDED** by Commissioner Wypkema,  
That the Cedars of Tuam October 20, 2014 Minutes of the Annual General Meeting be approved.

**CARRIED**

Dan Robson left the room 1:04 pm

Dan Robson returned to the room at 1:06 pm

**3. Chair Report**

The Chair gave a verbal report and submitted a written report for the record.

**4. Operations Report**

**4.1 2015 Annual Report-Cedars of Tuam**

Staff reviewed the 2015 Annual report.

**5. Election of Officers**

Nominations were called. Commissioner Wypkema's term ends on December 31, 2015. Chair nominated Peter Wypkema, seconded by Alternate Director Martin. Peter Wypkema accepted the nomination. Nominations were closed by the Chair.

**6. New Business**

Chair Bain requested that the Annual General Meetings be held in the spring when the actual year end numbers become available and that the budget meetings remain in the fall giving the Commission ample time to review the plans and consult with the service users.

7. **Adjournment**

The meeting was adjourned at 1:25 pm

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**CHAIR**

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**SENIOR MANAGER**



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**CEDARS OF TUAM WATER SERVICE  
2016 ANNUAL REPORT  
Tuesday, June 21, 2016**

**Purpose of the Annual General Meeting**

The agenda for the Annual General Meeting (AGM) is approved by the members of the Commission. The purposes (and hence the agenda items) of the meeting are:

- To have the last year's AGM minutes approved (by Commission members), and to present reports on the work of the Commission on the past year's operation, maintenance, capital upgrades and financial information of the service to the service residents and owners,
- To nominate members for appointment to the Commission, and
- To enable the public to share comments on subjects which relate to the work of the Commission. The Commission can identify (under "new business") issues on which it wants feedback at the meeting. Motions raised by the public at the AGM may be considered by the Commission at a subsequent regular meeting.

The Annual General Meeting is for the 2015 fiscal year.

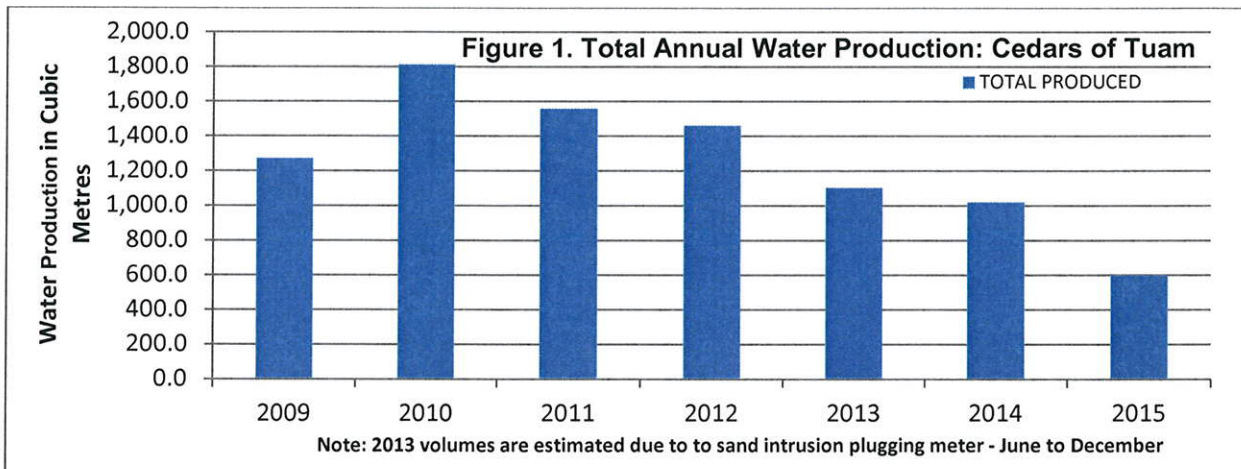
**DRINKING WATER SYSTEM**

The Cedars of Tuam water system extracts water from a well, treats the water and distributes it to customers. This service is paid for by all users in the service area. Total costs to operate the system are supported by a user fee and by consumption (water sales).

**Water Production and Demand**

Total water production through the Cedars of Tuam well and treatment system in 2015 was measured to be 598 cubic metres (m<sup>3</sup>). This measured volume does not reflect the actual volume generated in 2015 as the water meter was not working for several months due to sand intrusion in the flow tube.

The total annual water production since 2009 is shown in Figure 1 below.



Total consumption measured through individual customer meters in 2015 was 1,051 m<sup>3</sup>, approximately 1% less than the previous year's 1,177 m<sup>3</sup>.

The difference in the volume of raw water extracted from the well and the volume of water measured at the customers' meter is considered non-revenue water. However, with Cedars of Tuam, the volume of water consumed greatly exceeded the measured volume of water extracted due to sand intrusion into the water meter measuring the extracted volume as shown in Table 1.

**Table 1 - Water Produced Versus Water Sold**

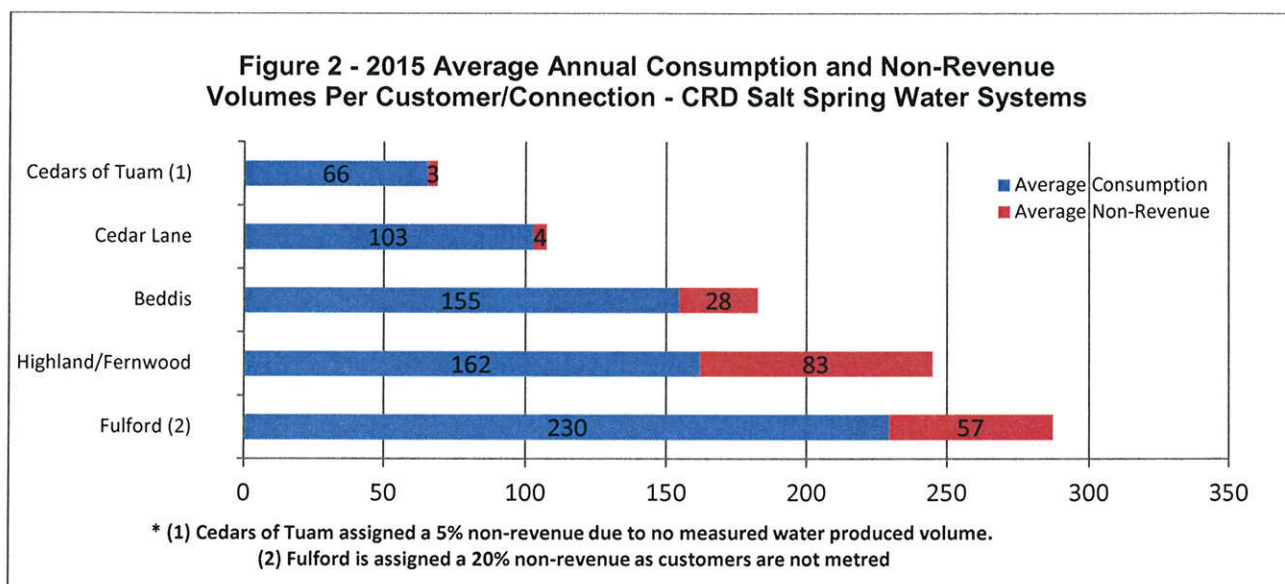
Year	2012	2013	2014	2015
Produced (m <sup>3</sup> )	1462.0	1102.2	1019.1	597.8
Metered (m <sup>3</sup> )	1424.0	1192.0	1177.0	1051.0
Unmetered (m <sup>3</sup> )	38.0	-89.8	-157.9	-453.2

Non-revenue water for Cedars of Tuam is typically used for operational and disinfection process purposes as well as well cleaning, water main flushing and reservoir cleaning.

Typically the targeted non-revenue water in a utility is around 10%. Non-revenue water in excess of that is generally a result of unidentified leaks, water main breaks, old water meters (failed or failing water meters always read low, never high), excessive process water, excessive flushing, firefighting, etc.

The average Cedars of Tuam account used 66 m<sup>3</sup>, a decrease of almost 11% from the 74 m<sup>3</sup> of water used in 2014.

An average water demand by residential service connection for water service areas operated by the CRD on Salt Spring Island is shown in Figure 2. This comparison shows that Cedar of Tuam customers, on average, use much less water than other service area customers.



## Water Quality

The analytical results (biological, chemical and physical parameters) of water samples collected in 2015 from the Cedars of Tuam Water System indicated that the drinking water was of good quality and well within Guidelines for Canadian Drinking Water Quality health-related regulatory and aesthetic limits, including disinfection by-products.

Typical Cedars of Tuam Water System drinking water quality characteristics for 2015 are summarized as follows:

- Source water from wells was void of any *E. coli* bacteria and exhibited only occasionally low concentrations of total coliform bacteria.
- Treated water was free of any coliform bacteria and was safe to drink.
- Turbidity was typically well under 1 NTU, however during one occasion on July 22, 2015, the treated water had a turbidity of 12 NTU. This event was of short duration and likely related to operational activities at the well to address the sand intrusion.
- The mean annual free chlorine concentration in the system was an acceptable 0.32 mg/L.

Water Quality data collected from this drinking water system can be reviewed on the CRD website: <https://www.crd.bc.ca/about/data/drinking-water-quality-reports/salt-spring-island-water-quality-reports/cedars-of-tuam-water-quality-reports>

## OPERATIONS

CRD's Integrated Water Services, Peninsula and Gulf Island Operations, is responsible for the day to day operations of the water system. Salt Spring Island based operations staff perform regular weekly routine operational visits to ensure the water system is functioning properly. Additional support is provided by Peninsula Operations staff including the electrical and mechanical maintenance groups as required.

Regular operational and maintenance activities include:

- monthly water sampling for bacteriological, metals, disinfection by-products analysis
- weekly field chlorine residual testing to ensure water within the distribution system meets regulatory requirements.
- removal of sand from the vortex separating system.
- water production meter cleaning.
- sodium hypochlorite replenishment.
- static and dynamic well level recording.
- cleaning and calibration of free chlorine monitoring system.
- minor distribution water system flushing.
- valve exercising.
- reservoir inspection.
- minor building maintenance.

Table 2 below highlights some of the significant operational activities undertaken during the year.

**Table 2 – Significant Operational Activities**

<b>TASK</b>	<b>NOTES</b>
Troubleshoot well pump shutdown safety switch	The well shutdown switch is part of a safety system that prevents the well pump from operating in the event the well runs dry. During a regular operational site visit it was determined that the safety switch was not operating correctly and required repairs.
Sensor replacement	Electronic sensors (pH and Oxidation Reduction Potential (ORP)) require periodic replacement to ensure the water treatment system is operating correctly.
Well Maintenance	A certified contractor was hired to remove the buildup of sand that had accumulated within the well casing. Sand removal is necessary, periodically, to ensure water quantity is maximized.
Standpipe maintenance	North Roland Rd standpipe serviced. The standpipe was found to be not functioning correctly.

### **CAPITAL IMPROVEMENTS**

The following three capital projects were planned for 2015:

1. Rehabilitate Existing Well (\$5,000 allocated, \$2,900 spent). The project was to remove accumulated sand from the well and install a pressure transducer (used to measure the water level in the well). The removal of the sand proceeded in 2015, however, the program has not been completely successful. After the bulk of the sand was removed, it was found that there was still significant sand in the water pumped from the well - to the point that the production water meter stopped working. CRD staff developed a stilling vessel to settle more sand out (in conjunction with the existing vortex meter), however, installation of the transducer was delayed in order to reserve money if additional work was needed on the well itself. CRD staff will be providing options for the Committee to consider in 2016. These options will be contingent on the success of securing the well right of way from the School District.
2. Register statutory right of way on School District property for well (\$5,000 allocated, \$4,154 spent). The work to secure the right of way started in 2014, continued in 2015 and has progressed to having drafts of the agreement reviewed by the CRD and the school district. There are still outstanding clauses that need to be finalized prior to presenting it to the committee.
3. Negotiate access road SRW (\$1,000 allocated, none spent). This project was not worked on in 2015 as further clarity was required as to what is to be achieved. This will be reviewed further with operations as there are physical improvements to the existing access right of way that could be completed in order to improve access for maintenance tasks.

A Strategic Asset Management Plan (SAMP) was not included in the 2015 work plan capital work plan, as clarity is needed relative to the sequencing and timing of the various study components. It was determined that prior to undertaking the study, the well site needed to be legally secured from the School District as that would significantly influence any decisions regarding the future water supply.

Once the well site is secured, a major, first step of the SAMP will be to study/analyze options to connect the distribution system to the well. Further, if funds permit, the study would also look at the quantity, age, condition and approximate life expectancy of the water mains and other system infrastructure and include a long-term financial plan to fund system operation and maintenance, infrastructure renewal and the development of new works, in order to maintain an acceptable level of service and provide future annual cost of service projections.

## 2015 FINANCIAL REPORT

Please refer to the attached Statement of Operations. *Revenue* includes fixed user fees (*User Charges*), consumption based revenue (*Water Sales*), *Interest earnings*, and miscellaneous revenue such as late payment charges (*Other revenue*).

*Expenses* include all costs of providing the service. *General government services* include budget preparation, financial management, utility billing, insurance and risk management services. *CRD Labour and Operating Costs* includes CRD staff time as well as the costs of equipment, tools and vehicles. *Debt Servicing Costs* are principal and interest payments on long term debt. *Other expenses* includes all other costs to administer and operate the water system including insurance, supplies, electricity, and water testing.

The difference between *revenue* and *expenses* is reported as *Net revenue (expenses)*. Any transfers to or from capital or reserve accounts for the service (*Transfers to own funds*) are deducted from this amount and the result is then added to any surplus or deficit carry forward from the prior year, yielding an *Accumulated surplus (or deficit)* that is carried forward to the following year.

The Cedars of Tuam Water 2015 revenue of \$24,722 includes:

- \$23,530 - *User Charges*
- \$1,048 - *Water Sales*
- \$26 - *Interest earnings*, and
- \$118 - *Other revenue*.

The total expenses of \$21,062 include:

- \$1,630 - *General Government Services*
- \$14,089 - *CRD Labour and Operating Costs*
- \$1,626 - *Debt Servicing Costs*
- \$3,717 - *Other expenses*

The difference between revenue and expenses in 2015 amounted to a net surplus of \$3,660. This was added to the surplus of \$421 carried forward from 2014. \$4,081 was transferred to the Maintenance Reserve Account, leaving no surplus or deficit to be carried forward to 2016.

2015 User Fee charges were \$1,470.63 per Single Family Equivalent (SFE).

The balances in the Cedars of Tuam Water service capital funds and reserve accounts at December 31, 2015 were:

Description	Balance as of the end of 2015
Maintenance Reserve Account	\$5,571
Capital Reserve Fund (1057 101843)	\$26,917
Funds remaining to spend on projects in progress (WLA3024)	\$12,117



### Water System Problems - Who to Call:

To report any event or to leave a message regarding the Cedars of Tuam Water System, call either:

<b>CRD water system emergency call centre:</b>	<b>1-855-822-4426 (toll free)</b>
<b>CRD water system emergency call centre:</b>	<b>1-250-474-9630 (toll)</b>
<b>CRD local operator (Ganges Wastewater Treatment Plant):</b>	<b>250-537-4314</b>
<b>CRD water system general enquiries (toll free):</b>	<b>1-800-663-4425</b>

When phoning with respect to an emergency, please specify to the operator, the service area in which the emergency has occurred.

The new toll free number for reporting emergencies is being pilot-tested and will be evaluated at the end of 2016 to assess the use and need going forward.



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Karla Campbell, Senior Manager  
Salt Spring Island Electoral Area



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Matthew McCrank, MSc, PEng  
Senior Manager, Infrastructure Operations  
Concurrence



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Rajat Sharma, B.Eng, MBA, CPA, CMA  
Acting Chief Financial Officer  
Concurrence

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Glenn Harris, Ph.D., R.P.Bio  
Senior Manager, Environmental Protection  
Concurrence

KW:ts