

# WHISTLER

## REPORT | INFORMATION REPORT TO COUNCIL

**PRESENTED:** April 20, 2021

**REPORT:** 21-040

**FROM:** Infrastructure Services

**FILE:** E210

**SUBJECT:** CROSS CONNECTION CONTROL PROGRAM - UPDATE

### COMMENT/RECOMMENDATION FROM THE CHIEF ADMINISTRATIVE OFFICER

That the recommendation of the General Manager of Infrastructure Services be endorsed.

### RECOMMENDATION

That Council receive Information Report 21-040 regarding Cross Connection Control Program – Update.

### PURPOSE OF THE REPORT

The purpose of this Report is to provide council with an update on the municipality's Cross Connection Control Program, (CCCP). This Report will review the progress that has been made since the adoption of "Cross Connection Control Bylaw No. 2233, 2019" as well as identify staff's methodology to continue advancing the CCCP in 2021 and beyond.

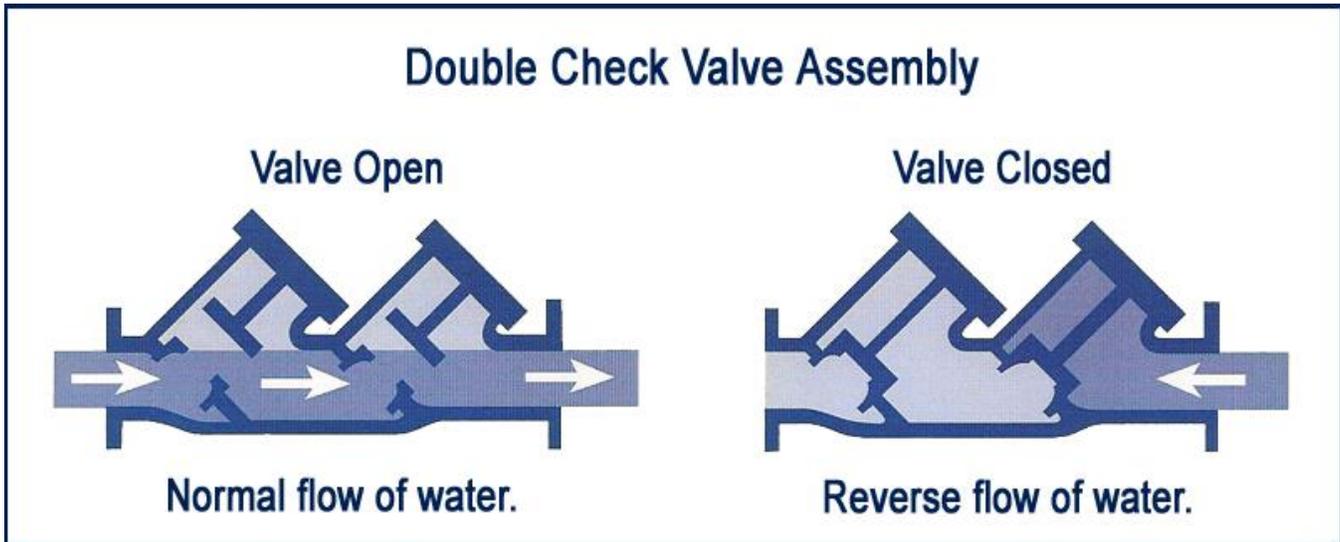
### DISCUSSION

As a water purveyor, the Resort Municipality of Whistler (RMOW) operates our water supply system under the regulations of the *British Columbia Drinking Water Protection Act*. The Drinking Water Officer, an official established by provincial legislation, requires that the RMOW implement and maintain a CCCP as a condition of the RMOW permit to operate a water supply system.

Potable water supply systems are susceptible to contamination if water flows in a reverse direction from private property into the water distribution system (backflow). A backflow event can occur when there is a drop in municipal pressure or when the private side of a water service is over pressurized. The appropriate backflow prevention device can prevent the backflow and subsequent contamination.

Backflow prevention devices are selected based on the requirements as outlined in the *BC Plumbing Code*. Each backflow prevention device must be inspected annually to prove that it will not fail during a backflow event. An example of how a backflow prevention device works is illustrated in Figure 1.

Figure 1. How a backflow prevention device works



The RMOW has had a comprehensive CCCP in place since 2013 with the following milestones being achieved:

- Focus on all municipal facilities complying with code requirements – Completed 2015.
- Undertake a Cross Connection Control Survey and Hazard Assessment of all Industrial, Commercial and Institutional (ICI) properties within Whistler. The Survey and Hazard Assessment reviewed each ICI property and rated the hazard as High, Moderate or Low – Completed 2013.
- Adoption of “Cross Connection Control Bylaw No. 2233, 2019” – Completed 2019.
- Working with property owners to ensure that all High Hazard facilities are in compliance with code and bylaw requirements – Essentially complete with three outstanding properties in progress, estimated completion 2021.

**Next phase**

With all High Hazard properties expected to be in compliance within the coming months, staff will shift their attention to the Moderate Hazards located within Whistler. The table below provides a snapshot of the current status. These quantities are approximate as the number is fluid with new backflow prevention devices being added and new hazards being created.

**Facilities**

| Hazards  | Quantity | Not Surveyed | Surveyed | Compliant |
|----------|----------|--------------|----------|-----------|
| High     | 46       | 0            | 46       | 43        |
| Moderate | 326      | 116          | 210      | 49        |

The Moderate Hazard category currently identifies a total of 326 facilities. 210 of those having the hazard assessment completed, with only 49 Moderate facilities in compliance. The CCCP will continue to reach out to the non-compliant facilities with reference to Cross Connection Control Bylaw 2233,

2019. There are 116 facilities identified as “not surveyed” which require a site visit and a hazard assessment. The hazard assessment will identify the risk and assign the mandatory backflow prevention device to be installed. Recently a RMOW staff member has been certified to undertake these formal hazard assessments, allowing this work to be undertaken in house as workload permits. The target is to have all Moderate Hazard assessment surveys completed by Q2 of 2023.

Residential homes frequently pose the smallest threat of contamination to the water supply. Therefore in the absence of a Moderate Hazard (such as; chemical treatment, boilers, irrigation system, pool, etc.) most residential homes are considered a low hazard and will not require any additional protection.

### **Bylaw enforcement**

The CCCP uses a database and tracking system (called FAST) that sends out letters to all customers with overdue annual inspections or those requiring the installation of the prescribed backflow prevention device. Customers receive first and second reminder notification letters that identify timelines to achieve compliance. RMOW staff deliver third and final notices which require further follow up with potential enforcement actions as necessary.

To date, staff have worked well with each of the property owners achieving compliance without the need for financial penalties, nevertheless after three written notices there is the ability to force compliance with the mechanisms outlined within our bylaws. Financial penalties for customers who fail to comply with “Cross Connection Control Bylaw No. 2233, 2019” will be administered through either our “Municipal Ticket Information System (Amendment Bylaw No. 2234, 2019)” or the “Bylaw Notice Enforcement Bylaw (Amendment Bylaw No. 2235, 2019)”.

### **POLICY CONSIDERATIONS**

There are no other policy considerations at this time.

### **Official Community Plan**

Whistler’s Official Community Plan (OCP) identifies sustainable infrastructure as a key component to our Community Vision. Implementation of our CCCP is not only a requirement noted on the RMOW’s permit to operate a water supply system, it has become part of a multi-barrier approach that protects Whistler’s potable water supply. Reliable, clean and safe drinking water is one of Whistler’s most valuable assets and protection of this resource is vital to our continued success as a tourist destination and resort community.

### **BUDGET CONSIDERATIONS**

Whistler was the successful recipient of Federal Gas Tax Funding in late 2012 which was the catalyst to advance our Cross Connection Control Program over the following years.

The RMOW has adopted a digital system for inspection tracking with test reports being submitted via mobile phones, touchpads and laptops. Certified inspectors pay a \$10.00 administration fee per “passed” test report submitted. There is no charge when submitting failed backflow prevention device test reports (but they need to be fixed and re-tested).

Staff time assigned to administrative tasks, bylaw enforcement, and working with customers will be funded through existing operating budgets.

## **COMMUNITY ENGAGEMENT AND CONSULTATION**

Engagement with customers has been ongoing since 2013. Federal Gas Tax Funding enabled our most extensive efforts in 2015. Public outreach included a series of initiatives such as: Council Briefs, Whistler Today, Mayor's Report, RMOW website updates, advertisements in the local paper, and an information mail-out to over 1,000 recipients. Staff met with strata management companies to discuss the upcoming CCCP and shared the material with the Chamber of Commerce and their membership. Letters are sent to customers who require ongoing follow up regarding bylaw and code compliance.

## **SUMMARY**

With all High Hazard properties expected to be in compliance within the coming months, staff will shift their attention to the Moderate Hazards located within Whistler. Staff will continue their ongoing communication prompting customers to submit the required annual test results and work to safeguard all High and Moderate Hazards with the appropriate backflow prevention device.

To date, staff have worked well with each of the property owners achieving compliance without the need for financial penalties, nevertheless after three written notices we will work with our bylaw team to enforce "Cross Connection Control Bylaw No. 2233, 2019".

Respectfully submitted,

Jeff Ertel

MANAGER OF DEVELOPMENT SERVICES

for

James Hallisey, P. Eng.

GENERAL MANAGER OF INFRASTRUCTURE SERVICES