



# The Water Treatment Plant is OPERATIONAL!

## Frequently Asked Questions

### **How long before my water runs clear every time I turn on the tap?**

Manganese has been building up in our water lines for decades. The build-up of manganese causes the water to be brown at random times (most often after flushing or other disturbance) when the manganese particles break away from the pipe walls. This problem will not instantly be fixed now that we have a water treatment plant, it will take time. **How long?** Your service line from the water main to your residence will contain varying amounts of manganese build-up due to the age of your home and location. As the manganese flushes out of the system, residents may experience an increase in "brown water" events, these events will decrease over time.

### **What is the Village doing to eliminate the build-up of manganese in the lines?**

The Public Works crew will be flushing the lines monthly, starting the week of **May 10 -14**. During this time if your water is brown, run your cold water taps, and flush your toilet until the water runs clear. **DO NOT** run your hot water. Washing light coloured clothes during the line flushing times is not recommended. The **June, July and August** dates for flushing the water mains will be announced later. Sign up for the free **Voyent Alert** messaging system and receive a direct message as to when flushing will occur. We will also post the flushing dates on the Village of Burns Lake's website, Facebook page and through other forms of media .

### **What can residents do to assist?**

Whenever the water is brown, run your cold water taps, and toilet(s) until it runs clear. This process will assist to clear your service line into your home of the manganese build-up. The water treatment plant is expected to reduce manganese content in the water to below 0.02mg per litre, which is a significant reduction. With the reduced manganese content, build up will no longer occur in the water lines. The next months will be frustrating as the manganese breaks loose and flushes out of the system. The only way to flush the manganese from your service line is through your taps. The Public Works crew will flush the manganese from the large water mains by opening fire hydrants. If you see the crew flushing the lines near your home, **open up your outside tap (garden hose) and leave on for the duration of the flush**. We thank you in advance for your patience and understanding, we all can't wait to see the last of the manganese problem!

### **What did the water treatment plant cost?**

The water treatment plant is the largest infrastructure project the Village of Burns Lake has undertaken. The project cost was \$5.3M, and would not have been possible without our partners, Lake Babine Nation, Ts'il Kaz Koh First Nation, the Province of BC and the Federal Government. The Mayor and Council would like to thank Western Canadian Mechanical, True Engineering, BV Electric, Dale Ross and the public works crew, and the numerous local contractors and businesses for their efforts and dedication throughout the construction phase.

*The Village of Burns Lake is looking forward to future collaborative projects that benefit our community and the amazing people that live in it! Have an idea? Please share it with the Mayor - [mayor@burnslake.ca](mailto:mayor@burnslake.ca) or call 250-692-7587.*