



**Ontario Clean Water Agency**  
**Agence Ontarienne Des Eaux**

Tri County Drinking Water System  
Operations Report  
Third Quarter 2024

Ontario Clean Water Agency, Southwest Region  
Sam Smith, Sr. Operations Manager  
Date: October 15, 2024

## **Facility Description**

Facility Name: Tri-County Drinking Water System  
Regional Manager: Sam Sianas (519) 319-2233  
Sr. Operations Manager: Sam Smith (226) 377-1540  
Business Development Manager: Robin Trepanier (519) 791-2922  
Facility Type: Municipal  
Classification: Class 2 Water Distribution, Class 2 Water Treatment  
Title Holder: Municipality

## **Service Information**

Area(s) Serviced: West Elgin, Dutton/Dunwich, Southwest Middlesex, Newbury and Bothwell  
Population Serviced: 9,985  
No. of Connections:  
Water Meters: Commercial / Residential  
In Service Date: 2009

## **Capacity Information**

Total Design Capacity: 12.160 (1000 m<sup>3</sup>/day)  
Total Annual Flow: 1,381 (1000 m<sup>3</sup>/year)  
Average Day Flow: 3.770 (1000 m<sup>3</sup>/day)  
Maximum Day Flow: 5.380 (1000 m<sup>3</sup>/day)

## **Operational Description**

Water treatment with intake in Lake Erie, 4 low lift pumps, lifting up to the treatment plant. Membrane filtration followed by injection with Sodium Hypochlorite for primary disinfection and into the 2 Storage Tanks. Pumping to tower & distribution system with 4 high lift pumps.

## **SECTION 1: COMPLIANCE SUMMARY**

### **FIRST QUARTER:**

There were no compliance issues to report during the first quarter.

### **SECOND QUARTER:**

There were no compliance issues to report during the second quarter.

### **THIRD QUARTER:**

There were no compliance issues to report during the third quarter.

## **SECTION 2: INSPECTIONS**

### **FIRST QUARTER:**

On January 24<sup>th</sup>, a routine inspection was conducted at the Tri-County Drinking Water System by the MECP. All follow-up questions have been answered. The report has not yet been received.

### **SECOND QUARTER:**

There were no Ministry of Environment, Conservation and Parks (MECP) or MOL inspections conducted during the second quarter however, the MECP Inspection Report and Rating were received on May 6<sup>th</sup>, 2024 for the inspection that occurred on January 24<sup>th</sup>. There were no non-compliances identified and the system received a rating of 100%.

### **THIRD QUARTER:**

There were no Ministry of Environment, Conservation and Parks (MECP) or MOL inspections conducted during the third quarter.

## **SECTION 3: QEMS UPDATE**

### **FIRST QUARTER:**

The Municipal Drinking Water License expires on July 15<sup>th</sup>, 2024. The application for the renewal was due January 15<sup>th</sup>, 2024. The application has been sent to the MECP however, the Financial Plan required updates to meet the requirements of the regulation. Once the Tri-County Water Board has the Financial Plan updated it will be submitted to the MECP.

### **SECOND QUARTER:**

The Essential/Emergency Service and Supply Contact List was updated on April 29<sup>th</sup>, 2024. Changes were made to Client Contacts as well as OCWA Staff. The list is currently in its 36<sup>th</sup> revision.

On June 14<sup>th</sup>, 2024 the signed Municipal Drinking Water License and Drinking Water Works Permit were received from the MECP.

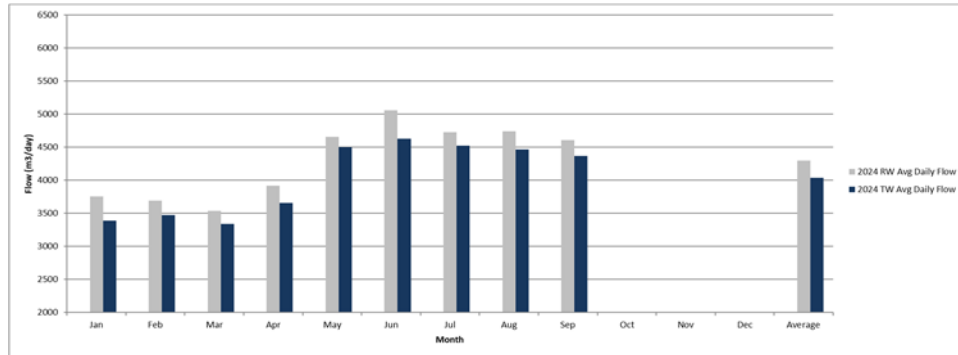
### **THIRD QUARTER:**

There were no QEMS updates to report on during the third quarter.

## **SECTION 4: PERFORMANCE ASSESSMENT REPORT**

The Tri-County Drinking Water System is currently operating at 93.94% efficiency with the water taken from Lake Erie that is treated and sent to the distribution systems. Chart 1 below shows the raw water takings compared to the treated water distributed to the distribution system so far in 2024.

**Chart 1: Average daily water takings compared to treated water distributed to the distribution system**



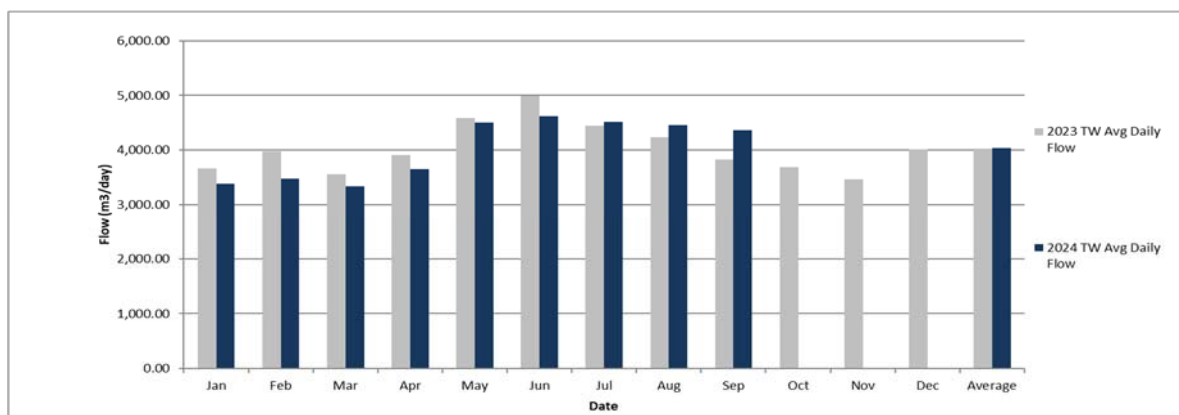
Raw water is sampled on a weekly basis and tested for E. coli and Total coliforms as per regulatory requirements. There are no limits identified in the regulations for E. coli and total coliform found in the raw water source. Table 1 below identifies the sample results for the first quarter.

**Table 1: Raw water sample results 2024**

Month	# Samples	E. Coli Range (cfu/100mL)	Total Coliform Range (cfu/100mL)
January	5	<4 - <100	280 – 12500
February	4	<2 – <10	260 – 5600
March	4	<2 - <100	12 – 800
April	5	<2 - <100	26 - 520
May	4	<10 - <100	120 - 13600
June	5	<10 - <100	280 - 2800
July	5	<10 - <110	180 - 2400
August	4	30 - 240	90 - 3400
September	4	30 - 150	220 - 700

The raw water is treated through membrane filtration and chlorine disinfection. The treated water is distributed to the systems it serves through the high lift pumps. The average daily treated water sent to the distribution in 2024 so far is 4,036.8m<sup>3</sup>/d. The average treated water flow in the third quarter of 2024 is up 6.7% when compared against the average daily flow in the third quarter of 2023. The Tri-County Drinking Water System is currently at 33.2% of its rated capacity. Chart 2 below depicts the treated water flow for 2024 compared to 2023 average daily flows.

**Chart 2: Treated water average daily flow in 2024 compared to 2023**



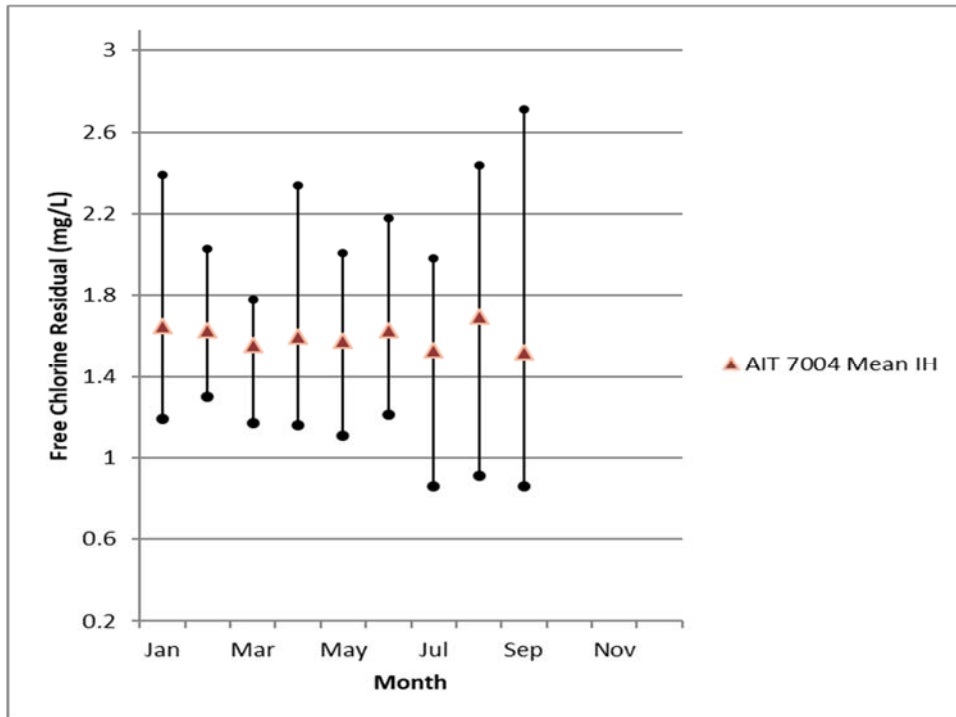
To ensure inactivation of viruses, bacteria and microorganisms the membrane filtration system is required to meet performance criteria for filtered water turbidity of less than or equal to 0.1 NTU in 99% of the measurements each month. The Tri-County Water Treatment Plant has met all regulatory requirements for inactivation in 2024. Table 2 below shows the performance of each filter rack and the overall filter rack performance.

**Table 2: Filter Rack Performance in 2024**

	Rack 1 % Readings <0.1ntu	Rack 2 % Readings <0.1ntu	Rack 3 % Readings <0.1ntu	Rack 4 % Readings <0.1ntu	Overall Filter Performance (% readings <0.1ntu)
January	100.00	100.00	100.00	100.00	100.00
February	100.00	100.00	100.00	100.00	100.00
March	100.00	100.00	100.00	99.90	99.98
April	100.00	100.00	100.00	99.90	99.98
May	100.00	100.00	100.00	99.90	99.98
June	100.00	100.00	100.00	100.00	100.00
July	100.00	100.00	100.00	99.80	99.95
August	99.80	99.90	99.80	99.40	99.73
September	100.00	100.00	100.00	99.60	99.90

Along with turbidity, chlorine residuals are monitored throughout the treatment process by continuous online free chlorine analyzers. Residuals are maintained in order to provide adequate primary disinfection to meet inactivation of viruses, bacteria and microorganisms. The chlorine also provides adequate residuals in the distribution systems the treatment plant serves (secondary disinfection). Chart 3 below provides the online minimum, maximum and average readings of free chlorine provided to the distribution systems. All results have met regulatory requirements.

**Chart 3: Distribution System Free Chlorine Residuals**



On a weekly basis the treated water is tested for E. coli, Total Coliforms and heterotrophic plate count (HPC). The limit for Total Coliform and E. coli is zero. There is no limit specified for heterotrophic plate count (HPC) as this is an operational guide to initiate an action plan if HPC results are continuously high. Table 3 below shows the number of samples taken each month along with the range of results. All samples have met regulatory requirements.

**Table 3: Treated water sample results for 2024**

	# Samples	Total Coliform Range (cfu/100mL)	E. coli Range (cfu/100mL)	HPC (cfu/100mL)
January	5	0 - 0	0 - 0	<10 - <10
February	4	0 - 0	0 - 0	<10 - <10
March	4	0 - 0	0 - 0	<10 - <10
April	5	0 - 0	0 - 0	<10 - <10
May	4	0 - 0	0 - 0	<10 - <10
June	5	0 - 0	0 - 0	<10 - <10
July	5	0 - 0	0 - 0	<10 - <10
August	4	0 - 0	0 - 0	<10 - <10
September	4	0 - 0	0 - 0	<10 - <10

The transmission main (distribution system) is sampled on a weekly basis at two locations for E. coli, Total Coliforms and heterotrophic plate count (HPC) to meet regulatory requirements. As with the treated water the limit for Total Coliform and E. coli is zero, heterotrophic plate count (HPC) doesn't have a limit. This is an operational guide to initiate an action plan if HPC results are continuously high. Table 4 below shows the number of samples taken each month along with the range of results.

**Table 4: Distribution system sample results for 2024**

	# Samples	Total Coliform Range (cfu/100mL)	E. coli Range (cfu/100mL)	HPC (cfu/100mL)
January	10	0 - 0	0 - 0	<10 - <10
February	8	0 - 0	0 - 0	<10 - <30
March	8	0 - 0	0 - 0	<10 - <30
April	10	0 - 0	0 - 0	<10 - <10
May	8	0 - 0	0 - 0	<10 - <10
June	8	0 - 0	0 - 0	<10 - <10
July	10	0 - 0	0 - 0	<10 - <20
August	8	0 - 0	0 - 0	<10 - <10
September	8	0 - 0	0 - 0	<10 - <10

On a quarterly basis trihalomethanes are tested at two locations in the system. The first location is at the treatment plant prior to the water leaving the facility. The second location is at the end of the system, at the West Lorne Standpipe. Sampling from both locations provides information on how the THMs are forming in the system with retention time. There is an issue with elevated THMs in the distribution systems that the Tri-County Drinking Water System provides water to. Table 5 below provides the running average quarterly results; the running average limit for THMs is 100µg/L. All results are within regulatory requirements. However, THMs increase with increased retention time therefore THMs in the distribution system the WTP serves can be much higher, even reaching the regulatory limit.

**Table 5: Trihalomethane sampling results**

	Limit (µg/L)	Treated Water THM Result (µg/L)	West Lorne Standpipe THM Result (µg/L)
October 2023		55	82
January 2024		19	32
April 2024		14	28
July 2024		26	46
Running Average	100	28.50	47.00

On a quarterly basis Haloacetic Acids (HAAs) are tested as per regulatory requirements. They are sampled at two locations in the system. The first location is at the treatment plant prior to the water leaving the facility. The second location is at the end of the system, at the West Lorne Standpipe. Sampling from both locations provides information on how the HAAs are forming in the system with retention time. Table 6 below provides the current running average quarterly results; the running average limit for HAAs is 80µg/L. All results are within regulatory requirements.

**Table 6: Haloacetic Acid sampling results**

	Limit (µg/L)	Treated Water HAA Result (µg/L)	West Lorne Standpipe HAA Result (µg/L)
October 2023		19.4	29.8
January 2024		12.4	18.6
April 2024		5.3	15.1
July 2024		8.0	25.0
Running Average	80	11.28	22.13

## **SECTION 5: OCCUPATIONAL HEALTH & SAFETY**

### **FIRST QUARTER:**

There were no additional Health & Safety issues identified in the first quarter.

### **SECOND QUARTER:**

On April 9<sup>th</sup> the annual occupational health and safety inspection was completed. There were no issues identified. There were no additional Health & Safety issues identified in the second quarter.

### **THIRD QUARTER**

There were no additional Health & Safety issues identified in the third quarter.

## **SECTION 6: GENERAL MAINTENANCE**

### **FIRST QUARTER:**

#### **JANUARY**

- 16: Gerber Electric on-site to train staff on new procedure for generator run tests.
- 18: Ontario Compressor on-site for routine compressor servicing/inspection.
- 25: Eramosa on-site to recertify our Microsoft office product key on SCADA computer for excel.
- 29: Gerber replaced heater in the low lift. Unit is working and on.
- 31: Nevro replaced storage tank T-6010 6" drain valve.

## FEBRUARY

- 19: Installed new actuator on flow control valve-3301 due to it failing multiple times over the weekend.
- 26: While investigating valve 3315 it appears that when the valve is open it takes a while for the system to recognize it's open and sending out an error signal. Replaced actuator position sensor with spare.
- 27: Gerber on-site to look at faulting drain pump and install new heater in low lift building and chlorine gas building.

## MARCH

- 4: SCG Flowmetrix on-site for annual flow meter calibration and verifications.
- 5: SCG Flowmetrix on-site for annual flow meter calibration and verifications.
- 6: SCG Flowmetrix on-site for annual flow meter calibration and verifications.
- 11: Nevro on-site to take Process drain pump 9010 out for inspection and possible replacement.
- 11: Martins Lift Truck on-site for annual forklift inspection and service.
- 12: Watech on-site at standpipe for graffiti removal.
- 21: Martins Lift Truck on-site to service forklift.
- 27: Southwest Mechanical on-site at standpipe to repair leaking copper line for pressure sensor.
- 28: Gerber on-site for quarterly HVAC inspection.

## **SECOND QUARTER:**

### APRIL

- 3: Courtney from Eramosa onsite, confirmed standpipe PLC Is no longer functioning.
- 3: Courtney from Eramosa onsite to fix programming issue with high lift pumps not running in pressure mode as we cannot see level due to PLC failure.
- 5: Brian from Gerber onsite for PLC upgrades at Standpipe.
- 5: Eramosa onsite for PLC upgrades at Standpipe.
- 8: Gerber onsite to investigate issue with Low Lift generator randomly turning on and not shutting down.
- 8: Alberts generator onsite, Alberts found chewed wire ribbons in the control box of the generator and thinks this is the possible issue. Alberts will get us a quote on new ribbons.
- 9: Courtney from Eramosa onsite to fix issue with Standpipe data trending not showing.
- 9: Courtney from Eramosa investigated Silver Clay comm loss and found controller had lost comms causing it to lose its code, Courtney reprogramed code.
- 11: Ontario Compressor onsite for routine compressor servicing/inspection.
- 16: Southwest mechanical onsite for barbed wire fence installation.
- 24: Southwest mechanical onsite to repair leaking line on altitude valve in Standpipe

### MAY

- 8: Alberts generator onsite to fix wiring issue with low lift generator.
- 10: Southwest Mechanical onsite to look at blower exhaust fan for low lift chlorine building.
- 28: Nevro on-site for pre work before high lift header replacement.
- 28: SCG Flowmetrix onsite to trouble shoot storage tank level transducer issue. Had to reprogram T-6010 milltronics.
- 29: Martins lift truck on-site to inspect issue with forklift.
- 30: Martins delivered rental forklift and took ours to their shop to inspect.

### JUNE

- 3: Took SCBA tank and masks to Levitt Safety for inspection/certification.
- 6: Nevro onsite to replace high lift header piping.
- 7: Miller dropped off large dumpster bin for next week's rack removal.
- 11: Aria Filter onsite to guide OCWA team with replacing rack 2 filter modules.



- 12: Aria Filter onsite to guide OCWA team with replacing rack 2 filter modules.
- 13: Aria Filter onsite to help finish with rack 2 filter module replacement.
- 19: Stephan from Gerber electric onsite to troubleshoot issue with UV MCP power issue. Gerber found no issue. Eramosa called in to troubleshoot issue. They made an edit to the programming to bypass issue of UV inlet and outlet motive valves not showing open and let the plant start running.
- 20: Gerber and Eramosa back onsite to troubleshoot UV MCP/UV inlet & outlet valves issue. Found a failed PLC card and Eramosa will order a new one.
- 21: Courtney from Eramosa onsite to replace faulty PLC card. Replaced card and reverted programming edits made on June 19.
- 26: SCG onsite for flow meter calibrations.
- 27: SCG onsite for flow meter calibrations.

### **THIRD QUARTER:**

#### JULY

- 2: Trojan onsite for annual UV servicing.
- 8: Gerber electric onsite to remove chlorine analyzer AIT-2003 in preparation for new CI-17 analyzer to be installed.
- 8: Gerber electric onsite to help trouble shoot issue with high lift rotork valves not opening.
- 10: Gerber onsite to disconnect AIT-2006 turbidimeter and move it to a different location to make more room for the CI-17 analyzer filters
- 12: Mani from Eramosa onsite for CL-17 upgrades on SCADA
- 16: Keith Douglas onsite for annual backflow preventer inspections.
- 16: Gerber onsite to install signal wire for new CL17 analyzer by the raw strainers to connect to SCADA.
- 17: Waddick fuels delivered 3029.1L of diesel to the WTP generator
- 18: Lavo onsite for bulk CI delivery.
- 23: Greatario onsite for ROV inspections on the treated storage tanks
- 24: Greatario starting ROV inspection at standpipe.

#### AUGUST

- 8: Alberts generator onsite for low lift and WTP generator inspection.
- 13: Ontario compressor onsite for servicing
- 23: Gerbers onsite to inspect issue with UV 1 having no power, replaced the relay
- 29: Gerbers on-site to inspect faulty wire/no power to UV 1, replaced the relay

#### SEPTEMBER

- 25: Gerbers onsite to replace lowlift exhaust fan

### **SECTION 7: ALARM SUMMARY**

#### **FIRST QUARTER:**

##### JANUARY

- 19: Alarm call for Rack 1 HIHI turbidity shut down. Operator arrived on-site and found unit reading okay. Likely due to debris coming loose following an air scrub on rack.
- 23: Alarm call for storage tank T-6020 LOLO. Due to suspected fog causing false low reading on milltronics.
- 30: Alarm call for Rodney Tower HIHI Cl. Operator reviewed remotely and saw Cl reading was coming down. Continued to monitor and Cl returned to normal readings.

##### FEBRUARY

- 2: Received call from spectrums for suction header chlorine fault, verified analyzer is reading correctly and increased cl dosage set point from 1.85 to 2.00.

- 4: Received alarm from spectrums for Rodney tower fault. Arrived on-site and found Rodney tower CI holding a max value of 4.90 and had a signal error alarm active. The system suddenly got connection again and all alarms cleared had SWM operator go to site to verify.
- 17: Received alarm for PALL system critical failure. Alarm is for too few racks due to rack 2 disabling from high high pressure because of Rack 2 inlet flow control valve-3201 smart positioner failing. Replaced pilot system on smart positioner.
- 18: Received alarm for PALL system critical failure. Alarm is for too few racks due to rack 3 disabling from high high pressure because of Rack 3 inlet valve flow control valve-3301 smart positioner failing. Performed calibration on rack #3 flow control valve-3301 smart positioner.
- 26: Received alarm from spectrums for PALL system critical failure. Found that Clean in Place return valve 3315 had failed, placed rack into manual and exercised valve multiple times. Placed valve back into auto and appears to be running normally, will monitor throughout the day.

### MARCH

- 1: Received alarm call for filtrate storage tank fault. Two low lift pumps now running and keeping up with demand.
- 2: Received alarm call for filtrate storage tank fault. Confirmed with SOP, changed tank 6010 LO set point from 7-6.4.
- 9: Received alarm call from Spectrum for All Systems Critical Failure. Observed a suspected PLC glitch that disabled the rack, placed back in duty and rack now on and running.
- 23: Received alarm for PALL critical failure rack 3 had disabled due to high pressure, put rack in manual and opened vent valve which brought pressure down, cleared alarms, placing rack back into forward flow.
- 30: Received alarm from spectrums for pall system critical failure. Adjusted actuator sensor and rack now running fine.

### SECOND QUARTER:

#### APRIL

- 13: Received call from spectrums for pall critical process failure. Logged onto SCADA found PALL system disabled air compressor 1 and 2 faulted. Suspected power flicker due to strong winds in area, cleared alarms and reset air compressors and was able to put plant back online.

#### MAY

- 20: Received alarm call for caustic containment high level. Found onsite small drip leak. Cleaned up spill in sump and laid out absorbent pad.
- 20: Received alarm call for power flicker. Arrived onsite for inspection and cleared faulted equipment.
- 24: Received alarm call due to CP-2000 UPS failure. Replaced with spare until new batteries can be ordered.
- 25: Received alarm call for duty storage tank T-6010 fault. Reading was incorrect due to programming issue. Placed T-6020 milltronics reading in duty and will discuss with programmers on Monday.
- 28: Received alarm call for power flicker. Arrived onsite and reset faulted out equipment.
- 29: Received alarm call for too few racks due to Rack 3 shut down caused by valve V-3302 failure. Changed air card with used spare and issue resolved.
- 31: Received alarm call for duty storage tank LO level. Found duty 2 low lift pump did not start when commanded likely due to PLC glitch. Reset commands and duty 2 started and plant is catching up.

#### JUNE

- 2: Received alarm call for too few racks due to Rack 3 shut down caused by HHI feed and filtrate pressure. Decreased low lift pump VFD speeds down from 95 to 90%. Increased rack inlet valve % open during raw strainer backwash.

- 4: Received alarm call for power flicker. Arrived onsite and reset faulted out equipment.
- 16: Received alarm call for power flicker. Arrived onsite and reset faulted out equipment.
- 17: Received alarm call for power flicker. Arrived onsite and reset faulted out equipment. Power flickered several more times while onsite. Discussed with ORO and turned on generator for the night to prevent hard shutdowns on equipment.
- 18: Received alarm call for power flicker. Arrived onsite and reset faulted out equipment.
- 18: Received alarm call for power flicker. Arrived onsite and reset faulted out equipment. Discussed with ORO and switched to generator power for a few hours before switching back to utility power.
- 24: Received alarm call for too few racks. Arrived onsite and found racks 1 and 2 filtrate turbidimeters were faulted and in error mode. Reset comms connection to units and readings returned to normal.
- 25: Received alarm call for too few racks due to Rack 3 being in idle due to air scrub watchdog timer, caused by raw strainers constantly going through backwash. Removed basket from strainer STR-2010 for night. Daytime operators will have to clean all strainer baskets in morning.

### **THIRD QUARTER:**

#### JULY

- 03: Received call from spectrums for main generator running
- 07: received call from spectrums for main generator running.
- 08: Received alarm call for main generator running
- 11: Received alarm call from spectrum for strainer inlet fault, Logged on remotely and saw that a power flicker had occurred
- 12: Received alarm call for strainer inlet fault, suspected power flicker. logged on remotely and saw that a power flicker occurred
- 12: Received alarm call for power flicker, will go to site and switch to generator until high usage is done. Arrived on-site, had to reset high lift pump 2
- 13: Received alarm call from spectrum for Rodney tower comms fail, notified West Elgin Oncall operator. Rodney tower comms fail likely due to internet outage in area.
- 13: Received alarm call for generator running, high lift pump is faulted, cannot clear remotely, heading to site
- 13: Received alarm call for Rodney tower chlorine alarm, logged on remotely and saw CL level was coming out of LO level, no longer in alarm
- 14: Received alarm call for main generator running
- 15: Received call from spectrums for main generator running
- 16: Received alarm for high lift pump fault, logged on remotely and appeared to have been a power flicker. Will need to go to site to reset pump.
- 30: Received alarm call for main generator running, will head to site, Received call for West Lorne and Wallacetown standpipe comms fail, Arrived on-site, found generator is now off and back to utility power, had to reset all system modes as PALL system is down, will bring back online and start to filter water.
- 31: Received alarm call from spectrum for main generator running, Logged on remotely and nothing appeared to be faulted, generator is now off and back on utility power.

#### AUGUST

- 1: Received alarm call for main generator running and for West Lorne and Wallacetown standpipe comms fail due to power flicker, received another call for main generator running, went to site and reset faulted out equipment
- 2: Received alarm call for West Lorne and Wallacetown tower comms fault and main generator running due to power flickers, went to site and reset faulted out equipment
- 3: Received multiple calls for main generator running due to power flicker, went to site to reset faulted equipment. Received call for Rodney tower LO chlorine alarm, will notify West Elgin Oncall operator
- 4: Received multiple alarm calls for main generator running due to power flicker, went to site to reset faulted equipment.

- 5: Received multiple calls for main generator running, went to site to reset faulted equipment, received alarm call for standpipe comms fail, now normal
- 11: Received alarm call for Rodney tower chlorine alarm, will notify SWM operator, received alarm for LOLO DO signaling the start of the yellow water event.
- 12: Received alarm from spectrums for distribution turbidity analyzer hi.
- 13: Received alarm for high distribution turbidity AIT-7003, received alarm for PALL critical process alarm, due to yellow water.
- 14: Received call from spectrums for pall system critical failure and main generator running, due to yellow water and power flicker.
- 15: Received call from spectrums for pall system critical failure and main generator running, due to yellow water and power flicker
- 16: Received call from spectrums for surge relive valve stuck open and filtrate storage tank fault, went to site and reset faulted equipment
- 17: Received alarm from spectrums for UV#1 fault, went to site and tried cycling power, received two calls from spectrums for Rodney tower chlorine alarm. notified SWM on call operator.
- 18: Received call from spectrums for Pall system critical process alarm due to high differential strainer pressure, executed super backwashes.
- 22: Received call from spectrums PALL systems critical failure, due to high differential strainer pressure, executed super backwashes.
- 23: Received alarm call for PALL critical failure, Found PALL system and shut down due to high strainer differential pressure, had to reset system modes and bring low lift back online.
- 25: Received alarm call for main generator running due to power flicker, went to site and reset faulted transfer switch
- 26: Received alarm call for main generator running, bulb 5 needs to be replaced in UV 2, UV1 screen is in a grey state not responding. Spoke with SOM, as per SOP WTP-50, shut down AOP system.
- 27: Received two alarm calls for main generator running due to power flickers, went to site and reset faulted equipment.
- 30: Received alarm call for storage tank fault, changed Duty for UV. Received call for generator running due to power flicker
- 31: Received multiple generator running alarm calls, went to site to reset faulted equipment

## SEPTEMBER

- 1: Received call for UV 1 fault, possible power flicker
- 7: Received call for high lift fault, power flicker. Received call for Rodney tower fault, MV-7011 stuck open, reset it.
- 12: Received call for AIT- 7001 hihi chlorine, tested with handheld and calibrated down from 2.52 to 1.90.
- 14: Received call for generator running, logged on plant was back on utility power, reset MV-7021 and UV.
- 17: Received call for UV2 reactor faulted, logged on and noticed a power flicker had occurred and faulted a couple pumps, went to site and reset them.
- 21: Received call for main generator running, went to site to reset faulted equipment. Received another call for main generator running, reset remotely. Received call for Rodney tower high level, remotely halted highlift.

## SECTION 8: COMMUNITY COMPLAINTS & CONCERNS

### FIRST QUARTER:

There were no complaints or concerns reported during the first quarter.

### SECOND QUARTER:

There were no complaints or concerns reported during the second quarter.

**THIRD QUARTER:**

On August 12<sup>th</sup>, multiple complaints received for coloured water, sodium permanganate system was started, standpipe and storage tanks were flushed.