



Annual Water Report

2019

Water System Description

The Alto Utilities Ltd. water system provides water for approximately 420 domestic unmetered connections, 1 school and 1 metered church (approximately 1000 people).

Untreated groundwater is drawn from two deep wells located on Lodge Road. These wells replenish three concrete reservoirs with a total capacity of over 1,700m³. The reservoirs are situated above the subdivision where gravity feeds the system through a series of mains, 29 fire hydrants, and two pressure reducing valve stations (PRVs).

Alto Utilities operates as required, and in accordance with the following programs:

- Capital Plan – Alto is currently working with an engineering firm to develop both near and long term plans for source, treatment and distribution infrastructure upgrades.
- Water Quality Monitoring Plan – In addition to the regular daily and weekly monitoring, Alto is updating its source water assessment. The results will help Alto develop a well protection plan that will continue to ensure safe drinking water for its customers on into the future.
- Emergency/Drought/Wildfire Response Plans – Each year Alto reviews its Emergency Response Plan to ensure that it is prepared for any kind of emergency. This includes keeping emergency contact information current, as well as developing strategies for drought and wildfire situations.
- Cross Connection Control Program – Alto will also review and update this year.
- Environmental Operators Certification - Alto has negotiated a service contract to provide a Level II Operator, as well as a Level 1 Operator In Training.



Lodge Road Pump House



Inside the Lodge Road Pump House

System Improvements & Maintenance

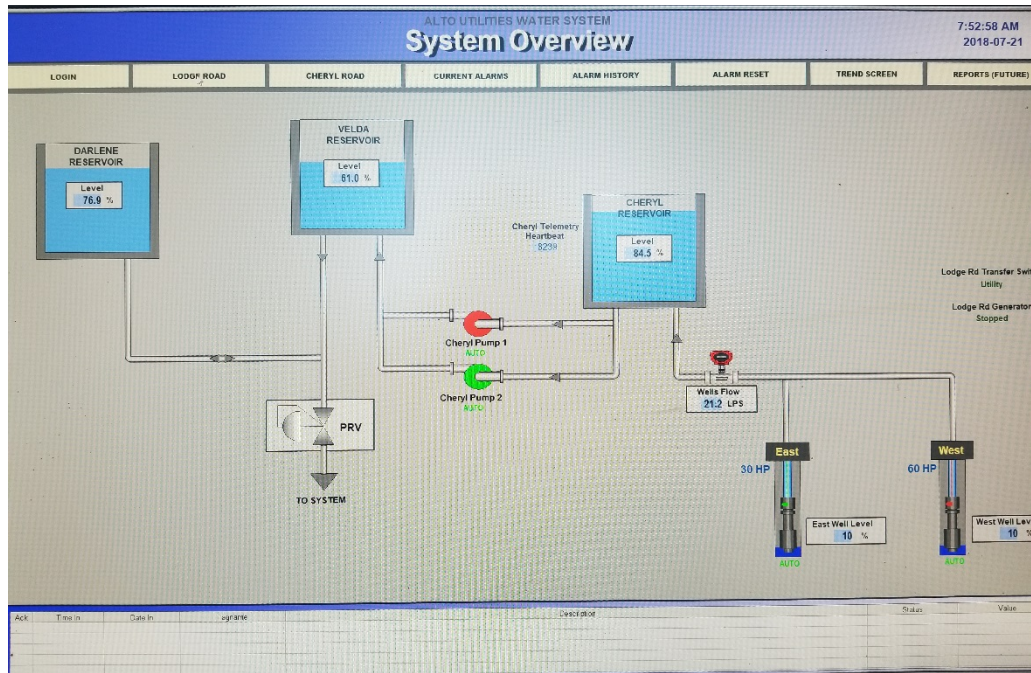
The distribution system was originally constructed in 1970, and has seen various upgrades over the years. This year we added water level tracking hardware in the wells. This will help to understand the relationship between the shallow and deep aquifers and will provide information to help us ensure safe drinking water into the future. Turbidity meters are scheduled to go in the pumphouse and Cheryl Reservoir before the end of the year. This water quality monitoring device will also provide information to help ensure future safe drinking water.

Alto Utilities performs annual inspections of all hydrants on the system, and reports findings to the local fire department.

The entire system is flushed semi-annually in April and October to ensure water is refreshed and minor sediment within the pipes is removed. Monthly flushing is also performed on all ends of the system.



Billing continues to be streamlined with the introduction of an electronic billing system and would encourage all of Alto's customers to help us reduce costs and use less paper.



Radio Telemetry System Overview

Alto Utilities Ltd. is a privately-owned, public regulated water utility.

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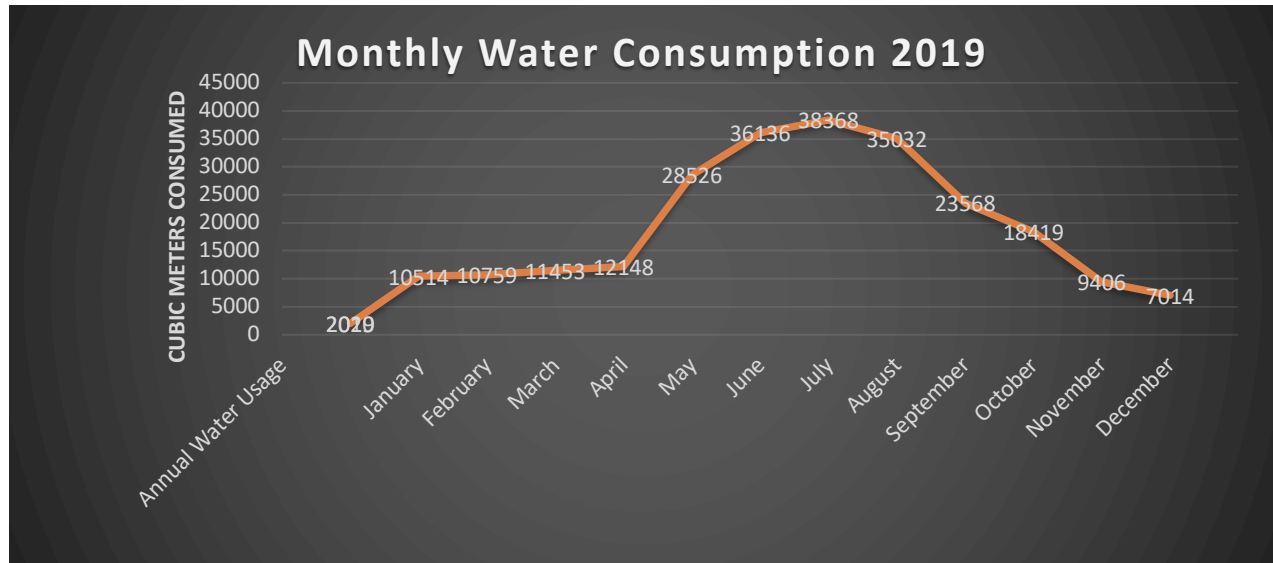
www.altoutilities.com

Email: alto.utilities@shaw.ca



Water Consumption

Annual consumption was 243,362 cubic meters. Excellent job on saving water in 2019.



Water Sampling & Quality Monitoring

Samples are collected on a weekly basis. We have four distribution points from which we collect and one source point; these are tested by an accredited laboratory. Of the 62 samples collected for bacteriological analysis in 2019 all met the standards set out in the B.C Drinking water Protection Regulation. Alto Utilities submits monthly reports to Interior Health. In 45 years, Alto Utilities has never had to issue a Boil Water Advisory.

Alto Water System	Total # of samples in 2018	E. Coli	Total Coliform
Source	12	0	0
Distribution	50	0	0-1

- No Total Coliform detected on resample

Sample Locations

- Woodsdale Road Test Station
- Darlene Road Test Station
- Velda Road Test Station
- Peter Greer Elementary School
- Main Pump House, Lodge Road

In addition, a complete chemical analysis of each well source is completed by an accredited laboratory in the spring and fall; the most recent one was completed in the fall of 2019.

If you are interested in the Comprehensive Analysis these are available on the website as well.