

## Cindy Howden

---

**From:** Service\_Regina Regina  
**Sent:** Monday, July 27, 2015 12:22 PM  
**To:** 28(1) Personal  
**Subject:** Contact Us - City of Regina

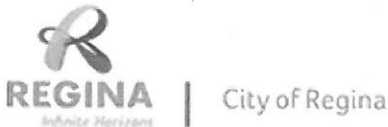
Thank you for contacting the City of Regina. We ask that you check for any leaks. To do this, please take a reading of the water meter at night, don't use any water during the night, then take a reading first thing in the morning. Do this for 3-4 nights. If the reading changes, there is a leak.

If you require further information, please contact us at 306-777-7000.

Thanks

Service Regina

P: 777-7000  
F: 777-6802  
E: service\_regina@regina.ca



Type of Request: Request for Information

Description of Request: Water bill question- I am wondering if different service numbers have different rates in our city. I have service number 4. My bill is very high compared to people in houses with many living under the same roof. I live alone, am gone from 7-530 every day Monday to Friday and on some weekends, and my water bill is even higher this month. I don't have lawns to water or cars to wash. I use water very conservatively at all times. This month I was away more than any other week so far this year and my bill is higher. Do you have an explanation as to why my bill is so high?  
Thanks.

Address of Request: 28(1) Personal

First Name:

Last Name:

Address:

Email:

Daytime Phone:

Evening Phone:

City: Regina

Province/State: Sk

Postal Code/ZIP: 28(1) Personal

Country: Canada

## Cindy Howden

---

**From:** Service\_Regina Regina  
**Sent:** Thursday, July 02, 2015 12:12 PM  
**To:** 28(1) Personal  
**Subject:** RE: Water Bill

Hi,

Yes, there was an increase and your June bill is a little higher. We ask to check for leaks. To do this, take a reading of the water meter at night, don't use any water during the night, and take a reading in the morning. If the reading changes, there is a leak. Do this for 3-4 nights. If there is no change, please contact Service Regina at 306-777-7000. If you have a water softener, please check to see if the salt is low.

The make the reading change, water has to run through it.

Thanks

Service Regina

P: 777-7000  
F: 777-6802  
E: service\_regina@regina.ca



---

**From:** 28(1) Personal  
**Sent:** Thursday, July 02, 2015 12:08 PM  
**To:** Service\_Regina Regina  
**Subject:** RE: Water Bill

Account # 28(1) Personal – Address is 28(1) Personal  
28(1) Personal

This message and any attachments are solely for the use of intended recipients. They may contain privileged and/or confidential information. If you are not the intended recipient, you are hereby notified that you received this email in error, and that any review, dissemination, distribution or copying of this email and any attachment is strictly prohibited. If you receive this email in error please contact the sender and delete the message and any attachments associated therewith from your computer. Your cooperation in this matter is appreciated.

---

**From:** Service\_Regina Regina [mailto:Service\_Regina@regina.ca]  
**Sent:** Thursday, July 02, 2015 12:07 PM  
**To:** 28(1) Personal  
**Subject:** RE: Water Bill

Hi,  
Can you please provide your address and/or account number, so we can investigate?

Thanks  
Service Regina

---

**From:** 28(1) Personal  
**Sent:** Thursday, July 02, 2015 12:03 PM  
**To:** Service\_Regina Regina  
**Subject:** Water Bill

Dear Sir or Madam:

I note that my April 30, 2015 water bill shows consumption of 5.801 M3 and my May 29, 2015 bill shows consumption of 20.719 M3, an almost 4 fold increase at a time when I simply was not using much water. Please review the account (and meter) and provide a substantive response. I have not yet received my June bill but will be reviewing it carefully.

Thank you.

28(1) Personal

2

---

This message and any attachments are solely for the use of intended recipients. They may contain privileged and/or confidential information. If you are not the intended recipient, you are hereby notified that you received this email in error, and that any review, dissemination, distribution or copying of this email and any attachment is strictly prohibited. If you receive this email in error please contact the sender and delete the message and any attachments associated therewith from your computer. Your cooperation in this matter is appreciated.

**DISCLAIMER:** The information transmitted is intended only for the addressee and may contain confidential, proprietary and/or privileged material. Any unauthorized review, distribution or other use of or the taking of any action in reliance upon this information is prohibited. If you received this in error, please contact the sender and delete or destroy this message and any copies.

## Cindy Howden

---

**From:** Service\_Regina Regina  
**Sent:** Wednesday, July 01, 2015 2:02 PM  
**To:** 28(1) Personal  
**Subject:** Contact Us - City of Regina

Thank you for visiting the City of Regina website. In regards to your inquiry, though residents were conserving water, the amount conserved does not largely impact your bill. When reviewing your account your consumption historically is not any higher than previous years. If you require further clarification, please contact Service Regina.

Thank you.

Service Regina

P: 306.777.7000  
F: 306.777.6802  
E: [service\\_regina@regina.ca](mailto:service_regina@regina.ca)



Type of Request:	Request for Service
Description of Request:	Water bill for Apr. 23 to May 22. We tried to reduce our water consumption as requested but our water bill went up \$25.00. Something does not seem right, According to the article in the Leader post we are not the only ones that think this
Address of Request:	28(1) Personal
First Name:	
Last Name:	
Address:	
Email:	
Daytime Phone:	
Evening Phone:	
City:	
Province/State:	sask
Postal Code/ZIP:	28(1) Personal
Country:	Canad

## Cindy Howden

---

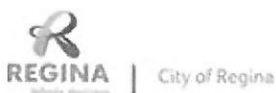
**From:** Service\_Regina Regina  
**Sent:** Thursday, July 09, 2015 10:30 AM  
**To:** 28(1) Personal  
**Subject:** Contact Us - City of Regina

Thank you for visiting the City of Regina website. In regards to your inquiry, your June billing was for 3 more days of service than your May bill. In looking at your billing history, there is a spike in consumption historically during the summer months.

Thank you,

Service Regina

City of Regina  
P: 306.777.7000  
F: 306.777.6802  
E: [service\\_regina@regina.ca](mailto:service_regina@regina.ca)  
Regina.ca



Type of Request:	Other Water Bill.
Description of Request:	I am curious as to my water bill for the period ending June 12, 2015. I had a 22\$ increase in my bill despite the exact same reading from the previous reading on May 12, 2015. Clearly there is no increase in my use of water and so why this spike in \$\$\$\$\$? I have been in contact with a great number of people who have actually decreased their water usage and yet increase costs. Please let me know why this is happening. I look forward to information.
Address of Request:	28(1) Personal Thanks,
First Name:	
Last Name:	
Address:	
Email:	
Daytime Phone	
Evening Phone:	
City:	
Province/State:	
Postal Code/ZIP:	
Country:	



## Cindy Howden

---

**From:** Service\_Regina Regina  
**Sent:** Wednesday, July 08, 2015 10:49 AM  
**To:** 28(1) Personal  
**Subject:** FW: Contact Us - City of Regina

Thank you for visiting the City of Regina website. In regards to your inquiry, your June billing was for 5 more days of service than your May bill. In looking at your billing history, there is a spike in consumption for your June bills so historically you do increase your consumption in June.

Thank you.

Service Regina

P: 306.777.7000  
F: 306.777.6802  
E: [service\\_regina@regina.ca](mailto:service_regina@regina.ca)



Type of Request:	Request for Information
Description of Request:	Please review my June utility bill. The charges are a lot higher than previous months, which is odd with the water use limitations.
Address of Request:	28(1) Personal
First Name:	
Last Name:	
Address:	
Email:	
Daytime Phone:	
Evening Phone:	
City:	Regina
Province/State:	SK
Postal Code/ZIP:	28(1) Personal
Country:	

## Cindy Howden

---

**From:** Service\_Regina Regina  
**Sent:** Thursday, July 02, 2015 10:49 AM  
**To:** 28(1) Personal  
**Subject:** Contact Us - City of Regina

Thank you for visiting the City of Regina website. In regards to your inquiry, please contact Service Regina as they can review the bill and provide some troubleshooting tips.

Thank you,

Service Regina

City of Regina  
P: 306.777.7000  
F: 306.777.6802  
E: [service\\_regina@regina.ca](mailto:service_regina@regina.ca)  
[Regina.ca](http://Regina.ca)



Type of Request: Request for Information

Description of Request: Our water bill seems too high. It used to be about \$120 every two months and it has doubled since going on monthly payments i.e. it's over \$100/mth. There are only two of us in the house. I would really like someone to check this please.

Address of Request: 28(1) Personal

First Name:

Last Name:

Address:

Email:

Daytime Phone:

Evening Phone:

City: Regina

Province/State: Sask

Postal Code/ZIP: 28(1) Personal

Country: Canada



## Cindy Howden

---

**From:** Service\_Regina Regina  
**Sent:** Wednesday, July 01, 2015 1:24 PM  
**To:** 28(1) Personal  
**Subject:** RE: Water rates

Thank you for visiting the City of Regina website. In regards to your inquiry, please contact Service Regina and they can help troubleshoot as to why your bill has increased.

Thank you.

Service Regina

P: 306.777.7000  
F: 306.777.6802  
E: [service\\_regina@regina.ca](mailto:service_regina@regina.ca)



---

**From:** 28(1) Personal  
**Sent:** Wednesday, July 01, 2015 12:49 AM  
**To:** Service\_Regina Regina  
**Subject:** Water rates

I never thought I would see the day my water bill was higher than both my energy and power. There are only two of us in our household, what must families of 4 be paying? My bill has risen steadily over the past year. With the recent property tax increase and the water/sewer creeping up Regina is quickly becoming a very expensive city to reside in.

Sent from Samsung tablet

## Cindy Howden

---

**From:** Service\_Regina Regina  
**Sent:** Thursday, July 09, 2015 3:00 PM  
**To:** 28(1) Personal  
**Subject:** RE: Contact Us - City of Regina

Good Afternoon,

In regards to your inquiry, below is the consumption for your June bill and then your May bill. In June you used 8.33 cubic meters of water and May you used 3.04 cubic meters and the readings reflect this.

### Water Use Details

Service	Meter Number	Service Class	Meter Size	Reading Type	Previous Reading
28(1) Personal	28(1) Personal	Residential	5/8" (15mm)	Actual	12-MAY-2015 1052.456

### Water Use Details

Service	Meter Number	Service Class	Meter Size	Reading Type	Previous Reading
28(1) Personal	28(1) Personal	Residential	5/8" (15mm)	Actual	14-APR-2015 1049.411

28(1) Personal  
**From:**  
**Sent:** Thursday, July 09, 2015 1:07 PM  
**To:** Service\_Regina Regina  
**Subject:** RE: Contact Us - City of Regina

Thanks for your response.

I get this. But on the bottom where it shows my exact consumption it states that on reading I consumed the SAME amount. So 3 more days and time of year is not an issue.

Thanks,  
28(1) Personal

---

**From:** Service\_Regina@regina.ca  
**To:** 28(1) Personal  
**Subject:** Contact Us - City of Regina  
**Date:** Thu, 9 Jul 2015 16:30:23 +0000

Thank you for visiting the City of Regina website. In regards to your inquiry, your June billing was for 3 more days of service than your May bill. In looking at your billing history, there is a spike in consumption historically during the summer months.

Thank you,

Service Regina

City of Regina  
P: 306.777.7000  
F: 306.777.6802  
E: [service\\_regina@regina.ca](mailto:service_regina@regina.ca)  
Regina.ca



Type of Request:	Other Water Bill.
Description of Request:	<p>I am curious as to my water bill for the period ending June 12, 2015. I had a 22\$ increase in my bill despite the exact same reading from the previous reading on May 12, 2015. Clearly there is no increase in my use of water and so why this spike in \$\$\$\$? I have been in contact with a great number of people who have actually decreased their water usage and yet increase costs. Please let me know why this is happening.</p> <p>I look forward to information.</p> <p>Thanks <sup>28(1) Personal</sup></p>
Address of Request:	
First Name:	<sup>28(1) Personal</sup>
Last Name:	
Address:	
Email:	
Daytime Phone	
Evening Phone:	
City:	
Province/State:	
Postal Code/ZIP:	
Country:	

**DISCLAIMER:** The information transmitted is intended only for the addressee and may contain confidential, proprietary and/or privileged material. Any unauthorized review, distribution or other use of or the taking of any action in reliance upon this information is prohibited. If you received this in error, please contact the sender and delete or destroy this message and any copies.

## Cindy Howden

---

**From:** Service\_Regina Regina  
**Sent:** Monday, July 06, 2015 8:33 AM  
**To:** 28(1) Personal  
**Subject:** Contact Us - City of Regina

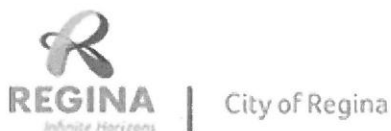
Thank you for contacting the City of Regina. The usage is 18 cubic meters. We ask that you check for any leaks. Take a reading of the water meter at night, don't use any water during the night, take a reading first thing in the morning. If the reading changes, there is a leak. Do this for 3-4 nights. The meter changes if there is water running through it.

If you have a water softener, make sure the salt isn't low.

Thanks

Service Regina

P: 777-7000  
F: 777-6802  
E: service\_regina@regina.ca



Type of Request: Request for Information

Description of Request: Our bill is much higher this month and we did not do anything differently. We would like you to check it please. Are your meters working correctly? I have looked back in our usage records and it had not been this high in 2 years.

Address of Request: 28(1) Personal

First Name:

Last Name:

Address:

Email:

Daytime Phone:

Evening Phone:

City: Regina

Province/State: Saskatchewan

Postal Code/ZIP: 28(1) Personal

Country: Canada

## Cindy Howden

---

**From:** Service\_Regina Regina  
**Sent:** Wednesday, July 01, 2015 2:12 PM  
**To:** 28(1) Personal  
**Subject:** RE: Water bill for month of May/ June

Your bill was an actual read not estimated. Please contact Service Regina during business hours on July 2<sup>nd</sup> for clarification.

Thank you.

Service Regina

P: 306.777.7000  
F: 306.777.6802  
E: [service\\_regina@regina.ca](mailto:service_regina@regina.ca)



---

**From:** 28(1) Personal  
**Sent:** Wednesday, July 01, 2015 1:56 PM  
**To:** Service\_Regina Regina  
**Subject:** RE: Water bill for month of May/ June

**thank you for the response. So what you are telling me my bill is estimated and not based on actual reading. Please confirm as the bill says its based on actual reading taken on June 9, 2015. I look forward to hearing from you. Thanks**

---

**From:** [Service\\_Regina@regina.ca](mailto:Service_Regina@regina.ca)  
**To:** 28(1) Personal  
**Subject:** RE: Water bill for month of May/ June  
**Date:** Wed, 1 Jul 2015 19:34:12 +0000

Thank you for visiting the City of Regina website. In regards to your inquiry, your billing for June was for 5 more days than what you were billed for May. We also saw an increase in consumption last June, so based on your past billing history June billing is typically higher. Should you require further clarification, please contact Service Regina.

Thank you.

Service Regina



P: 306.777.7000  
F: 306.777.6802  
E: [service\\_regina@regina.ca](mailto:service_regina@regina.ca)



---

**From** 28(1) Personal  
**Sent:** Tuesday, June 30, 2015 9:37 PM  
**To:** Service\_Regina Regina  
**Subject:** Water bill for month of May/ June

I live at 28(1) Personal Regina. My current bill is about \$50 more than my regular bills specially for the period when we were doing our best to conserve water. Please look into it and advise. I look forward to hearing from you

28(1) Personal

Sent from my Samsung Galaxy smartphone.

**DISCLAIMER:** The information transmitted is intended only for the addressee and may contain confidential, proprietary and/or privileged material. Any unauthorized review, distribution or other use of or the taking of any action in reliance upon this information is prohibited. If you received this in error, please contact the sender and delete or destroy this message and any copies.



## Cindy Howden

---

**From:** Service\_Regina Regina  
**Sent:** Thursday, August 06, 2015 2:30 PM  
**To:** 28(1) Personal  
**Subject:** RE: Water Bill

Thank you for contacting Service Regina. Looking at your bill history, the June 24<sup>th</sup> bill would have been the bill that would have reflected the time in which the water reduction was in effect. Your bill shows you used 6.86M3 of water over a 30 day billing period, where you were billed \$80.76 which looks typical for use in the previous months. This last month you have used 13.587M3 of water over a 34 day billing period. I see your water normally fluctuates anywhere between 5.5M3 to 14M3. If you feel your usage is high this month I would suggest checking for any leaks in the home. We can provide you some advice on how to check your home for leaks.

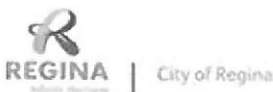
- 1.) Check you meter before you go to bed, after you have used your last drop of water, write down the number from your meter. When you get up in the morning, write the meter number down again before you use any water. These two numbers should be the same. If they aren't, then something is running that shouldn't be.
- 2.) If you have a water softener, make sure its always topped up with salt, it will cycle water if it doesn't have enough.
- 3.) Toilets, put food coloring into the back tank of the toilet. Come back 20minutes later and see if any of the food coloring has gone from the tank into the bowl of the toilet without flushing. If it has, the toilet just needs a new seal.

I hope this helps. If you do these tests and find nothing to be leaking but are still finding your water consumption to be too high, please let us know and we can ask Utility Billing to look into this for you.

Thank you,

Service Regina

City of Regina  
P: 306.777.7000  
F: 306.777.6802  
E: [service\\_regina@regina.ca](mailto:service_regina@regina.ca)  
[Regina.ca](http://Regina.ca)



---

**From:** 28(1) Personal  
**Sent:** Thursday, August 06, 2015 2:05 PM  
**To:** Service\_Regina Regina  
**Subject:** Water Bill

Why did my water bill increase during the time of water-use reduction?  
Also, we were not even home during part of the last billing dates; if anything my total should have gone down.  
Please explain.

28(1) Personal

## Cindy Howden

---

**From:** Service\_Regina Regina  
**Sent:** Thursday, July 30, 2015 10:54 AM  
**To:** 28(1) Personal  
**Subject:** Contact Us - City of Regina  
**Attachments:** 28(1) Personal

Thank you for visiting the City of Regina website

Attached, please find a Statement of Water Consumption from January 1, 2015 to July 30, 2015. I have noticed that the last 2 months your consumption has increased, so we would suggest to do a test to see if you have a leak and the test would be as follows:

For 3 days, when everyone goes to bed to downstairs and take a meter reading and ensure that no one uses any water at all during the night and first thing in the morning before anyone uses any water go downstairs and take another meter reading and if those numbers have changed overnight then you do have a leak and you would have to have a plumber come in and find the leak.

Also, if you have food colouring we ask that you put a couple of drops in the back of your toilet tank and leave the toilets sit and if the coloured water ends up in the bowl then your toilets are seeping and you would have to have them repaired.

If you have a water softener, ensure that it is topped up with salt.

In regards to the 2<sup>nd</sup> question you have with your neighbour's landscaping:

- The City does not regulate post- construction grade changes at private properties or drainage issues that may result from post-construction grade changes.
- If a property owner believes that drainage concerns at the property are caused by alterations to drainage or grade at a neighbouring property, that would be a civil matter between the property owners.

If you have any further questions, please contact Service Regina at 306-777-7000

Thank you,

Service Regina

City of Regina  
P: 306.777.7000  
F: 306.777.6802  
E: [service\\_regina@regina.ca](mailto:service_regina@regina.ca)  
Regina.ca



Type of Request:	Request for Information
Description of Request:	<p>I am contacting you with regard to two inquiries:</p> <ul style="list-style-type: none"> <li>-our water bill has increased by approx. \$50 the past few months; it is now approx. \$150 compared to \$100 earlier. We have one less adult living with us during the timeframe when the water bill increased and we were not watering outside for a period of time. I'm inquiring to you to provide detailed information about the amount of water usage at our home and why there has been a 50 % increase in the cost of our water bills</li> <li>-our neighbor has done some landscaping and as such, as raised their backyard substantially. We are now getting water in the basement of our house on their side. We were concerned that by their raising their land level we may have water problems. Is the City able to send someone out to have a look at this and is that a policy/bylaw that regulates this.</li> </ul> <p>We look forward to hearing back from you in the near future.</p> <p>Sincerely,</p> <p>28(1) Personal</p>
Address of Request:	
First Name:	
Last Name:	
Address:	
Email:	
Daytime Phone:	
Evening Phone:	
City:	Regina
Province/State:	Sask.
Postal Code/ZIP:	28(1) Personal
Country:	Canada

## Water Advisory Script

### ISSUE

On May 26, the City of Regina commissioned the City's eight back-up wells to supplement water capacity from the Buffalo Pound Water Treatment Plant which was experiencing challenges processing enough water. Residents were encouraged to reduce unnecessary water use and the City reduced use as well. However, the reduction in use hasn't been enough of a change particularly due to warm weather. The City needs to ask residents more strongly to limit their water use.

- This is due to the fact we are having some issues with the Buffalo Water Treatment Plant's ability to process enough water to keep up with demand. This is due to a number of factors – turbidity, weather fluctuations impacting intake into the plant, previous wet years and now a dry spring.
- Over the weekend, the Buffalo Pound Water Treatment Plan continued to work on a technical solution. The situation has improved slightly as the technical solution begins to work, residents are conserving water and we had cooler and windier weather.
- While the City has curtailed well-water use, they could still be required.
- To help ease demand, we continue to ask residents to limit discretionary use and reduce by 25%.

In a circumstance like this, it's critical that the City and its employees lead by example.

- We have reached out to City departments who use discretionary water and requested them to stop if possible.
  - This has included stopping using potable water on parks and green spaces except new sod.
  - Not filling outdoor pools
  - Not turning on spray pads.
  - Water & Sewer Construction will be repairing leaks but not moving ahead with large water related projects.
  - Street Sweeping has been put on hold.
  - Asked residents to reduce consumption by 25%
  - **MORE INFO ABOUT POOLS & ATHLETIC FIELDS at end of document...**

### Q & A's

#### **My water is discolored or cloudy, is it safe to drink?**

Yes our current water is safe. Well water is safe and undergoes extensive testing to ensure quality. Additional testing has taken place and the water is deemed as safe. We are not using our back up wells anymore and the water is supplied by Buffalo Pound Water Treatment Plant (but yellow water may be seen as the well water may still be in the system). If anything changes, we are committed to keeping the public informed.

June 3, 2015

**Will the City reimburse me for bottled water?** The City will not offer reimbursement for water as water being supplied is safe and is tested regularly to ensure safety.

**My street has not yet been swept, when will they be back?** The City has currently stopped our street sweeping to help reduce our water usage. Once we are back to normal operating systems a public service announcement will be issued as to when the sweep will resume and signage will be placed notifying when we will be in your area.

**I am experiencing low water pressure.** The City has decreased the water pressure so you may notice a difference in your water pressure until we are back up to normal operating systems. This will assist in our ability to lengthen the time for general water service.

**I have new sod, can I water?** We ask that you use the minimum amount of watering to maintain the sod and ask that you try to water in the early morning or evening.

**What is happening with larger businesses?** The City is reaching out to our larger water customers and asking that they try and reduce usage. We have not yet issued anything that would affect a customer's business (ie: car washes etc.), but commercial/industrial clients represent less than 20 per cent of the city's total water usage.

**Do we need a new water treatment plant? Or where are my extra water dollars going?**  
No. The plant is treating water. As indicated, the Buffalo Pound Water Treatment Plant is not able to supply enough water for Regina's needs as a result of problems processing the water from Buffalo Pound Lake. There is lots of water in the lake, but the condition of the water being drawn into the plant is affected by turbidity, algae and fluctuations in temperatures outside. The plant requires a certain condition of water to begin the process of making the water consumable.

The City has a 20-year plan with regard to the plant. This includes investment in the plant, which we have been doing. That plan will be reviewed due to this new circumstance.

It is normal for plants that involve technology to deal with unforeseen circumstances. This was one that we could not predict.

**Will there be a Precautionary Drinking Water Advisory or a Boil Water Order coming?**  
Not at this time. Providing clean, safe water is our priority so we need to work together – the City and residents. That is why we are reissuing our call for conservation. If our testing indicates more issues with quality, this may be an eventuality. We are talking with the Water Security Agency and the Regina Qu'Appelle Health Region to keep them up-to-date.



June 3, 2015

**Shouldn't Regina have a plan in place and have anticipated this situation?**

Providing clean, safe water is our priority so we do have a plan and monitor usage levels and the conditions at the water treatment facility regularly. In this case, we are working through our plans – contacting businesses, letting residents know what happening and so on. And if we require further escalation, we will do that.

**How concerned are you and how concerned should residents be?**

We don't take asking residents to conserve water lightly. We need to work together and we really need to see water use decline. We have seen a small decline but not as much as need. Ideally, we'd have water usage that resemble winter usage levels. We want to see a 25% reduction in usage.

**Have we experienced this before and what did we do or learn?**

In my memory, we have not experienced this exact type of issue before.

**What is the worst thing people can do?**

Not take this conservation ask seriously. We need to all work together to get through this. The other thing is to have people draw a lot of water in hopes of storing it for later use. This could put the system in jeopardy.

**Is the City working with Moose Jaw?**

Providing clean, safe water is our priority so we need to work together – the City and residents, the Buffalo Pound Water Treatment Plant and the City of Moose Jaw who also used water from this source.

We have been working jointly and closely with Moose Jaw. There is a strong spirit of cooperation because this is a shared resource.

**Why are we still seeing the City use water?**

We have been working very hard to get the conservation messages out to all City employees, our largest water customers, and others but this does take some time. People may not consider that road sweeping uses water. This has stopped. And, there are some water usage decisions that we are weighing. For example: When we have spent money to lay new sod and we know it will die without water, do we make that tough decision to lose the invested dollars. Residents may see some water use as a result of work already in progress which can't be stopped, or projects which may be contractually-bound. We appreciate the public making us aware of what they are seeing via social media.

**Have we asked businesses and large-use companies to limit their use?**

Yes, we contacted more than 100 water users to advise them of this and ask them to do what they can to reduce consumption. We did not ask anyone to close their business.

**What is the City doing about bulk water fill up stations?**



June 3, 2015

We are monitoring use.

**What is being done to resolve it?**

Currently we have explored many possible solutions including:

- changing how the water is pumped from the lake
- increasing chemical dosages
- using different types of chemicals
- different pump arrangements
- addition of a ballast to help settling
- looked at mechanical aeration, mixing and vacuum degasification
- bringing in experts

Several of these cannot be implemented in a short period of time, however one seems to be very promising and the Plant is working to confirm its efficiency then implement the solution.

**Isn't this something that you could have/should have anticipated and had a contingency plan for?** The problem has been an annual issue, but it only would last 8 to 12 hours and only a few occurrences per year and would not be concurrently and consecutively, the Plant could adjust production when conditions returned to normal to make up for the event so it was thought to be more of a nuisance. As a result the operator would deal with it as it would always recover in a short time frame and they have operating procedures to follow when this event occurs. This now has identified that after 60 years, conditions could be right that it can exist to occur concurrently and consecutively which was not anticipated in the past.

**Is this a case of underinvestment?** No there is no underinvestment. It wasn't a problem only a nuisance. Operations just established procedures to "work-around" the issues, which has worked effectively until these current conditions emerged.

**Outdoor Pools Remain Closed**

- Due to water supply restrictions from the Buffalo Pound Water Treatment Plant, the City of Regina is making all attempts to restrict and limit all its discretionary water use.
- The City is reducing water use by not filling Outdoor Pools.
- Outdoor pools will not open on June 11, as we had originally planned.
- Outdoor pool bookings for June 15 to 19 are cancelled.
- Please note outdoor pool bookings for June 22 to 26 have not been cancelled, but that may become necessary. This will be determined during the week of June 15. Renters will be contacted as soon as a decision has been made.

June 3, 2015

### **Athletic Field Closures**

- Due to water supply restrictions from the Buffalo Pound Water Treatment Plant, the City of Regina is making all attempts to restrict and limit its discretionary water use.
- The City has implemented a number of measures to reduce water use. The City is not filling outdoor pools, will leave spray pads off and has suspended street sweeping. The City has also suspended watering of all athletic fields, ball diamonds and parks.
- The City has been assessing the condition of athletic fields since the suspension of watering.
- Leslie Lawn Bowling Greens and the athletic fields at Dr. Martin Leboldus Catholic High School and Arch Bishop M.C. O'Neil Catholic High School have been closed until further notice.
- In the event of additional field closures, effected groups will be contacted.
- Without regular watering, and with continued usage the condition of the fields is deteriorating.
- Please restrict usage to scheduled activities and do not use athletic fields for practice or spontaneous activities.