



WATER SUPPLY ADVISORY COMMITTEE

**Monday, March 4, 2024
1975 Field Road, Sechelt, BC**

AGENDA

CALL TO ORDER 3:30 p.m.

AGENDA

1. Adoption of Agenda

MINUTES

2. Water Supply Advisory Committee Meeting Minutes of January 8, 2023 Annex A
Page 1-3

REPORTS

3. Draft Sunshine Coast Regional District Water Strategy
Strategic Planning Coordinator, Strategic Initiatives Annex B
Pages 4-18
4. Water Communications Verbal
Water Sustainability Coordinator, Strategic Initiatives

NEW BUSINESS

NEXT MEETING May 6, 2024, in-person at 1975 Field Road

ADJOURNMENT

**SUNSHINE COAST REGIONAL DISTRICT
WATER SUPPLY ADVISORY COMMITTEE**

January 8, 2024

RECOMMENDATIONS FROM THE WATER SUPPLY ADVISORY COMMITTEE MEETING HELD IN THE BOARD ROOM OF THE SUNSHINE COAST REGIONAL DISTRICT AT 1975 FIELD ROAD, SECHELT, BC.

| | | |
|-----------------|------------|---------------|
| PRESENT: | Chair | V. Macfarlane |
| | Vice-Chair | J. Bell |
| | Members | B. Fielding |
| | | S. Fitchell |
| | | M. Hennessy |
| | | B. Thicke |
| | | S. Leech |

| | |
|----------|---------------|
| Regrets: | K. Freemantle |
| | G. Moore |
| | L. Chivers |

ALSO PRESENT:

| | | |
|--------------|--|----------------------|
| (Non-voting) | Manager, Strategic Initiatives | M. Edbrooke |
| | Water Sustainability Coordinator | G. Starsage |
| | Strategic Planning Coordinator | S. Rempel (recorder) |
| | Manager, Communications and Engagement | A. Buckley |
| | Director, Area A | L. Lee |
| | Director, District of Sechelt | A. Toth |
| | Director, Area E | D. McMahon |

CALL TO ORDER 3:30 p.m.

AGENDA The agenda was adopted as amended.

MINUTES

Recommendation No. 1 *Water Supply Advisory Committee Meeting Minutes of November 6, 2023*

The Water Supply Advisory Committee recommended that the Water Supply Advisory Committee meeting minutes of November 6, 2023, be received.

REPORTS

Water Sustainability Coordinator opened the floor to discussion around Water Communications.

Discussion included the following:

- The Water Sustainability Coordinator provided an overview of the Sunshine Coast Regional District's (SCRD's) approach to 2024 water conservation communications. The floor was opened for discussion and input.
- The Committee agreed on the current approach of the following phases of communication: year-round, pre-summer, summer, and drought water communications.
- Staff noted that not all water systems have the same supply considerations, requiring system specific messaging, e.g., South Pender Harbour versus Chapman Water System.
- The Committee provided the following feedback:
 - Target permanent and seasonal residents, high use properties.
 - Keep a positive tone about how people can use water responsibly, as opposed to leading with enforcement or scarcity. Thank residents who follow regulations.
 - When possible, personalize messaging to reduce the “us versus them” mentality creating an inclusive community where SCR D Board, staff, and residents work together for water stewardship. Celebrate the wins.
 - Provide greater clarity on how user fees and parcel taxes fund projects and operations. Communication showing the forward motion that the SCR D is taking.
 - Provide visualized data on community water use during the summer in addition to the Chapman Lake level.
 - Connect directly with newly metered properties in Sechelt and encourage subscription to receive their water data.
 - Increase resident water literacy by:
 - connecting people to their water systems and water sources
 - educating when water can be used without impacting storage
 - providing details on water budgeting (water use per activity both indoor and outdoor) and goals for water use targets
 - raising awareness of rainwater harvesting rebates
- The Water Sustainability Coordinator asked about preferred communication methods. The Committee provided the following feedback:
 - Use Coast Reporter and Harbour Spiel as key channels.
 - Update website with more information on water sources and community consumption.
 - Connect and share resources with community groups such as, Sunshine Coast Elder College, Natural History Society, garden centres, and garden clubs.
 - Present at community association meetings, attending public events.
 - Consider education opportunities like facility tours, information materials for schools.

The Water Sustainability Coordinator provided the presentation “Water Efficiency Targets”.

Discussion included the following:

- Staff shared that it is common for regional governments to set targets to support performance measurement, forecasting, system design, and demand management. For example, the SCR D has targets for solid waste and greenhouse gas emissions. There are

water demand targets in the 2013 Comprehensive Regional Water Plan. However, these existing water targets are only for the Regional Water Service Area and now a decade old.

- The Committee provided feedback that targets would be helpful for residents who want to monitor and improve their water efficiency by comparing their use to domestic averages.
- Consensus that the most useful targets would be for domestic consumption, the water used as measured by the meter at an individual property, as it aligns with a personal context.
- If domestic targets are developed, consider the BC average. When communicated, demonstrate the reasoning for decision-making, such as jurisdictional comparisons.
- Any targets or goals should be easy to visualize and rationalize.
- Summer vs winter targets are not helpful, but having winter data as a comparison is helpful.
- Some members expressed the SCRD should first have targets for itself before asking residents to meet a target.
- Target setting is looking towards the future.
- Short discussion on volumetric billing and targets, noting the SCRD Board has not made decisions about a new water rate structure beyond including an action to implement volumetric billing in the Board Strategic Plan.

NEXT MEETING

March 4, 2024, 3:30 p.m. 1975 Field Rd / Online via Teams

ADJOURNMENT

5:31 p.m.

SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT

TO: Water Supply Advisory Committee – March 4, 2024

AUTHOR: Sierra Rempel, Strategic Planning Coordinator

SUBJECT: DRAFT SCRD WATER STRATEGY

RECOMMENDATION

- (1) THAT the report titled Draft Sunshine Coast Regional District Water Strategy be received for information;**
 - (2) AND THAT the Water Supply Advisory Committee endorse the SCRD Water Strategy to the Board for their consideration and adoption.**
-

BACKGROUND

Staff presented an initial draft Sunshine Coast Regional District (SCRD) Water Strategy to the Water Supply Advisory Committee (WASAC) at the [March 6, 2023 meeting](#) and received feedback from members of WASAC. During the past year, feedback from WASAC, SCRD divisions, and interested parties has been incorporated into the attached draft SCRD Water Strategy.

The Water Strategy is a drinking water management plan that identifies strategic priorities, objectives, and actions that will guide the future planning and delivery of SCRD Water Services. The Water Strategy is a tool for communicating with the community about what the SCRD is doing to improve its drinking water services, and acts as a work plan for staff. It considers all three water service areas where treated drinking water is provided for residential use, fire protection, commercial, institutional, and industrial use, and irrigation.

The draft Water Strategy builds upon previous water infrastructure plans, current projects, procedures, programs, and Board resolutions. The Water Strategy was developed over two years based on feedback from the community and the Water Supply Advisory Committee, internal staff and external stakeholders. The past several years of intense drought, flooding and implications related to aging infrastructure have shown the need for a long-term strategic plan to guide water service delivery within the SCRD that encompasses the key strategic priorities: water supply, water infrastructure, water efficiency and source water protection.

This report presents the SCRD Water Strategy and recommends that WASAC endorse the SCRD Water Strategy to the Board for their consideration and adoption.

SUMMARY OF FRAMEWORK AND ACTIONS

Water Strategy Framework

The Water Strategy aims to achieve the Commitment Statement, “The Sunshine Coast Regional District is committed to providing a safe and reliable water supply.” The Water Strategy is viewed through the lens of five Guiding Principles. These are the values upon which the Water Strategy has been developed. The Water Strategy is supported by four Strategic Priorities, each

with actions that guide initiatives, projects or studies to help achieve the Water Strategy. The 38 actions outlined in the Water Strategy will be incorporated into Action Plans, to provide prioritization, timelines and details on program deliveries.

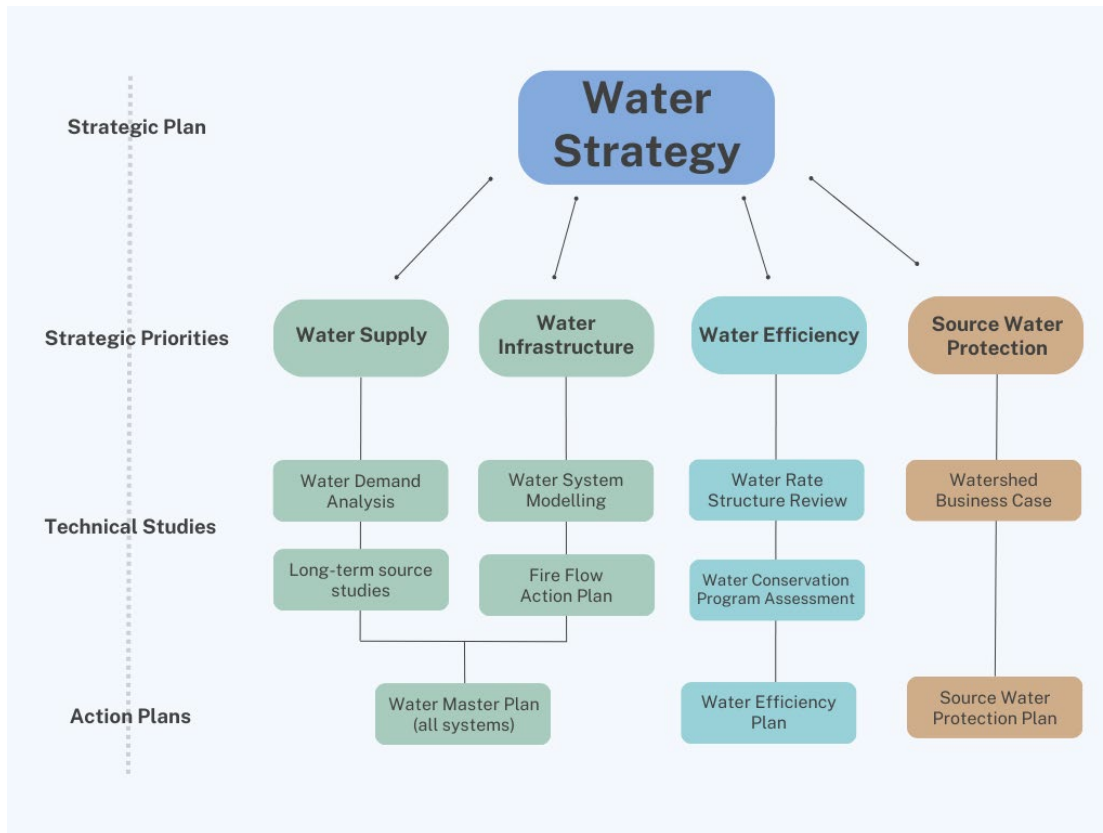


Figure 1: SCRD Water Strategy flow chart.

TIMELINES FOR ACTION PLANS

Following the adoption of the Water Strategy, the creation of Action Plans as described by the Water Strategy will be initiated by staff and presented to the Board. These plans will outline implementation schedules, establish targets and form the basis of future budget proposals. Work on the Action Plans is underway with the development of a Water Efficiency Plan, completion of water system modelling for all SCRD water systems, and preliminary work with Town of Gibsons through the Aquifer 560 Agreement.

Organization and Intergovernmental Implications

While developed by the Infrastructure Services Department, aspects of the Water Strategy overlay other departments such as Planning and Development and Finance. The Strategic Initiatives Division of Infrastructure Service Department will continue to work with staff across the organization to achieve the Actions set forth in the Water Strategy.

Timeline for Next Steps

The Water Strategy will be presented to the SCRD Committee of the Whole on March 28, 2024. The March 6, 2024, WASAC minutes, including any recommendations will also be presented to on that date.

Communications Strategy

Should the Board approve the draft Water Strategy, staff will format the final SCRD Water Strategy and share with the community through:

- News Release
- Let's Talk Water Strategy webpage
- Facebook post
- Email notification to those signed up for project updates and others who were involved during the public consultation period.

Any additional engagement will be part of broader water communications in 2024 to increase understanding about various water projects and initiatives that are underway.

STRATEGIC PLAN

The 2023-2027 SCRD Board Strategic Plan includes actions in the Focus Area “Water Stewardship” relevant to the SCRD Water Strategy, including the primary action “Adopt the SCRD Water Strategy to confirm the strategic priorities, objectives and actions that will guide the future planning and delivery of SCRD water services.”

CONCLUSION

In 2022, staff initiated the development of the SCRD Water Strategy, a drinking water management plan that provides strategic direction for the delivery of SCRD Water Services. There are four strategic priority areas, including water supply and infrastructure, water efficiency, and source water protection guiding SCRD's commitment to safe and reliable water supply.

The Water Strategy sets the direction, while future Action Plans detail how the Water Strategy will be implemented over the next five years. Should the Water Strategy be adopted, the next step would be to bring forward Action Plans to the Board, starting with the Water Efficiency Plan.

ATTACHMENTS

Attachment A – Draft SCRD Water Strategy

| | | | |
|--------------|------------------|-------------|--|
| Reviewed by: | | | |
| Manager | | Finance | |
| GM | X - R. Rosenboom | Legislative | |
| CAO | | Other | |

Sunshine Coast Regional District 2024 Water Strategy

DRAFT

Introduction

Underlined words are key concepts defined in the Glossary on page 12.

The Sunshine Coast Regional District (SCRD) is located in the traditional territories of the shíshálh Nation and Skwxwú7mesh Nation and serves residents from Port Mellon to Egmont on the lower Sunshine Coast. The SCRД is governed by a Board of Directors comprised of elected officials from local government and electoral areas, including:

- Area A – Pender Harbour and Egmont
- Area B – Halfmoon Bay
- Area D – Roberts Creek
- Area E – Elphinstone
- Area F – West Howe Sound
- District of Sechelt
- shíshálh Nation Government District
- Town of Gibsons

SCRD Water Service

SCRD treated water is used for residential, commercial, institutional, light industrial, agriculture, and public safety. The SCRД has three Water Service Areas made up of seven water systems, including:

- Regional Water Service Area: Chapman, Langdale, Eastbourne, Cove Cay, and Egmont Water Systems
- South Pender Harbour Water Service Area: South Pender Harbour Water System
- North Pender Harbour Water Service Area: North Pender Harbour Water System

Residents not serviced by the SCRД get drinking water from the Town of Gibsons, private community water systems or private sources (e.g. private well, surface water licences).

Purpose of the Water Strategy

The Water Strategy is a drinking water management plan for the SCRД Water Services. It identifies strategic priorities, objectives, and actions that will guide the future planning and delivery of SCRД Water Services, and acts as a work plan for SCRД staff. The Water Strategy is aligned with the 2023-2027 Board Strategic Plan, provides context for policy making, strategic planning, and aligns with other SCRД strategies and management plans. The Water Strategy should be reviewed and updated every 5 years, with a planning horizon of 25 years.

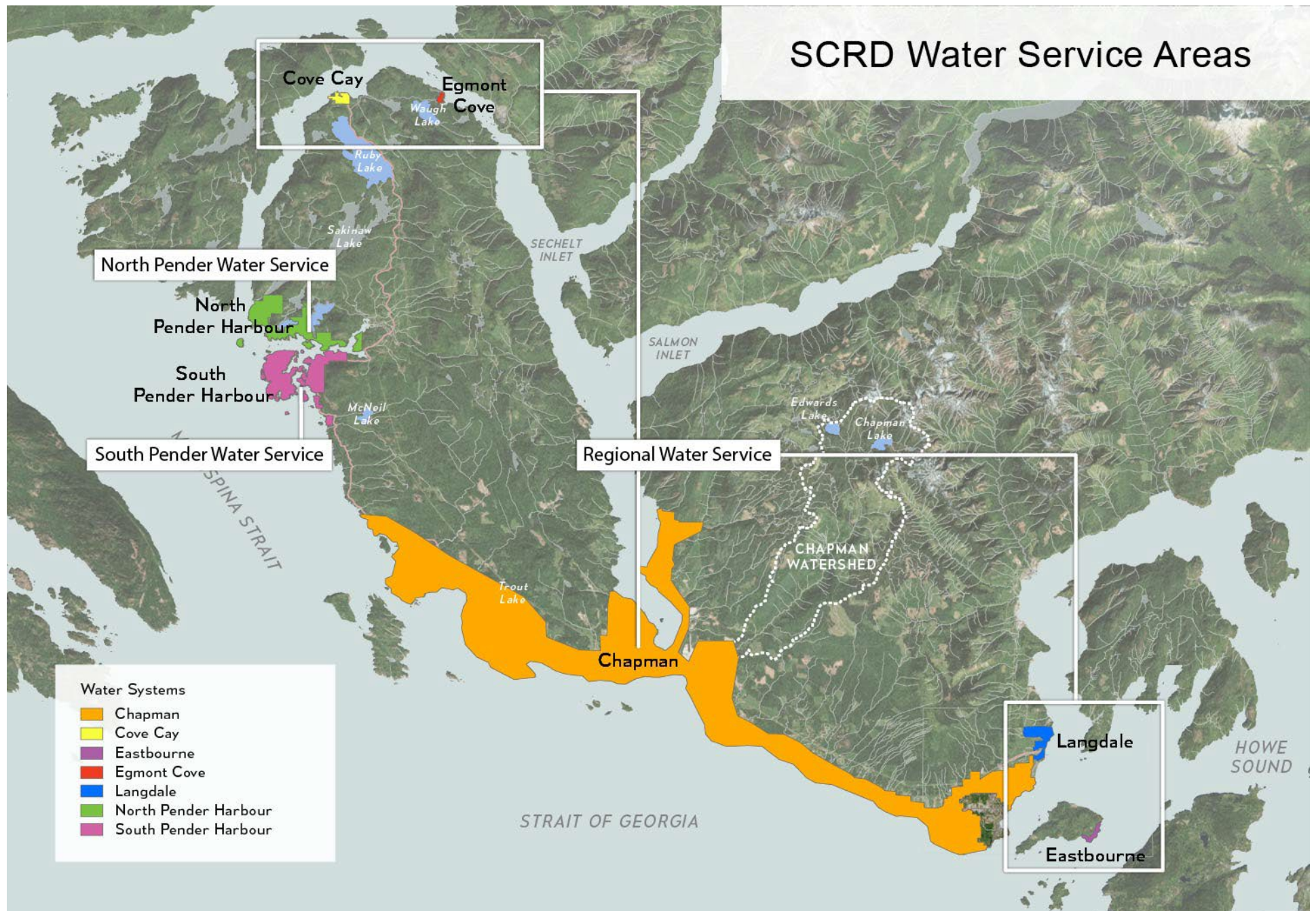


Figure 1: SCRD Water Service Areas and Water Systems

Strategy Context

The Sunshine Coast Regional District (SCRD) delivers treated drinking water to over 24,000 people in the region. Previous SCRD plans have focused on physical infrastructure upgrades, while this Water Strategy aims to communicate a broad overview of objectives related to protecting drinking water sources, securing water sources and using water efficiently, and thinking ahead for major infrastructure investments.

Challenges

Climate change projections predict changes to historical weather patterns, with longer, drier, and hotter summers, warmer and wetter autumns, winter seasons with decreased snowpack, and more frequent and extreme weather events.

Aging infrastructure affects the performance and funding of the region's water systems. There is a high cost per capita to upgrade infrastructure due to the region's relatively small population.

Unique geography has water systems spread out across the region, delivering water across a large area with a relatively small population.

Development across the region increases pressure existing SCRD water infrastructure.

Land use pressures from upstream development and industrial activities can impact water quality and groundwater recharge rates.

Roles and Responsibilities

Several authorities and decision makers are involved in land and water management that influence the health and sustainability of freshwater resources.

Sunshine Coast Regional District owns and operates water treatment and distribution systems that deliver water to customers.

The **Government of Canada** sets out the water quality parameters and characteristics through Health Canada's *Guidelines for Canadian Drinking Water Quality*.

The **Province of British Columbia's** *Public Health Act* outlines the role of health officials and requirements for planning, reporting, and regulating the provision of drinking water as it relates to public health. The *Public Health Act* and the *Drinking Water Protection Act* regulate drinking water requirements.

The *Water Sustainability Act* has requirements for water licencing, ensuring sustainable access to fresh water sources.

BC Parks Act protects provincial parks where the SCRD's main drinking water sources, Chapman and Edwards Lakes, are located.

First Nations and the Province are together responsible for broader land-use planning, including the planning of watersheds. Free and informed consent is a requirement prior to the approval of any project affecting First Nation lands, territories and other resources, including water.

Vancouver Coastal Health administers and enforces the provincial legislation to ensure safe drinking water through operating permits. The SCRD reports drinking water quality information to Vancouver Coastal Health.

The **community** uses water year-round and is responsible for following SCRD Water Conservation Regulations. Property owners maintain waterlines on their property and fix leaks when they arise.

Water Strategy Framework

The Framework contains the overarching guiding principles, commitment statement, strategic priorities that provide the basis for the actions contained in the Plan.

Guiding Principles

The Water Strategy Guiding Principles are the values upon which the Water Strategy has been developed.

The connections to these guiding principles are highlighted throughout the Strategy.

Action Oriented: Make decisions to achieve goals and solve problems.

Partnership Based: The SCRD will continue working together with First Nations to implement UNDRIP and recognition of Title and Rights. Partnerships with residents, businesses, governing authorities, and other organizations in the community are essential to deliver water services in a coordinated and collaborative manner.

Resilience: Reduce vulnerability from external factors contributing to uncertainties and increased pressures on water systems with climate change and environmental stewardship of great importance.

Cost-effective: Plan to maintain and upgrade infrastructure, assess, and compare long-term source options, set appropriate rates for long-term cost recovery, and avoid excessive debt to achieve sustainable service levels.

Think and Act like a Region: Make decisions about water system planning and policy that are in the best interest of the Sunshine Coast communities and all member jurisdictions as a whole.

Commitment Statement

The Commitment Statement provides direction for the plan and what the SCRD aims to achieve.

The Sunshine Coast Regional District is committed to providing a safe and reliable water supply.

Strategic Priorities

There are four Strategic Priorities that the SCRD would like to focus on to achieve the commitment statement. **These areas are Water Supply, Water Infrastructure, Water Efficiency, and Source Water Protection.** It is expected these priorities will remain unchanged as the plan is reviewed and updated over time.

Actions

Within each Strategic Priority, actions will guide initiatives and service planning and delivery. The priorities of actions will be determined in each associated Action Plan.



Strategic Priority – Water Supply

Goal: Increase drinking water supply across the region through diverse water sources for year-round reliability and resilience.

Existing water sources are not sufficient to provide reliable drinking water supply through extended periods of drought or emergencies. By identifying current and future water supply needs and understanding the impacts of climate change on water supply, the SCRD will work towards providing a safe and reliable water supply all year round.

| Objectives | Actions | Guiding Principle |
|--|---|-------------------|
| Diversify water supply sources | Conduct water source studies to identify potential new long-term drinking water sources in different locations across the region. | AO R PB |
| | Confirm the technical feasibility of building one or more raw water reservoirs to create raw water storage capacity for the Chapman Water System. | AO R PB |
| Improve existing water supply sources | Investigate the potential to increase existing <u>water licence</u> volumes through environmental and infrastructure review. | AO PB CE R |
| | Review Environmental Flow Needs using the Environmental Risk Management Framework outlined in the Provincial Environmental Flow Needs Policy. | AO PB CE |
| Plan and prepare for future water supply | Estimate future water supply needs, incorporating the best available Climate Risk Assessment. | R TAR |
| | Review and update emergency response plans, contingency plans and assess readiness to respond. | R TAR |

Guiding Principles: Action Oriented – AO, Resilience – R, Cost-effective – CE, Partnership Based – PB, Think and Act like a Region – TAR

Strategic Priority – Water Infrastructure

Goal: Maintain, replace and upgrade water infrastructure to ensure the system preforms reliably.

Managing existing infrastructure proactively can ensure a cost-effective and reliable water supply. It is necessary to also plan for new infrastructure related to water treatment, supply, and distribution. An asset management program helps account for the required cost of infrastructure replacement and upgrades over its service life.

| Objectives | Actions | Guiding Principles |
|---------------------------------------|---|--------------------|
| Infrastructure Enhancement | Confirm and/or review levels of service to prioritize investments. | CE TAR |
| | Develop or update 5-year Water Master Plans for all water systems. | AO R CE |
| | Develop plan to meet <u>fire flow</u> targets in all water systems within a Fire Protection Service. | R TAR |
| | Optimize the operation of water systems with multiple sources to increase efficiency. | CE R |
| Infrastructure Investment and Funding | Continue to update long-term Water Capital Plans. | CE R |
| | Set minimum capital reserve levels through policy. | CE R |
| | Identify life cycle costs of new infrastructure and asset replacement to estimate the complete cost of delivering water services. | CE |
| | Update bylaws to ensure cost recovery and fund future infrastructure improvements. | CE |
| | Continue pursuing grant funding opportunities to fund infrastructure improvements. | CE PB |
| Manage Risk | Complete or update seismic risk evaluations of critical infrastructure assets such as dams, intakes, and water mains. | R |

Guiding Principles: Action Oriented – AO, Resilience – R, Cost-effective – CE, Partnership Based – PB, Think and Act like a Region – TAR

Strategic Priority – Water Efficiency

Goal: Encourage and support the adoption of efficient water use and conservation practices amongst SCRD water users through education and outreach.

Water efficiency is a cost-effective approach to water supply management as it optimizes existing water supply. This defers the need to increase water supply, treatment, and distribution capacity in the water systems. With longer, drier summers, SCRD will continue to ensure and encourage the efficient use of drinking water year-round.

| Objective | Action | Guiding Principles |
|---|---|--------------------|
| Reduce use of drinking water outdoors | Continue Water Conservation Regulations, community outreach and escalate the enforcement of known instances of repeat non-compliance and high-water use. | R |
| | Continue providing residential rebates to reduce reliance on drinking water for non-potable uses such as gardening. | R CE |
| Measure water use | Install water meters on all SCRD water service connections. | AO TAR |
| | Review, improve and standardize water data management practices | AO |
| | Review user rates to increase fairness and encourage efficient water use. | TAR CE |
| | Promote year-round leak resolution to reduce the loss of drinking water. | R CE |
| Increase community water literacy | Continue to deliver education focusing on efficient and mindful use of water in the home and in the garden. | R |
| | Share water use data with metered property owners to increase water use awareness. | R |
| | Support tourism sector by sharing regulations and best water use practices with visitors and associated businesses. | PB TAR |
| | Direct communication with high users to raise awareness of conservation importance. | R |
| Efficient Regional District Operations | Increase internal knowledge of water use at SCRD facilities. | CE R |
| | Evaluate the use of SCRD drinking water for purposes such as irrigation and ice operations, where non-potable water could be used instead. | AO CE R |
| Integrate water efficiency in policy and planning | Improve non-revenue water management, such as water used in utility operations, bulk water supply, and repairable watermain leaks. | AO R CE |
| | Update Official Community Plans, bylaws, and development permits to encourage efficient water use in new developments. | AO TAR R |
| | Review, update and develop water efficiency targets. | R |
| | Evaluate the use of SCRD drinking water for purposes such as irrigation, commercial, institutional and agricultural use, where non-potable water could be used instead. | TAR R |

Guiding Principles: Action Oriented – AO, Resilience – R, Cost-effective – CE, Partnership Based – PB, Think and Act like a Region – TAR

Strategic Priority –Source Water Protection

Goal

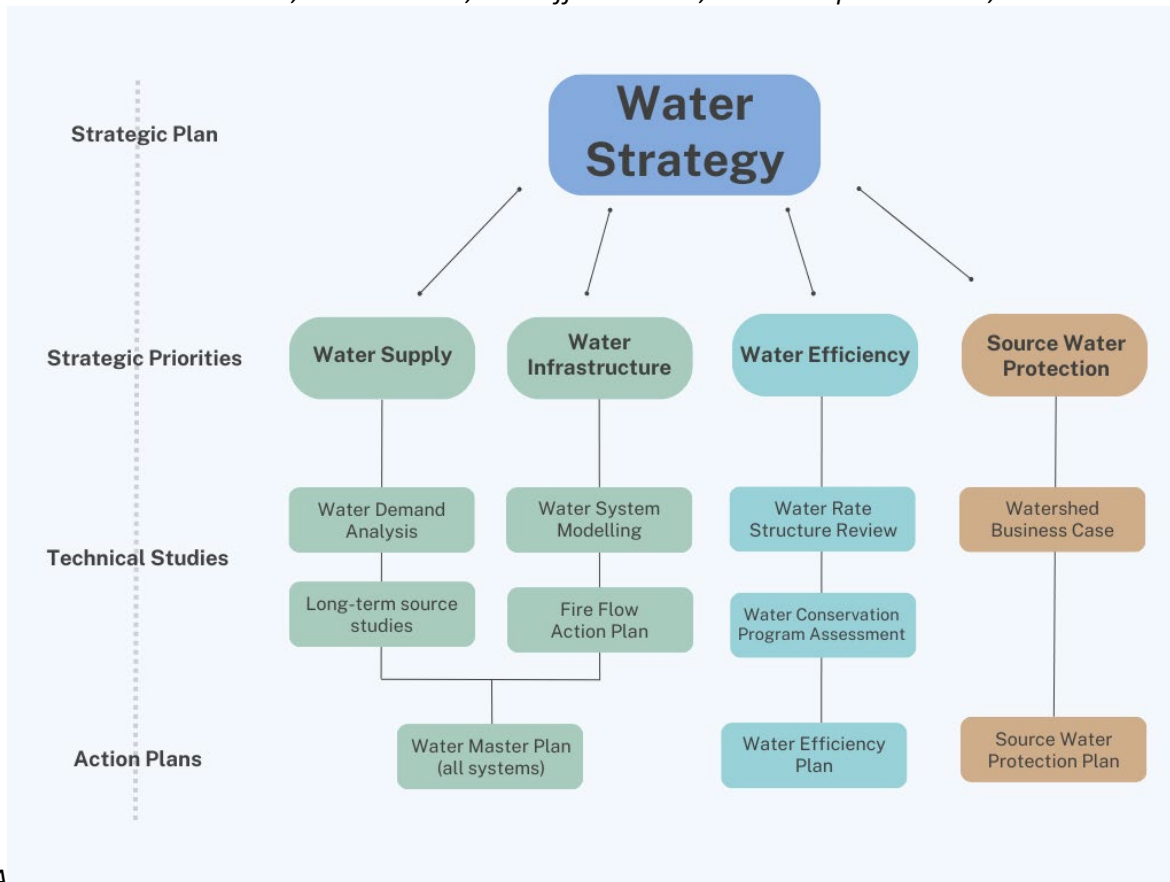
To maintain, protect and improve the areas where our drinking water comes from, to ensure that the water we drink is clean, safe, that the quantities do not diminish and to support ecosystem health.

Why?

Source water provides the foundation for our drinking water supply. Protecting freshwater lakes, streams, and aquifers that the SCRD uses for drinking water sources ensures the SCRD can provide safe and reliable drinking water to all residents and businesses in the region and can also lower water treatment costs. It is in the best interest of the region to protect ecosystems and the overall health of watershed and groundwater in the Sunshine Coast Regional District.

The SCRD does not have jurisdiction in broader land-use planning, and does not have a designated service for watershed protection. The shíshálh Nation and Skwxwú7mesh Úxwumixw are long-standing stewards of watersheds and freshwater ecosystems in the region. The SCRD seeks to support shíshálh Nation and Skwxwú7mesh Úxwumixw to achieve their watershed protection goals within the scope of SCRD services.

| Objectives | Action | Guiding Principles |
|---|---|--------------------|
| Protect community drinking water sources through policy and planning | Safeguard identified watersheds and aquifer recharge areas used for SCRD drinking water supplies and maintain their quality and quantity through advocacy, policy, and land use planning. | R TAR |
| Increase public awareness and involvement through education | Improve public awareness of where their drinking water comes from, and why it is important to protect watersheds and aquifers. | R |
| Advance watershed protection in the region through partnership and advocacy | Advocate to land managers for improved stormwater management to maintain integrity of drinking water watersheds. | CE R PB |
| | Continue the dialogue to learn about the interests of the shíshálh Nation and Skwxwú7mesh Úxwumixw and explore opportunities for collaboration. | PB TAR |
| | Continue advocating to the Province and other land managers to end industrial activities in watersheds used for drinking water. | R PB TAR CE |
| | Work with governing authorities to achieve a coordinated approach to drought resiliency and watershed protection. | PB TAR R |
| Improve data collection and management to inform decision making and public knowledge | Expand and maintain accurate and reliable environmental data sets that meet Provincial Best Practices and Guidelines. | R |
| | Establish regional programs for data collection and sharing through collaboration. | R PB |
| | Complete watershed assessments and groundwater recharge potential mapping to better understand current hydrological regimes and potential impacts of climate change. Request Provincial support and capacity where necessary. | R PB TAR |



Region – TA

Implementing the Water Strategy

The next step is to develop separate Action Plans focused on the actions outlined above in each Strategic Focus Area. The objectives of the Action Plans will be to prioritize actions, provide increased detail and step-by-step actions to ensure the Water Strategy's implementation over the next several years. The Action Plans will be presented and monitored in a transparent way and include information such as action priorities, start dates, timelines, project details, staffing needs and funding requirements.

Three Action Plans will be developed.

| Water Strategy Strategic Focus Area | Associated Action Plan |
|--------------------------------------|---|
| Water Supply Water Infrastructure | Water Master Plan which will detail the technical, operational, and financial actions and practices required to meet the water needs for SCRD Water Services over the next 10 Years. The Water Master Plan will update the Comprehensive Regional Water Plan (2013), Area A Master Plan (2011), North Pender Harbour 10-Year Waterworks Upgrading Plan (2012), and the Pender Harbour 10-Year Waterworks Upgrading Plan (2011). The SCRD is currently completing multiple studies which will inform the new Water Mater Plan including water system capacity modelling for all water system. |
| Water Efficiency | Water Efficiency Plan will describe programs and initiatives to promote efficient use of drinking water supply. This is an opportunity to evaluate and improve various water conservation and water efficiency initiatives, such as rebate programs, education and outreach, and increasing understanding about water use across the region. |

| | |
|-------------------------|--|
| Source Water Protection | Source Water Protection Plan will build upon the 2021 Watershed Business Case and will focus on watersheds that we depend on as drinking water sources. |
|-------------------------|--|

Annual Reporting and Adaptive Management

The SCRD Water Strategy will undergo a transparent and adaptive management reporting process to ensure its relevance and effectiveness in meeting the Commitment Statement and broader SCRD organizational goals. Using an adaptive management approach, reporting will focus on achieved milestones and incorporate adjustments and insights gathered throughout the year.

Through this analysis, SCRD may choose to refine and adapt the objectives and actions. This process ensures that the SCRD remains agile and responsive to the evolving environmental conditions and allows for continuous improvement.

Sunshine Coast Regional District

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Glossary

Drinking water is water that has been treated to drinking water standards as outlined in the *Drinking Water Protection Act, Drinking Water Protection Regulations, and Guidelines for Canadian Drinking Water Quality*.

Drinking watersheds are watersheds where water from all or part of the drainage area is diverted for human consumption by a licensed waterworks.

Drought is a recurrent feature of climate change where deficient precipitation over an extended period results in a water shortage for communities and aquatic ecosystems. Locally, drought may be caused by combinations of insufficient snow accumulation, hot and dry weather, or a delay in rainfall.

Fire flow refers to the quantity of water available for fire protection purposes at a given location in a water system.

Sustainable service levels means the measurement of service delivery considering regulatory compliance, performance, and customer satisfaction. A sustainable service level is typically one that balances the environmental, social, and economic considerations with the overall cost of the service.

SCRD Water Services are the way the Regional District divides services for billing and funding purposes. These three areas are North Pender Harbour, South Pender Harbour and the Regional Water System. Taxes paid for water service in each of these areas directly funds the water service in that area.

Water Conservation Regulations are in place from May 1 to September 30 each year for outdoor water use. Regulations may escalate at any time if there is significant stress on the drinking water supply due to hotter and drier weather, or other unforeseen circumstances.

Water licence is issued by the Province under the *BC Water Sustainability Act* and identifies how much water a licensee is permitted to divert, store, and use for an approved purpose.

Water sources are bodies of fresh water, such as lakes, creeks, and aquifers, from which water is diverted to supply water systems.

Water system is a network of water supply treatment and distribution components that together provide drinking water. A water system is made up of one or more water sources which distributes water to multiple properties and is owned and operated by the SCRD.

Water treatment is a facility that treats raw water to meet drinking water standards. All water treatment facilities chlorinate raw water to kill bacteria and viruses, however, some treatment facilities consist of additional treatment processes such as filtration to remove debris, and/or ultraviolet (UV) to sterilize bacteria and viruses.