

Frequently Asked Questions:

COVID-19 – Drinking Water

Facilities

Updated on: April 7, 2020

- 1. Are Approvals and Registrations still required to be fully followed during the Pandemic?**
- 2. For bacteriological/ chlorine sampling requirements in the distribution system, certain sites that are usually used for sampling may not be available during COVID-19. Would it be acceptable to include less sites than usual in the sampling rotation?**
- 3. What are some options for getting additional operators for the water treatment plants/ distribution systems?**
- 4. Where can waterworks systems owners and operators get help putting together a contingency plan for daily operations?**
- 5. If a waterworks system is issued a boil water advisory (BWA), do the sampling requirements in the Approval/Code of Practice still have to be complied with?**
- 6. Will COVID-19 affect Lead sampling requirements at the customer's tap as part of the Lead Management Program?**
- 7. Whom can waterworks system staff contact for more help?**
- 8. Where can I get more information?**

Answers:

1. Are Approvals and Registrations still required to be fully followed during the Pandemic?

Answer:

Yes. For drinking water and wastewater systems with authorizations under the *Environmental Protection and Enhancement Act*, contraventions must still be reported to EDGE (Environmental and Dangerous Goods Emergencies) at 780-422-4505 (toll free 1-800-222-6514) as per regular operations. It is imperative that during this pandemic response period that drinking water and wastewater systems continue to meet AEP requirements to ensure the delivery of safe drinking water and wastewater municipal services to Albertans. This means Authorization Holders continue to meet all the terms and conditions contained within their respective authorizations related to facilities, resources, and operations staff. In the event that the Authorization Holder is unable to meet their regulatory obligations, that situation must be **immediately** reported to EDGE.

2. For bacteriological/ chlorine sampling requirements in the distribution system, certain sites that are usually used for sampling may not be available during COVID-19. Would it be acceptable to include less sites than usual in the sampling rotation?

Answer:

Yes, as long as the samples are as representative as possible of the whole distribution system. This may mean that sites that were previously used are no longer available and as such, locations maybe limited. Alternate sites may be needed in the short term. The minimum number of chlorine and bacteriological tests conducted must continue to meet approval/registration requirements and if they do not then the non-compliance should be immediately reported to EDGE at 780-422-4505 (toll free 1-800-222-6514).

Answers:

3. What are some options for getting additional certified operators for water treatment plants and distribution systems?

Answer:

Follow your operations program, emergency response plans, and any business continuity plans that may have been developed. The first priority should be to try to find certified operators by working with other municipalities, associations and stakeholders to see if they have additional capacity to provide assistance, or to work together in partnership.

If you have exhausted these avenues and are still not able to find a certified operator, contact your AEP representative.

The Certification Team within the Drinking Water & Wastewater Branch has developed a policy to address conditional certifications during the pandemic:

<https://open.alberta.ca/publications/conditional-certification-during-the-covid-19-pandemic>

4. Where can waterworks systems owners and operators get help putting together a contingency plan for daily operations?

Answer:

Alberta Environment and Parks has provided the following document to help owners and operators put together a business continuity plan:

COVID-19 Pandemic Planning for the Water and Wastewater Sector: Business Continuity Planning for Water & Wastewater Systems

<https://open.alberta.ca/dataset/d29be391-109b-4afb-80cf-06f7d2a565fa/resource/ae70562a-d2b0-4520-9a81-9c34a878963e/download/aep-covid-19-pandemic-planning-for-water-and-wastewater-sector.pdf>

Answers:

5. If a waterworks system is issued a boil water advisory (BWA), do the sampling requirements in the Approval/Code of Practice still have to be complied with?

Answer:

Yes, the sampling requirements in the Approval/ Code of Practice is still required even when a BWA has been issued.

6. Will COVID-19 affect Lead sampling requirements at the customer's tap as part of the Lead Management Program?

Answer:

Lead sampling is to be undertaken during the May 1 to Sept 30 time frame in either 2020 or 2021 so there is no urgency to get it done immediately. More information about the Lead Management Program can be found here:

<https://open.alberta.ca/dataset/ee382aa2-41fb-4454-b9b2-ce3283fd85dc/resource/27672d98-4d76-4451-aa35-280099e2d8d7/download/lead-guidance-document-version-1-2.pdf>

7. Who can waterworks system staff contact for more help?

Answer:

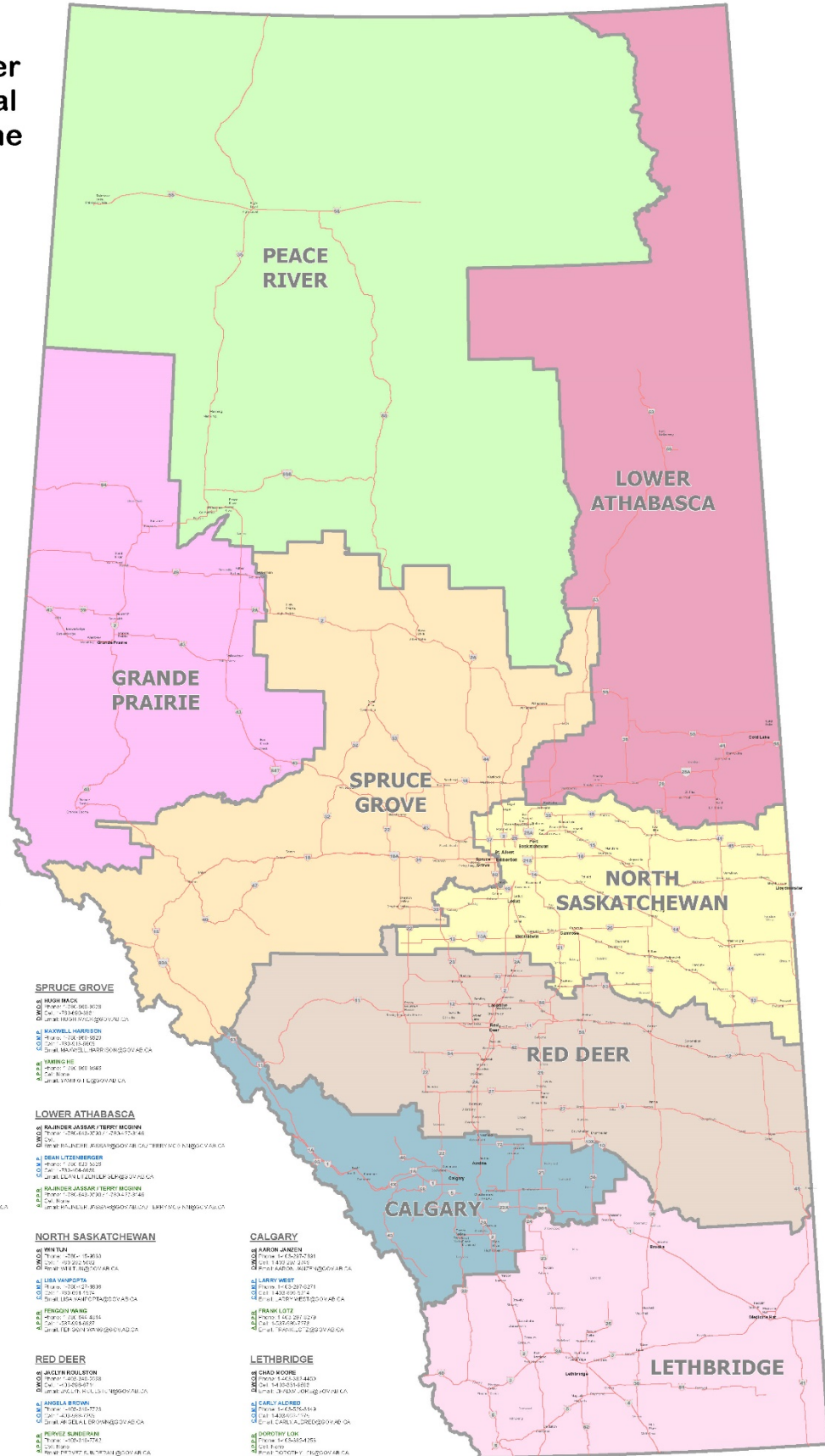
Contact your local AEP representative listed on the map on the next page or through this link:

<https://open.alberta.ca/dataset/d29be391-109b-4afb-80cf-06f7d2a565fa/resource/7f19960b-641c-4f62-8378-f595d43a13bb/download/aep-drinking-water-contacts-covid-19-2020-03-25.pdf>

Answers:

Alberta Drinking Water Environmental Response Line

1-800-222-6514
or
1-780-422-4505



- PEACE RIVER**
- ANURAMA CHAUBE
Phone: 810-224-6558
Cell: 734-801616
 - JAMES MCCALLUM
Phone: 810-224-6530
Cell: 734-801616
 - GLENORA COLES (ANURAMA CHAUBE)
Phone: 810-224-6558
Cell: 734-801616

- GRANDE PRAIRIE**
- ANURAMA CHAUBE
Phone: 810-224-6558
Cell: 734-801616
 - JAMES MCCALLUM
Phone: 810-224-6530
Cell: 734-801616
 - GLENORA COLES (ANURAMA CHAUBE)
Phone: 810-224-6558
Cell: 734-801616

- SPRUCE GROVE**
- ROSEHIL JASSAR (TERRY MCGINN)
Phone: 780-422-4505
Cell: 780-422-4505
 - DEAN LITZENBERGER
Phone: 780-422-4505
Cell: 780-422-4505
 - RANDI JASSAR (TERRY MCGINN)
Phone: 780-422-4505
Cell: 780-422-4505

- LOWER ATHABASCA**
- WALTER WANG
Phone: 780-422-4505
Cell: 780-422-4505
 - LISA VANOPSTRA
Phone: 780-422-4505
Cell: 780-422-4505
 - FERGUS WANG
Phone: 780-422-4505
Cell: 780-422-4505

- NORTH SASKATCHEWAN**
- WALTER WANG
Phone: 780-422-4505
Cell: 780-422-4505
 - LISA VANOPSTRA
Phone: 780-422-4505
Cell: 780-422-4505
 - FERGUS WANG
Phone: 780-422-4505
Cell: 780-422-4505

- RED DEER**
- JACLYN ROULSTON
Phone: 403-242-2028
Cell: 403-242-2028
 - ANGELA BROWN
Phone: 403-242-2028
Cell: 403-242-2028
 - KAREN BROWN
Phone: 403-242-2028
Cell: 403-242-2028

- CALGARY**
- ARON JANDEN
Phone: 403-242-2028
Cell: 403-242-2028
 - LARRY WEST
Phone: 403-242-2028
Cell: 403-242-2028
 - FRANK LOTZ
Phone: 403-242-2028
Cell: 403-242-2028

- CALGARY**
- ARON JANDEN
Phone: 403-242-2028
Cell: 403-242-2028
 - LARRY WEST
Phone: 403-242-2028
Cell: 403-242-2028
 - FRANK LOTZ
Phone: 403-242-2028
Cell: 403-242-2028

- CALGARY**
- ARON JANDEN
Phone: 403-242-2028
Cell: 403-242-2028
 - LARRY WEST
Phone: 403-242-2028
Cell: 403-242-2028
 - FRANK LOTZ
Phone: 403-242-2028
Cell: 403-242-2028

- LETHBRIDGE**
- CHAD MOORE
Phone: 403-242-2028
Cell: 403-242-2028
 - CARLY ALBERT
Phone: 403-242-2028
Cell: 403-242-2028
 - DOROTHY LOK
Phone: 403-242-2028
Cell: 403-242-2028

AEP Contacts

■	CALGARY
■	EDMONTON
■	GRANDE PRAIRIE
■	LETHBRIDGE
■	LOVELACE
■	NORTH SASKATCHEWAN
■	PEACE RIVER
■	RED DEER
■	SPRUCE GROVE
■	WATERLOO
■	WINDSOR
■	YEGH
■	YEGH
■	YEGH

Answers:

8. Where can I get more information?

Answer:

For additional information, please refer to the following documents on COVID-19 pandemic planning for the water and wastewater sector on open.alberta.ca:

- **COVID-19 Pandemic Planning for the Water and Wastewater Sector: Business Continuity Planning for Water & Wastewater Systems**

<https://open.alberta.ca/dataset/d29be391-109b-4afb-80cf-06f7d2a565fa/resource/ae70562a-d2b0-4520-9a81-9c34a878963e/download/aep-covid-19-pandemic-planning-for-water-and-wastewater-sector.pdf>

- **Alberta drinking water environmental response line (and AEP contacts)**

<https://open.alberta.ca/dataset/d29be391-109b-4afb-80cf-06f7d2a565fa/resource/7f19960b-641c-4f62-8378-f595d43a13bb/download/aep-drinking-water-contacts-covid-19-2020-03-25.pdf>

- **Communiqué - To: Alberta waterworks and municipal wastewater owners and operators (March 25)**

<https://open.alberta.ca/dataset/d29be391-109b-4afb-80cf-06f7d2a565fa/resource/ada2fea2-cdcf-4612-94b9-5c1f26c0b3a3/download/aep-letter-to-waterworks-municipal-wastewater-owners-operators-2020-03-25.pdf>

- **Communiqué - To: Alberta waterworks and municipal wastewater owners and operators (March 23)**

<https://open.alberta.ca/dataset/d29be391-109b-4afb-80cf-06f7d2a565fa/resource/d0e1f258-8ed3-4746-9975-1cd574fbf8f7/download/aep-letter-to-waterworks-municipal-wastewater-owners-operators-2020-03-23.pdf>

- **Conditional Certification during the COVID-19 Pandemic**

<https://open.alberta.ca/publications/conditional-certification-during-the-covid-19-pandemic>
