

June 12, 2023

Attention: Long Beach Customers

RE: Long Beach Water Supply System

Dear Customer,

We recognize and appreciate the patience of our customers and system users as we continue to move forward and make progress in modernizing the Long Beach Water Supply System (LBWSS) and work with the regulatory authorities. Clearford and the LBWSS are private business entities and rely on system users to ensure water bills are paid in a timely manner to support not only the ongoing, routine operation of the LBWSS but also to finance necessary capital repairs and improvements to the water system. The LBWSS does not receive any municipal, regional or provincial financial support, fees, grants or other funding; the LBWSS utility must be self-sustaining for it to continue to operate.

The operators have been working hard to ensure the water produced is of excellent quality and meets all provincial standards. There have been many recent improvements made to the system including,

- The old, original and outdated electrical power supply was replaced with a safer, modern and upgraded feed including all new wiring and distribution panels inside the treatment plant to comply with current code requirements;
- All piping in the water treatment plant has been replaced with new piping and materials that meet current regulatory requirements and ensure no degradation in water quality resulting from contact with the pipe materials. Piping that formerly ran across the floor and through the middle of walking areas was relocated and repositioned along the walls, and aligned to reduce pressure losses;
- The old, unsafe and heavily corroded pressure tank that provided the sustained water pressure to the distribution systems was removed and replaced with new, corrosion resistant fiberglass vessels along with new pressure controls designed to smooth out the fluctuations in system pressure that were previously observed

- All new treatment equipment – from filters with automated valves to modern, automated ultraviolet light (UV) systems and new chlorine pumps - were installed and set up with redundant capacity to ensure uninterrupted performance as long as the system has power; and,
- Better pressure control. A variable frequency drive (VFD) now controls the operation of the supply pumps, and provides a much narrower pressure range to reduce the fluctuations in water pressure previously observed at the outlet of the water treatment system.

There is still work to complete in the LBWSS, but the improvements noted above represent significant milestones in the modernization project, and will ensure the water distributed is clean and safe for our customers.

Regards,

Clearford Waterworks