



RESIDENT UPDATE: WATER TOWER MAINTENANCE, PRECAUTIONARY DRINKING WATER ADVISORY

We would like to address some of the comments and concerns raised regarding the recent water tower cleaning, the temporary outage, and the Precautionary Drinking Water Advisory (PDWA).

First, and most importantly: At no time was the safety of the community's drinking water in question. The PDWA was issued before the maintenance work began, as a standard precautionary measure when water pressure may be lost. All lab samples taken afterward were fully cleared by both the laboratory and the Water Security Agency (WSA), which is why the PDWA was rescinded by WSA as soon as results were confirmed.

Why the Tower Cleaning Happened on Short Notice

The tower cleaning was not an emergency – it is a routine and required maintenance procedure that ensures safe drinking water and proper functioning of the system.

We were offered short-notice availability from the certified company that performs professional tower cleanings. Due to their scheduling window and the need to complete the work before colder weather, we chose to proceed.

Despite the short notice, we made every effort to notify residents:

- Posts on Facebook
- Notice on our website
- A message through our communication system – Voyent Alert!
- Hand-delivered notices to every home
- Signs around the Village
- Prior notification to the Fire Department so that they were fully aware of the possible temporary system impact and prepared if needed

Our goal was to make sure residents were informed in every possible way.

Why Water Towers are Cleaned & Why Does it Have to be Drained

Water tower cleaning is a routine maintenance requirement that helps ensure the long-term safety and quality of your drinking water. Over time, sediment, minerals and biofilm can accumulate inside the tower. Cleaning:

- Prevents buildup that could affect water taste, clarity, or flow
- Maintains the proper functioning of the tower and distribution system
- Ensures compliance with regulatory standards and best practices
- Helps protect public health by keeping the water supply safe

This regular maintenance, combined with testing and precautionary measures like the PDWA, ensures that residents continue to receive safe, clean water at all times.

Our water tower is not equipped for robotic cleaning, which some towers are able to use without being emptied. Because of this, our tower must be fully drained to allow crews safe access for inspection, cleaning and proper sanitation. Draining ensures the work can be completed thoroughly and that the water supply remains clean and safe for the community.

Tower Not Draining – and Why it Was Not a Safety Risk

During the cleaning process, the tower did not drain as expected. While this created an operational challenge and extended the timeframe, and was inconvenient, it did not create any threat to drinking water safety or public health.

Here is why:

- The PDWA was already in place prior to the maintenance and water being restored
- The issue was strictly operational, not a water-quality issue
- The Environmental Office (EO) was informed throughout the process
- Water quality remained protected because the system was not compromised

Water Security Agency (WSA) Environmental Officer (EO) & Transparency

The EO was contacted as soon as we received notification of the tower clean, and at every stage once work began. Their guidance was followed throughout the process.

The maintenance work, the PDWA, the expected service interruption, and the unexpected delays were all communicated openly. All required notifications were issued, and all actions were taken under proper regulatory oversight.

Why Some Residents Experienced Cloudy or Murky Water

After tower cleaning and refilling, it is common for some homes to experience cloudy or murky water. This happens due to:

- Air in lines
- Pressure fluctuations
- Harmless minerals being stirred up in the pipes

The white or milky appearance – especially when it clears from the bottom up – is typically caused by tiny air bubbles, not contamination. These effects do not indicate unsafe water, and all testing has confirmed water safety.

Our Commitment

While this tower cleaning was not a new type of maintenance – the Village completed this procedure in the past, including two years ago with a PDWA issued at the time as well. The recent event highlighted the importance of having clear procedures and shared knowledge. We are taking this seriously and are actively working to ensure that all staff have access to lessons learned, and that procedures are clearly documented and easily accessible for future tower cleanings. This continuous improvement approach will aim to reduce the likelihood of unexpected operational issues, and improve efficiency during maintenance work.

This situation did not go exactly as planned, and we want to recognize the exceptional work of our staff.

- They worked continuously throughout the day/evening to resolve the drainage issue and restore water to the community.
- They maintained direct communication with the EO.
- Once the plant was producing water again and sending it to the tower, one crew member stayed through the entire night to ensure stability and to prevent any further disruptions.

Their dedication reflects a strong commitment to community safety and reliable service.

We understand that concerns arise when water service is disrupted or maintenance doesn't go exactly as planned, and we remain fully committed to transparency, safety, and clear communication with our residents. We'd like to remind everyone that Facebook comments from non-residents or individuals not directly connected to the Village should not be relied on as an official source of information. While social media can be helpful, it can also easily lead to misunderstandings or misinformation. For accurate details or clarification on any Village matters, please contact the Village Office directly. We're always here to answer your questions and provide reliable information.

If you haven't already done so, we also encourage you to sign up for our communication system so you can receive timely updates in situations such as this. You can choose to receive notifications by text message, phone call, or email, depending on what works best for you. To learn more or to sign up please visit our website at

<https://www.buenavista.ca/communications/>

Environmental Services Analysis Report - Final

Invoice Number: 3519026	Collected Date: 21-Nov-2025 11:45 AM
Sample Location: Grand Ave	Received: 21-Nov-2025 2:01 PM
Collected by: Damon & Ian	Reported: 22-Nov-2025 2:06 PM
Station #: SK05JH0003	Water Source: Water Supply Line
Permit: 2065	
BUENA VISTA DIST.SYSTEM	

Submitted By:	Invoice:
BUENA VISTA VILLAGE OF	BUENA VISTA VILLAGE OF
1050 GRAND AVE	1050 GRAND AVE
BUENA VISTA, SK	BUENA VISTA, SK
S2V 1A2	S2V 1A2

Analysis	Result	Unit	Sask Guideline	Test Comment	Fee
Other Panel					23.00
Total Coliform	No Detectable	orgs/100 mL	No orgs/100 mL	1	
E. Coli	No Detectable	orgs/100 mL	No orgs/100 mL	2	

Submitter Phone Number: 306-729-4385 **Emailed results to:** admin@buenavista.ca

Comments:

1. Testing result indicates that your water meets the Bacteriological standard for Canadian drinking water quality.
2. See above for comment

Please include Invoice Number with payment and remit to:	Saskatchewan Health Authority c/o Accounts Receivable 2180 23rd Avenue Regina, Saskatchewan S4S 0A5	Total Fees (including GST) 23.00 Tax Summary 1.10 G.S.T. (reg # 89583 0180 RT001)	
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Amount Received: (No Payment Received) 0.00

Balance Due upon receipt of invoice.

Balance Owed \$23.00

Contact Us:

Result Interpretation: Please contact your EPO for advice or phone 1-866-727-5420
Billing Inquiries: Phone: 1-833-989-5353, Email: SHAAR@saskhealthauthority.ca

The following data was provided by the submitter. The Environmental Services Lab does not guarantee the accuracy of the results.

Free Chlorine: 1.26	Total Chlorine: 1.40	Turbidity: .27
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Environmental Services Analysis Report - Final

Invoice Number: 3519027	Collected Date: 21-Nov-2025 12:00 PM
Sample Location: Woodland	Received: 21-Nov-2025 2:03 PM
Collected by: Damon & Ian	Reported: 22-Nov-2025 2:06 PM
Station #: SK05JH0003	Water Source: Water Supply Line
Permit: 2065	
BUENA VISTA DIST.SYSTEM	

Submitted By:	Invoice:
BUENA VISTA VILLAGE OF	BUENA VISTA VILLAGE OF
1050 GRAND AVE	1050 GRAND AVE
BUENA VISTA, SK	BUENA VISTA, SK
S2V 1A2	S2V 1A2

Analysis	Result	Unit	Sask Guideline	Test Comment	Fee
Other Panel					23.00
Total Coliform	No Detectable	orgs/100 mL	No orgs/100 mL	1	
E. Coli	No Detectable	orgs/100 mL	No orgs/100 mL	2	

Submitter Phone Number: 306-729-4385 **Emailed results to:** admin@buenavista.ca

Comments:

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		Amount Received: (No Payment Received) 0.00

Balance Due upon receipt of invoice.

Balance Owed	\$23.00
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Contact Us:

Result Interpretation: Please contact your EPO for advice or phone 1-866-727-5420
Billing Inquiries: Phone: 1-833-989-5353, Email: SHAAR@saskhealthauthority.ca

The following data was provided by the submitter. The Environmental Services Lab does not guarantee the accuracy of the results.

Free Chlorine: .80	Total Chlorine: .91	Turbidity: .90
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Environmental Services Analysis Report - Final

Invoice Number: 3519028	Collected Date: 21-Nov-2025 12:10 PM	
Sample Location: Helen Place	Received: 21-Nov-2025 2:04 PM	
Collected by: Damon & Ian	Reported: 22-Nov-2025 2:06 PM	
Station #: SK05JH0003	Water Source: Water Supply Line	
	Permit: 2065	
		BUENA VISTA DIST.SYSTEM

Submitted By:	Invoice:
BUENA VISTA VILLAGE OF	BUENA VISTA VILLAGE OF
1050 GRAND AVE	1050 GRAND AVE
BUENA VISTA, SK	BUENA VISTA, SK
S2V 1A2	S2V 1A2

Analysis	Result	Unit	Sask Guideline	Test Comment	Fee
Other Panel					23.00
Total Coliform	No Detectable	orgs/100 mL	No orgs/100 mL	1	
E. Coli	No Detectable	orgs/100 mL	No orgs/100 mL	2	

Submitter Phone Number: 306-729-4385 **Emailed results to:** admin@buenavista.ca

Comments:

1. Testing result indicates that your water meets the Bacteriological standard for Canadian drinking water quality.
2. See above for comment

Please include Invoice Number with payment and remit to:	Saskatchewan Health Authority c/o Accounts Receivable 2180 23rd Avenue Regina, Saskatchewan S4S 0A5	Total Fees (including GST) 23.00 Tax Summary 1.10 G.S.T. (reg # 89583 0180 RT001)
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Amount Received: (No Payment Received) 0.00

Balance Due upon receipt of invoice.

Balance Owed	\$23.00
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Contact Us:

Result Interpretation: Please contact your EPO for advice or phone 1-866-727-5420
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The following data was provided by the submitter. The Environmental Services Lab does not guarantee the accuracy of the results.

Free Chlorine: .59	Total Chlorine: .72	Turbidity: .18
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Environmental Services Analysis Report - Final

Invoice Number: 3519038		Collected Date: 24-Nov-2025 12:00 AM	
Sample Location: Helen Place		Received: 24-Nov-2025 11:02 AM	
Collected by: Domon	Permit: 2065	Reported: 25-Nov-2025 10:21 AM	
Station #: SK05JH0003	BUENA VISTA DIST.SYSTEM	Water Source: Water Supply Line	

Submitted By: BUENA VISTA VILLAGE OF 1050 GRAND AVE BUENA VISTA, SK S2V 1A2	Invoice: BUENA VISTA VILLAGE OF 1050 GRAND AVE BUENA VISTA, SK S2V 1A2
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Analysis	Result	Unit	Sask Guideline	Test Comment	Fee
Other Panel					23.00
Total Coliform	No Detectable	orgs/100 mL	No orgs/100 mL	1	
E. Coli	No Detectable	orgs/100 mL	No orgs/100 mL	2	

Submitter Phone Number: 306-729-4385 **Emailed results to:** admin@buenavista.ca

Comments:

1. Testing result indicates that your water meets the Bacteriological standard for Canadian drinking water quality.
2. See above for comment

Please include Invoice Number with payment and remit to:	Saskatchewan Health Authority c/o Accounts Receivable 2180 23rd Avenue Regina, Saskatchewan S4S 0A5	Total Fees (including GST) 23.00 Tax Summary 1.10 G.S.T. (reg # 89583 0180 RT001)	
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Amount Received: (No Payment Received) 0.00

Balance Due upon receipt of invoice.

Balance Owed	\$23.00
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Contact Us:

Result Interpretation: Please contact your EPO for advice or phone 1-866-727-5420
Billing Inquiries: Phone: 1-833-989-5353, Email: SHAAR@saskhealthauthority.ca

The following data was provided by the submitter. The Environmental Services Lab does not guarantee the accuracy of the results.

Free Chlorine:	1.13	Total Chlorine:	1.26	Turbidity:	.23
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Environmental Services Analysis Report - Final

Invoice Number: 3519039	Collected Date: 24-Nov-2025 8:15 AM
Sample Location: Woodland	Received: 24-Nov-2025 11:04 AM
Collected by: Domon	Reported: 25-Nov-2025 10:21 AM
Station #: SK05JH0003	Water Source: Water Supply Line
Permit: 2065	
BUENA VISTA DIST.SYSTEM	

Submitted By: BUENA VISTA VILLAGE OF 1050 GRAND AVE BUENA VISTA, SK S2V 1A2	Invoice: BUENA VISTA VILLAGE OF 1050 GRAND AVE BUENA VISTA, SK S2V 1A2
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Analysis	Result	Unit	Sask Guideline	Test Comment	Fee
Other Panel					23.00
Total Coliform	No Detectable	orgs/100 mL	No orgs/100 mL	1	
E. Coli	No Detectable	orgs/100 mL	No orgs/100 mL	2	

Submitter Phone Number: 306-729-4385 **Emailed results to:** admin@buenavista.ca

Comments:

1. Testing result indicates that your water meets the Bacteriological standard for Canadian drinking water quality.
2. See above for comment

Please include Invoice Number with payment and remit to:	Saskatchewan Health Authority c/o Accounts Receivable 2180 23rd Avenue Regina, Saskatchewan S4S 0A5	Total Fees (including GST) 23.00 Tax Summary 1.10 G.S.T. (reg # 89583 0180 RT001)
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Amount Received: (No Payment Received) 0.00

Balance Due upon receipt of invoice.

Balance Owed	\$23.00
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Contact Us:

Result Interpretation: Please contact your EPO for advice or phone 1-866-727-5420
Billing Inquiries: Phone: 1-833-989-5353, Email: SHAAR@saskhealthauthority.ca

The following data was provided by the submitter. The Environmental Services Lab does not guarantee the accuracy of the results.

Free Chlorine: .90	Total Chlorine: 1.02	Turbidity: .45
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Environmental Services Analysis Report - Final

Invoice Number: 3519040	Collected Date: 24-Nov-2025 8:30 AM
Sample Location: Grand Ave	Received: 24-Nov-2025 11:08 AM
Collected by: Domon	Reported: 25-Nov-2025 10:22 AM
Station #: SK05JH0003	Water Source: Water Supply Line
Permit: 2065	
BUENA VISTA DIST.SYSTEM	

Submitted By:	Invoice:
BUENA VISTA VILLAGE OF	BUENA VISTA VILLAGE OF
1050 GRAND AVE	1050 GRAND AVE
BUENA VISTA, SK	BUENA VISTA, SK
S2V 1A2	S2V 1A2

Analysis	Result	Unit	Sask Guideline	Test Comment	Fee
Other Panel					23.00
Total Coliform	No Detectable	orgs/100 mL	No orgs/100 mL	1	
E. Coli	No Detectable	orgs/100 mL	No orgs/100 mL	2	

Submitter Phone Number: 306-729-4385 **Emailed results to:** admin@buenavista.ca

Comments:

1. Testing result indicates that your water meets the Bacteriological standard for Canadian drinking water quality.
2. See above for comment

Please include Invoice Number with payment and remit to:	Saskatchewan Health Authority	Total Fees (including GST)	23.00
	c/o Accounts Receivable		
	2180 23rd Avenue	Tax Summary	1.10
	Regina, Saskatchewan	G.S.T. (reg # 89583 0180 RT001)	
	S4S 0A5	Amount Received: (No Payment Received)	0.00

Balance Due upon receipt of invoice.

Balance Owed	\$23.00
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Contact Us:

Result Interpretation: Please contact your EPO for advice or phone 1-866-727-5420
Billing Inquiries: Phone: 1-833-989-5353, Email: SHAAR@saskhealthauthority.ca

The following data was provided by the submitter. The Environmental Services Lab does not guarantee the accuracy of the results.

Free Chlorine:	1.06	Total Chlorine:	1.23	Turbidity:	.25
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