

The Town of Neepawa
POLICY, PROCEDURES & DIRECTIVES MANUAL

<i>Reference</i> Public Works	<i>Classification</i> Policy
<i>Title</i> Groundwater Interference Complaint Response	<i>Pages</i> 9
<i>Authority</i> Council	<i>Effective Date</i> February 15, 2011
<i>Approved</i> February 15, 2011 – Resolution 29023	<i>Index</i> TRANS #006

PURPOSE:

The purpose of the Groundwater Interference Complaint Response Policy is to establish a procedure to deal with complaints of groundwater interference regarding private wells located within the Rural Municipality of Langford.

The groundwater interference complaint response policy will be invoked if a resident of the RM of Langford makes a written groundwater interference complaint to the Town of Neepawa on the form as set out in Schedule “A” attached to and forming part of this policy.

Any resident contacting Manitoba Conservation or Manitoba Water Stewardship regarding a well water interference complaint should first be referred to the Town of Neepawa.

DEFINITIONS:

“**Groundwater Interference**” is defined as a decrease in residential well performance due to factors such as the pumping of the Town of Neepawa (Oberon & Hummerston) production well(s) that causes a decrease in well capacity such that the supply of water to the well is temporarily or permanently interrupted.

PROCEDURE:

The procedures for responding to a groundwater interference complaint have been divided into two categories, as follows:

1. Preliminary Well Assessment; and
2. Secondary Well Assessment.

All complaints shall be in writing and shall be submitted on the Groundwater Interference Complaint Incident Report on the form as set out in Schedule “A” attached to and forming part of this policy. Upon receipt of a written complaint the preliminary well assessment will be completed by the Public Works Department or its designate as set out in Schedule “B”. Depending on the results of the preliminary assessment, it may be necessary to have an approved private sector Investigating Contractor as listed in Schedule “C” attached to and forming part of this policy complete a more detailed secondary well assessment. The procedures for both types of assessment are detailed below.

1. Preliminary Well Assessment

- a) The Public Works Department or its designate will undertake a well assessment within forty-eight (48) hours of receiving the interference complaint. The initial assessment and discussion with the well owner may conclude that no further action is required on the part of the Town of Neepawa.
- b) In the event that the Public Works Department concludes that groundwater interference may have occurred, the following actions will be taken:
 - (i) Immediately offer or provide the resident with a reasonable amount of potable water: and,
 - (ii) Contact the Town of Neepawa’s Investigating Contractor to undertake an investigation to determine the cause of the complaint.

2. Secondary Well Assessment

- a) In the event that the Investigating Contractor concludes that groundwater interference did **not** occur, the resident may be required to pay for the temporary water supply.
- b) In the event that the Investigating Contractor concludes that a bona fide groundwater interference may have occurred, the Public Works Department will complete one of the following actions:
 - (i) With agreement of the affected resident, continue to deliver water to the resident at no cost; or
 - (ii) Institute mitigation measures such as lowering the well pump or repairing/replacing the well in order to accommodate the observed interference; or
 - (iii) Reduce the withdrawal rate and volume of municipal water taken so as to alleviate the observed interference. Pumping time can be altered to withdraw water during off peak hours. This action may not immediately

restore water to the private well and it may be necessary to continue action (i) above in the interim.

3. Documentation

The groundwater interference complaint incident report should be summarized and as a minimum, documents the following:

- a) The location of the complaint (name, address, telephone number);
- b) Investigation procedures and results; and
- c) Any actions taken to restore water supply

4. Notification

Manitoba Water Stewardship must be notified of any bona fide well interference problem as follows:

- a) The Public Works Department thru its designate must notify Manitoba Water Stewardship, Water Use Licensing Section, by phone and email immediately after the Investigating Contractor has confirmed that a well interference may have occurred.
- b) The Groundwater Interference Complaint Incident Report documenting the well interference must be submitted to Manitoba Water Stewardship, Water Use Licensing Section no more than one (1) week after the interference was confirmed.

5. Appeal Process

- a) Should the resident not agree with the results of the investigation of the well interference problem, the resident may, in writing, submit an appeal to Council for their consideration. Any appeal shall be submitted within fourteen (14) days after the date the report is received by the resident.
- b) Upon receipt of an appeal, a Council hearing date will be set. The resident will be notified in writing of the hearing date. Council will:
 - (i) Appoint a third party (investigation consultant) to review the well interference problem and submit their decision to Council;-and
 - (ii) Accept the report as submitted by the Investigating Consultant.

6. Updating the Groundwater Interference Complaint Response Policy

The groundwater interference complaint response policy should be regarded as a living document that is updated whenever there are changes in any of the contact information provided on the Groundwater Interference Complaint Information Sheet as listed in Schedule "C". As a minimum, the groundwater interference complaint response policy

should be reviewed annually (Ideally by May 1st of every year) to ensure that the information is up to date.

SCHEDULE "A"
TOWN OF NEEPAWA
GROUNDWATER INTERFERENCE COMPLAINT
BY PRIVATE OWNER

Name	
Address	
Phone Number	
Date	
<u>Nature of Complaint</u>	
Including: Description of problem and dates when the problem occurred.	

SCHEDULE "B"
TOWN OF NEEPAWA
GROUNDWATER INTERFERENCE COMPLAINT
PUBLIC WORKS INCIDENT REPORT

<u>Contact Information</u>	
Name	
Address	
Phone Number	
Date complaint registered	
<u>NATURE OF COMPLAINT</u>	
Including: Description of problem and dates when the problem occurred	

SCHEDULE "B"
TOWN OF NEEPAWA
GROUNDWATER INTERFERENCE COMPLAINT
CONTRACTOR INCIDENT REPORT

<u>PRELIMINARY WELL ASSESSMENT</u>	
Assessment completed by	
Date Completed	
INVESTIGATION Including investigation procedures, observations and results.	
ACTIONS TAKEN By owner	

<u>SECONDARY WELL ASSESSMENT</u>	
Name of Company	
Contact Person	
Date Completed	
INVESTIGATION Including investigation procedures, observations and results.	
ACTIONS TAKEN By owner or Investigator	
<u>COMPLAINT RESOLVED</u>	
Date Water Supply Temporarily Restored	
Date Water Supply Restored	
<u>NOTIFICATION MANITOBA</u> <u>WATER STEWARDSHIP</u>	
Contact Person notified of bonna fide interference	
Date Contacted	

**SCHEDULE “C”
TOWN OF NEEPAWA
GROUNDWATER INTERFERENCE COMPLAINT
INFORMATION SHEET**

Town of Neepawa
Name and Address:

Town of Neepawa
275 Hamilton Street
Box 339
Neepawa, MB R0J 1H0
(204) 476-7600

Manitoba Water Stewardship
Name and Address:

Manitoba Water Stewardship
Water Use Licensing Section
Box 16-200 Saulteaux Crescent
Winnipeg, MB R3J 3W3
Office: (204) 945-6474
Fax: (204) 945-7419

Subcontractor
Investigation Contractor:

M & M Drilling
531-9th Avenue
Rivers, MB
(204) 328-7112

Jeff Dixon

Consultant
Investigation Consultant:
(Third Party)

W.L. Gibbons & Associates Inc.
64 St. Andrew Road
Winnipeg, MB R2M 3H6
Office: (204) 771-4389

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