

Appendix E:

Public Survey and Results



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Liquid Waste Management Plan Amendment Community Survey

The Liquid Waste Management Plan (LWMP) is a 20-year plan to support sustainable wastewater management in the Regional District of Nanaimo (RDN). The RDN is currently amending its LWMP. A Regional Liquid Waste Advisory Committee consisting of members of the community and First Nations as well as Board members, municipal staff, technical experts, and regulatory representatives has guided the LWMP amendment process. It is important that community members understand the LWMP amendment process, what solutions are being proposed, and the associated costs to ratepayers. Community input is a critical part of the LWMP amendment process. Once approved by the RDN Board and the BC Minister of Environment, the LWMP becomes a legal document under the BC *Environmental Management Act* and can be implemented without further approvals.

Survey Objectives:

This survey is voluntary and a response is encouraged, not required. The purpose of this survey is to:

- Identify the wastewater planning issues important to community members; and
- Identify potential solutions community members would like to see become part of the LWMP amendment.

You can fill out the survey one of two ways:

1. If you have access to the internet, you may complete this survey online. The online version can be accessed and completed by visiting the RDN's LWMP website at www.rdnlwmp.ca.
2. Paper copies can be given to RDN staff or dropped off / mailed to Wastewater Services at the Regional District of Nanaimo office at 6300 Hammond Bay Road, Nanaimo, BC V9T 6N2.

Thank you for taking the time to complete this LWMP Amendment Community Survey. We encourage you, if you have not already done so, to read the LWMP Factsheets before you begin.

Nanaimo Area: (250) 390-6560
Parksville/Qualicum Beach Area: (250) 954-3792
Toll Free in BC: 1-877-607-4111
Fax: (250) 390-1542 E-mail: rcu@rdn.bc.ca
www.rdnlwmp.ca



1. In which area do you live?

- Electoral Area A (Cedar, South Wellington, Cassidy)
- Electoral Area B (Gabriola, Decourcy, Mudge Islands)
- Electoral Area C (Extension, Nanaimo Lakes, East Wellington, Pleasant Valley)
- Electoral Area E (Nanoose Bay)
- Electoral Area F (Coombs, Hilliers, Errington)
- Electoral Area G (French Creek, San Pareil, Little Qualicum)
- Electoral Area H (Bowser, Qualicum Bay, Deep Bay)
- Nanaimo
- Lantzville
- Parksville
- Qualicum Beach
- Other (please state which location) _____

2. Do you know how your household wastewater is treated (i.e. where it goes after you flush)?

- Yes
- No

3. If you answered “yes” to Question 2, how is your household wastewater collected and treated?

- Sewer and treatment facility
- Private onsite system (e.g. septic system, package treatment system)
- Pump and Haul
- Other (please indicate below)

Please comment:

4. If you answered “Private onsite system” to Question 3, are you aware that the RDN offers a free SepticSmart kit and free workshops on how to properly care for and maintain your residential onsite system?

- Yes, I have attended one in the past
- Yes, but I have not attend one yet
- No

Please comment:

5. The Greater Nanaimo Pollution Control Centre and Nanoose Bay Pollution Control Centre currently provide primary-level wastewater treatment. Are you aware that provincial and federal laws require that the RDN upgrade them to provide secondary-level wastewater treatment?

- Yes
- No

6. The RDN's original LWMP anticipated that secondary treatment would be in place at Greater Nanaimo Pollution Control Centre by 2015. However, the outfall which discharges treated wastewater to the Strait of Georgia must be replaced by 2015. There are technical feasibility concerns with completing both the outfall and secondary upgrade projects by 2015. As well, the tax burden on individual taxpayers would be very high if both the outfall replacement and secondary upgrades were completed by 2015. For that reason, the LWMP amendment is requesting an alternative timeline for the secondary treatment upgrade. Three completion dates are proposed; each with social, environmental, and economic implications which are discussed in Factsheet 5. Based on your review of Factsheet 5, which option do you prefer?

- 2016 (highest rate increase; achieves regulatory standards soonest)
- 2018
- 2019 (lowest rate increase; achieves regulatory standards latest)
- Other (please comment below)

Please comment:

7. The RDN's original LWMP anticipated that secondary treatment would be in place at Nanoose Bay Pollution Control Centre by 2010. However, funding for the upgrade was based on projected growth and service area expansion which did not occur. For that reason, the LWMP amendment is requesting an alternative timeline. Three completion dates are proposed; each with technical, social, environmental, and economic implications which are discussed in Factsheet 7. Based on your review of Factsheet 7, which option do you prefer?

- 2020 (highest rate increase; achieves regulatory standards soonest)
- 2025
- 2030 (lowest rate increase; achieves regulatory standards latest)
- Other (please comment below)

Please comment:

8. **Are you aware that the French Creek Pollution Control Centre is nearing its capacity and that expansion is necessary, at a cost to ratepayers in that service area, in the next 5-12 years?**

Yes

No

Please comment:

9. **Are you aware that the Regional District of Nanaimo experiences high flows to the community sewer system as a result of inflow and infiltration?**

Inflow and infiltration are terms for relatively clean water that enters the sanitary sewer system, mainly as a result of a rainfall event or snow melt. Inflow enters the system from the top – for example roof leaders that drain into the sewer system. Infiltration enters the system from below the ground, for example through leaky pipes or house sump pumps.

Yes

No

Please comment:

10. **The Draft LWMP Amendment commits the RDN to developing a Rainwater Management Plan in the upcoming years to develop a regional approach to the management of rainwater and stormwater. Do you have any recommendations or are there any issues related to rainwater that you would like to bring to the attention of the Regional District of Nanaimo?**

Yes (if yes, please comment below)

No

Please comment:

11. Please indicate the level of importance you attach to each of the following wastewater management planning issues:

Issue	Not important.....Very Important					Don't know
	1	2	3	4	5	6
a) Addressing areas that are not connected to the community sewer system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Managing biosolids	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Minimizing costs to ratepayers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Minimizing pollution that enters the environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Protecting watershed health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Recovering resources from waste (reusing treated wastewater, biosolids, cogeneration, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Reducing odours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Reducing the number of failing onsite systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Meeting provincial and federal requirements to provide secondary wastewater treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Reducing water usage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) Environmental monitoring and reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Reducing inflow and infiltration entering the community sewer system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m) Strategic investment in critical infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n) Preparing for and adapting to climate change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o) Spending on the operation and maintenance of wastewater facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p) Managing contaminants of emerging concern (e.g. medications) in wastewater	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Are there any liquid waste management planning issues, not addressed above, that you would like to raise regarding the LWMP Amendment?

Please comment:

13. Please identify any potential solutions to the above noted issues:

Please comment:

14. Do you have any further comments or recommendations regarding the LWMP Amendment?

Please comment:

Thank you for completing this survey. Your feedback helps to ensure that the Liquid Waste Management Plan Amendment meets our community's unique needs.

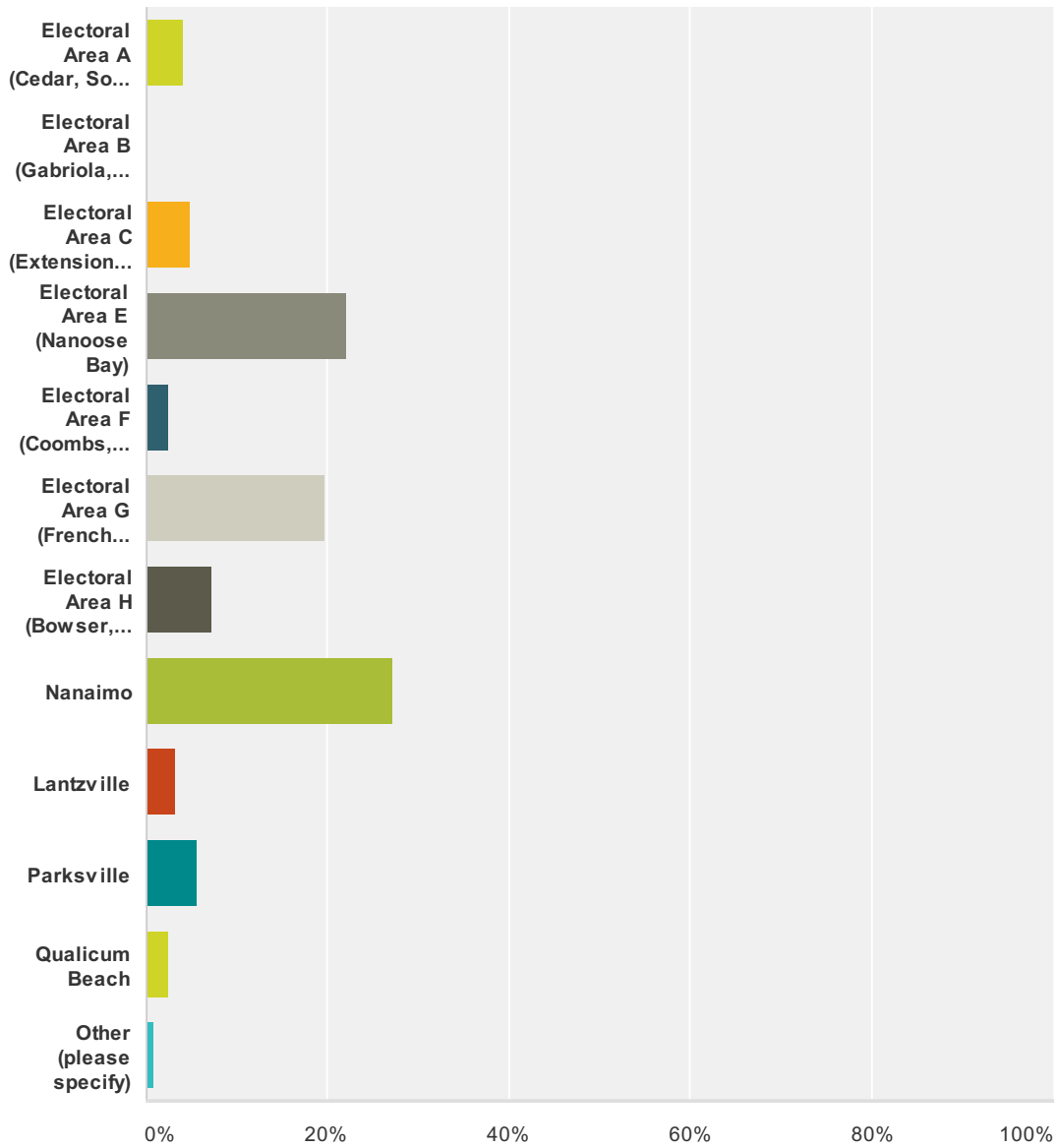


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www.rdnlwmp.ca



Q1 In which area do you live?

Answered: 122 Skipped: 0



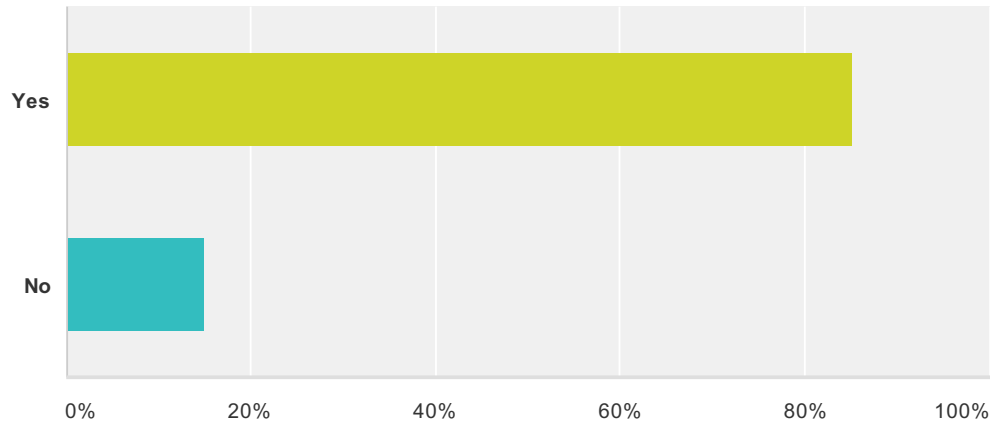
Answer Choices	Responses
Electoral Area A (Cedar, South Wellington, Cassidy)	4.10% 5
Electoral Area B (Gabriola, Decourcy, Mudge Islands)	0% 0
Electoral Area C (Extension, Nanaimo Lakes, East Wellington, Pleasant Valley)	4.92% 6
Electoral Area E (Nanose Bay)	22.13% 27
Electoral Area F (Coombs, Hilliers, Errington)	2.46% 3
Electoral Area G (French Creek, San Pareil, Little Qualicum)	19.67% 24
Electoral Area H (Bowser, Qualicum Bay, Deep Bay)	7.38% 9
Nanaimo	27.05% 33
Lantzville	3.28% 4

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Parksville	5.74%	7
Qualicum Beach	2.46%	3
Other (please specify)	0.82%	1
Total		122

Q2 Do you know how your household wastewater is treated (i.e. where it goes after you flush)?

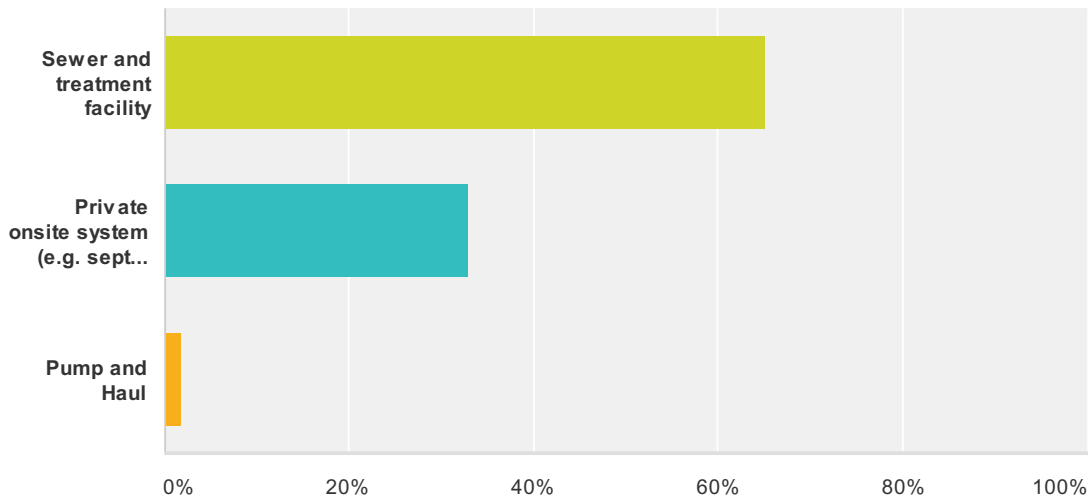
Answered: 121 Skipped: 1



Answer Choices	Responses
Yes	85.12% 103
No	14.88% 18
Total	121

Q3 How is your household wastewater collected and treated?

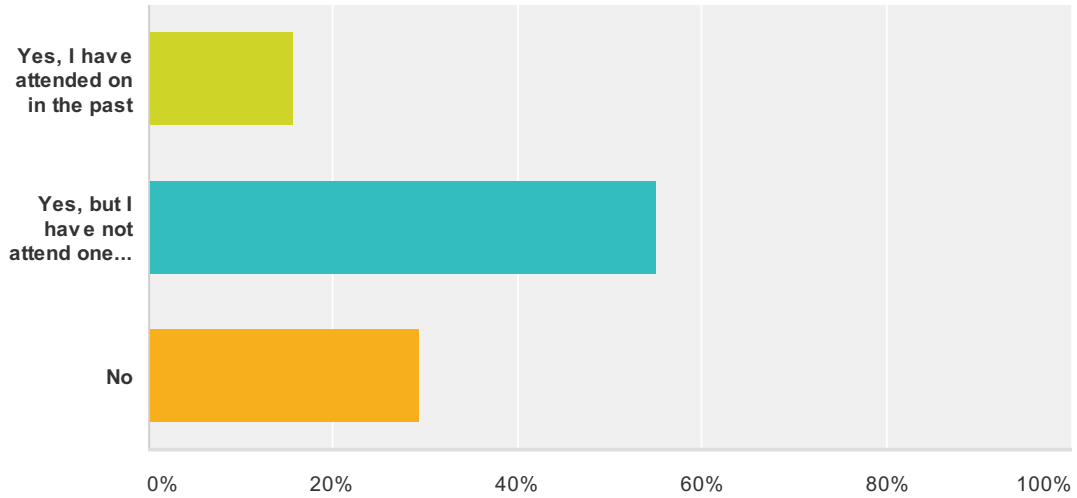
Answered: 103 Skipped: 19



Answer Choices	Responses
Sewer and treatment facility	65.05% 67
Private onsite system (e.g. septic system, package treatment system)	33.01% 34
Pump and Haul	1.94% 2
Total	103

Q4 Are you aware that the RDN offers free SepticSmart workshops on how to properly care for and maintain your residential onsite system?

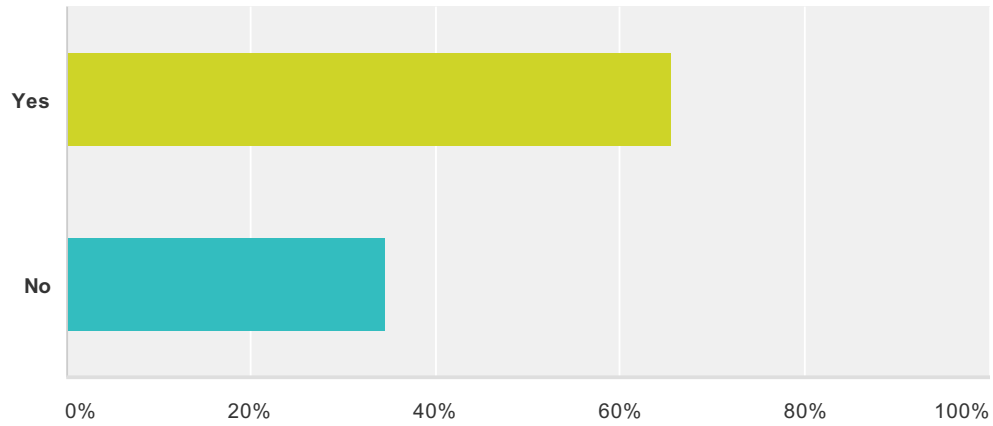
Answered: 51 Skipped: 71



Answer Choices	Responses
Yes, I have attended on in the past	15.69% 8
Yes, but I have not attend one yet	54.90% 28
No	29.41% 15
Total	51

Q5 The Greater Nanaimo Pollution Control Centre and Nanoose Bay Pollution Control Centre currently provide primary-level wastewater treatment. Are you aware that provincial and federal laws require that the RDN upgrade them to provide secondary-level wastewater treatment?

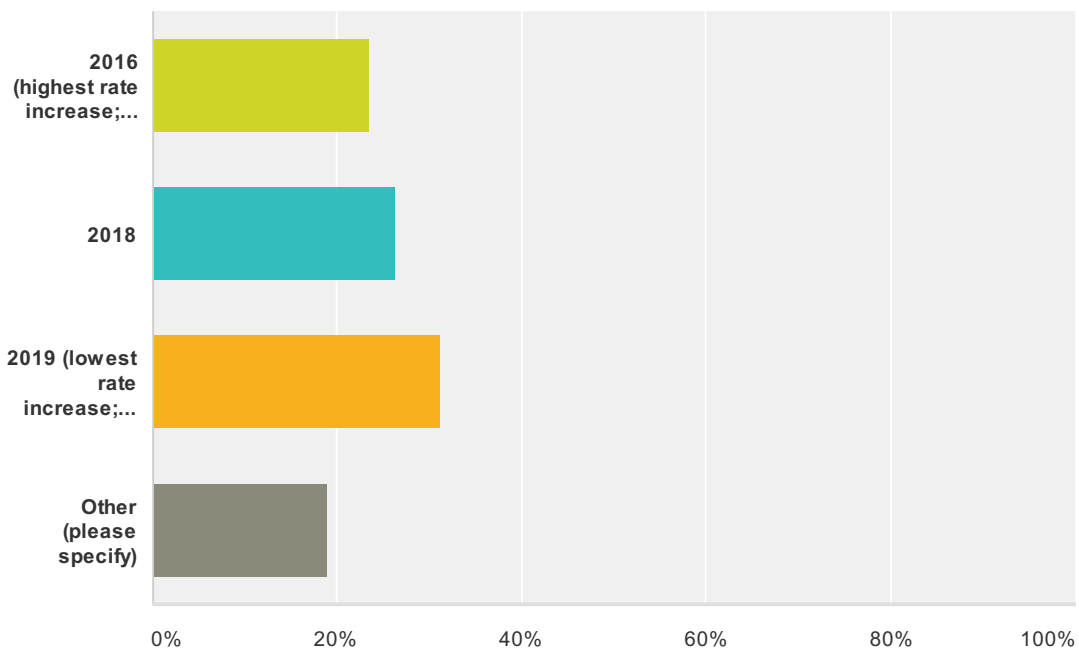
Answered: 116 Skipped: 6



Answer Choices	Responses
Yes	65.52% 76
No	34.48% 40
Total	116

Q6 The RDN’s original LWMP anticipated that secondary treatment would be in place at Greater Nanaimo Pollution Control Centre by 2015. However, the outfall which discharges treated wastewater to the Strait of Georgia must be replaced by 2015. There are technical feasibility concerns with completing both the outfall and secondary upgrade projects by 2015. As well, the tax burden on individual taxpayers would be very high if both the outfall replacement and secondary upgrades were completed by 2015. For that reason, the LWMP amendment is requesting an alternative timeline for the secondary treatment upgrade. Three completion dates are proposed (2016, 2018, and 2019); each with social, environmental, and economic implications which are discussed in Factsheet 5. Based on your review of Factsheet 5, which option do you prefer?

Answered: 106 Skipped: 16



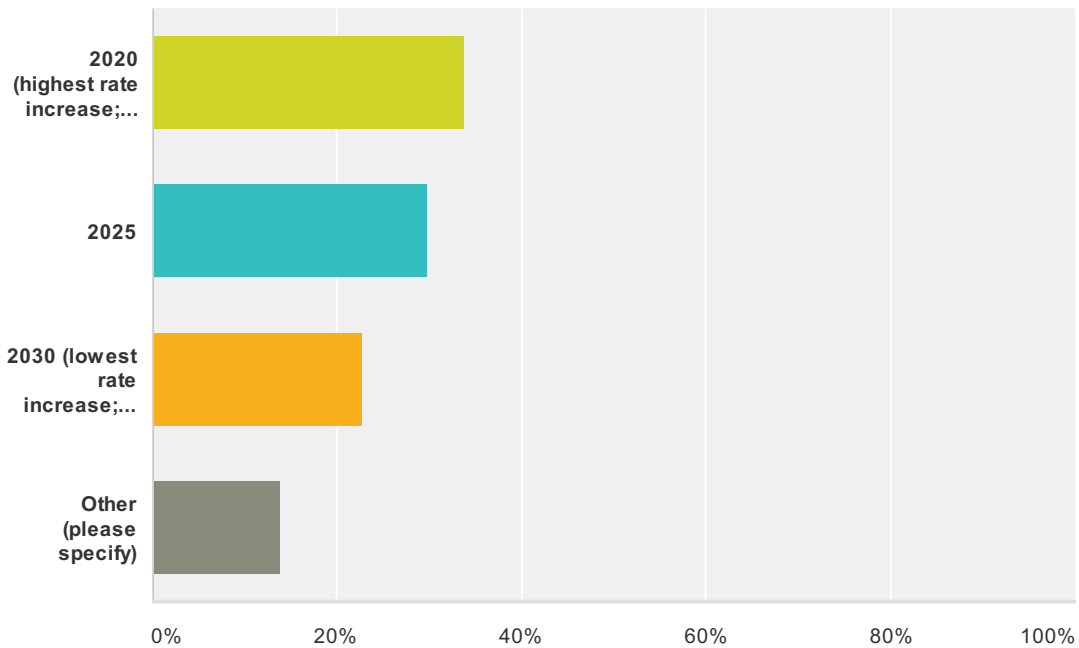
Answer Choices	Responses
2016 (highest rate increase; achieves regulatory standards soonest)	23.58% 25
2018	26.42% 28

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2019 (lowest rate increase; achieves regulatory standards latest)	31.13%	33
Other (please specify)	18.87%	20
Total		106

Q7 The RDN’s original LWMP anticipated that secondary treatment would be in place at Nanoose Bay Pollution Control Centre by 2010. However, funding for the upgrade was based on projected growth and service area expansion which did not occur. For that reason, the LWMP amendment is requesting an alternative timeline. Three completion dates are proposed (2020, 2025, and 2030); each with technical, social, environmental, and economic implications which are discussed in Factsheet 7. Based on your review of Factsheet 7, which option do you prefer?

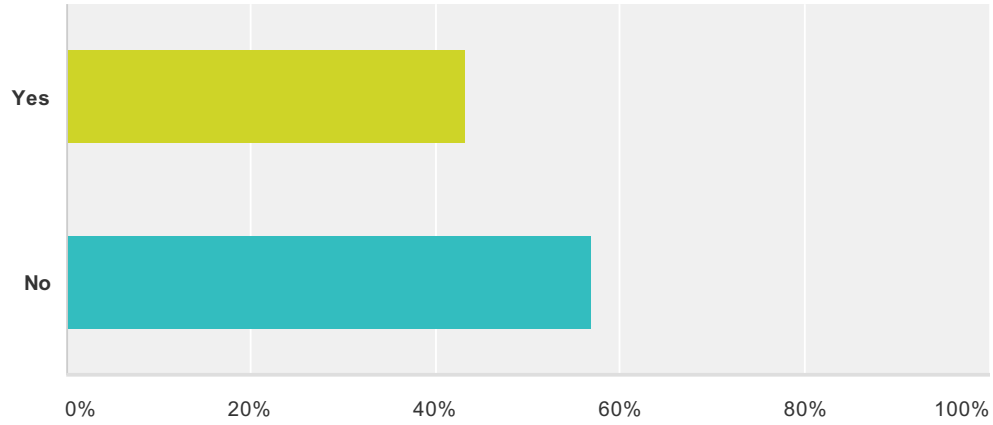
Answered: 101 Skipped: 21



Answer Choices	Responses	
2020 (highest rate increase; achieves regulatory standards soonest)	33.66%	34
2025	29.70%	30
2030 (lowest rate increase; achieves regulatory standards latest)	22.77%	23
Other (please specify)	13.86%	14
Total		101

Q8 Are you aware that the French Creek Pollution Control Centre is nearing its capacity and that expansion is necessary, at a cost to ratepayers in that service area, in the next 5-12 years?

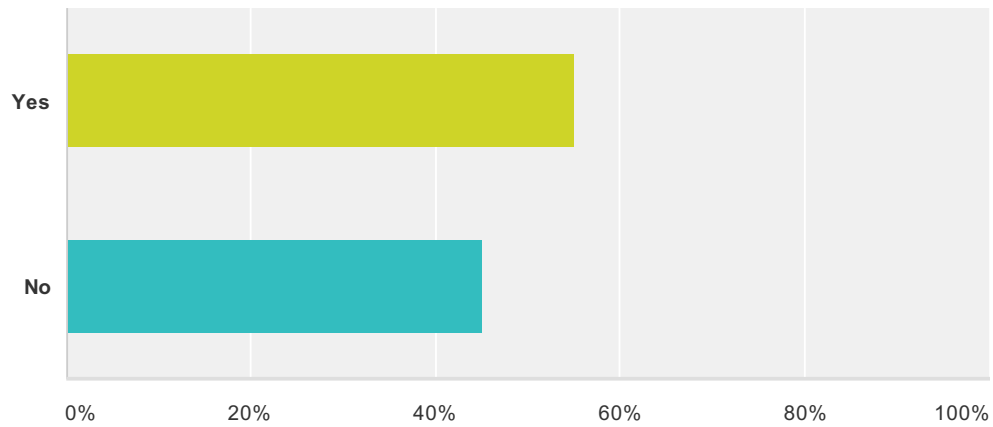
Answered: 111 Skipped: 11



Answer Choices	Responses	
Yes	43.24%	48
No	56.76%	63
Total		111

Q9 Are you aware that the Regional District of Nanaimo experiences high flows to the community sewer system as a result of inflow and infiltration? Inflow and infiltration are terms for relatively clean water that enters the sanitary sewer system, mainly as a result of a rainfall event or snow melt. Inflow enters the system from the top – for example roof leaders that drain into the sewer system. Infiltration enters the system from below the ground, for example through leaky pipes or house sump pumps.

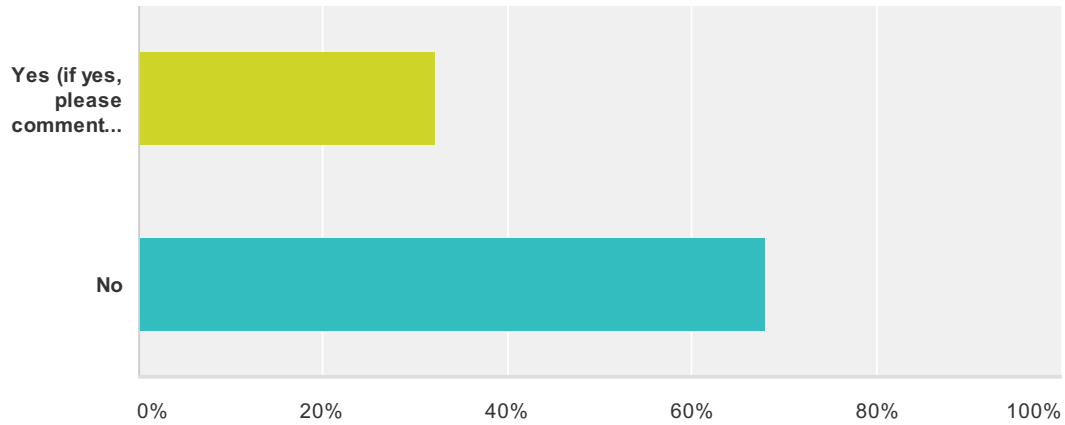
Answered: 109 Skipped: 13



Answer Choices	Responses	Count
Yes	55.05%	60
No	44.95%	49
Total		109

Q10 The Draft LWMP Amendment commits the RDN to developing a Rainwater Management Plan in the upcoming years to develop a regional approach to the management of rainwater and stormwater. Do you have any recommendations or are there any issues related to rainwater that you would like to bring to the attention of the Regional District of Nanaimo?

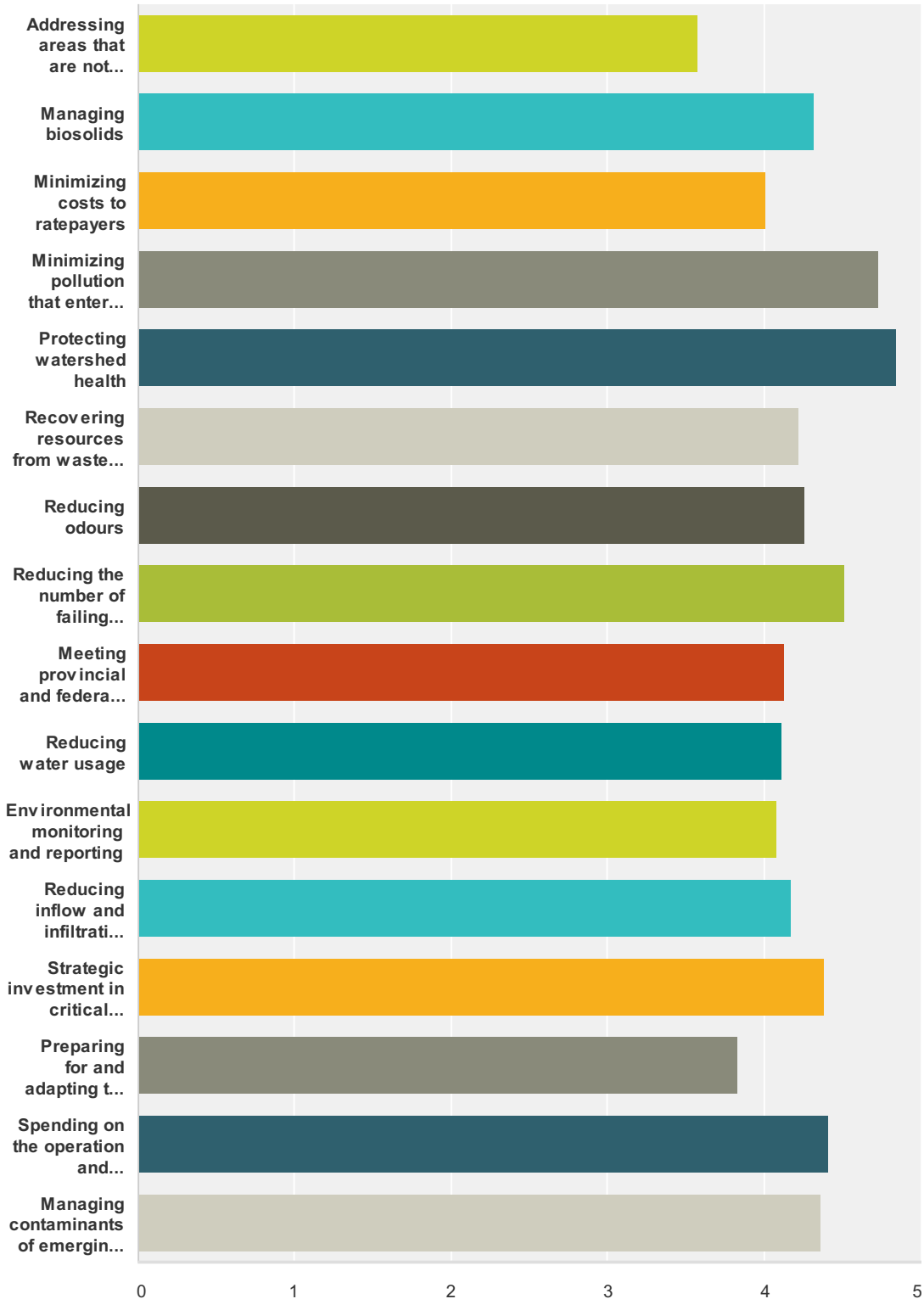
Answered: 106 Skipped: 16



Answer Choices	Responses	
Yes (if yes, please comment below)	32.08%	34
No	67.92%	72
Total		106

Q11 Please indicate the level of importance you attach to each of the following wastewater management planning issues:

Answered: 108 Skipped: 14



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	Not Important at All	Not a Priority	Neutral	Somewhat Important	Very Important	N/A	Total	Average Rating
Addressing areas that are not connected to the community sewer system	8.41% 9	13.08% 14	19.63% 21	27.10% 29	28.97% 31	2.80% 3	107	3.57
Managing biosolids	0% 0	1.90% 2	13.33% 14	36.19% 38	48.57% 51	0% 0	105	4.31
Minimizing costs to ratepayers	0.93% 1	7.48% 8	23.36% 25	25.23% 27	41.12% 44	1.87% 2	107	4.00
Minimizing pollution that enters the environment	0% 0	3.74% 4	1.87% 2	12.15% 13	80.37% 86	1.87% 2	107	4.72
Protecting watershed health	0% 0	0.94% 1	1.89% 2	9.43% 10	83.02% 88	4.72% 5	106	4.83
Recovering resources from waste (reusing treated wastewater, biosolids, cogeneration, etc.)	1.87% 2	3.74% 4	12.15% 13	35.51% 38	45.79% 49	0.93% 1	107	4.21
Reducing odours	1.89% 2	5.66% 6	5.66% 6	37.74% 40	47.17% 50	1.89% 2	106	4.25
Reducing the number of failing onsite systems	0% 0	1.85% 2	6.48% 7	28.70% 31	57.41% 62	5.56% 6	108	4.50
Meeting provincial and federal requirements to provide secondary wastewater treatment	2.78% 3	2.78% 3	18.52% 20	28.70% 31	44.44% 48	2.78% 3	108	4.12
Reducing water usage	2.80% 3	7.48% 8	13.08% 14	26.17% 28	45.79% 49	4.67% 5	107	4.10
Environmental monitoring and reporting	2.83% 3	4.72% 5	16.04% 17	32.08% 34	40.57% 43	3.77% 4	106	4.07
Reducing inflow and infiltration entering the community sewer system	0% 0	3.74% 4	14.02% 15	42.06% 45	37.38% 40	2.80% 3	107	4.16
Strategic investment in critical infrastructure	0.93% 1	2.80% 3	8.41% 9	32.71% 35	53.27% 57	1.87% 2	107	4.37
Preparing for and adapting to climate change	4.67% 5	9.35% 10	18.69% 20	29.91% 32	33.64% 36	3.74% 4	107	3.82
Spending on the operation and maintenance of wastewater facilities	0.94% 1	0% 0	6.60% 7	42.45% 45	49.06% 52	0.94% 1	106	4.40
Managing contaminants of emerging concern (e.g. medications) in wastewater	1.90% 2	4.76% 5	5.71% 6	29.52% 31	54.29% 57	3.81% 4	105	4.35

Q12 Are there any liquid waste management planning issues, not addressed above, that you would like to raise regarding the LWMP Amendment?

Answered: 23 Skipped: 99

Q13 Please identify any potential solutions to the above noted issues.

Answered: 21 Skipped: 101

Q14 Do you have any further comments or recommendations regarding the LWMP Amendment?

Answered: 28 Skipped: 94

Question 1. In which area do you live?

Other: Ladysmith
10/8/2013 12:59 PM

Question 2. Do you know how your household wastewater is treated (i.e. where it goes after you flush)?

This question did not prompt for comments

Question 3. How is your household wastewater collected and treated?

I live in Fairwinds and hooked to the Nanoose Bay Treatment Center. 9/24/2013 11:32 AM

at time of building our house in 2004 we could only go with pump & haul (no natural soil on the area lot) Since then many homes in the area have new septic fields using hauled in soil 9/10/2013 10:20 AM

Onsite 3 step system settings, filtering, septic field 9/9/2013 10:19 AM

Question 4. Are you aware that the RDN offers free SepticSmart workshops on how to properly care for and maintain your residential onsite system?

This question did not prompt for comments

Question 5. The Greater Nanaimo Pollution Control Centre and Nanoose Bay Pollution Control Centre currently provide primary-level wastewater treatment. Are you aware that provincial and federal laws require that the RDN upgrade them to provide secondary-level wastewater treatment?

This question did not prompt for comments

Question 6. The RDN's original LWMP anticipated that secondary treatment would be in place at Greater Nanaimo Pollution Control Centre by 2015. However, the outfall which discharges treated wastewater to the Strait of Georgia must be replaced by 2015. There are technical feasibility concerns with completing both the outfall and secondary upgrade projects by 2015. As well, the tax burden on individual taxpayers would be very high if both the outfall replacement and secondary upgrades were completed by 2015. For that reason, the LWMP amendment is requesting an alternative timeline for the secondary treatment upgrade. Three completion dates are proposed (2016, 2018, and 2019); each with social, environmental, and economic implications which are discussed in Factsheet 5. Based on your review of Factsheet 5, which option do you prefer?

Based on the recent lack of progress regarding the Fairwinds development process the latter dates are most appropriate
12/9/2013 9:44 AM

See 6
11/15/2013 3:09 PM

This is not applicable to Electoral area E, so I have no comment other than to say I favour treatment, especially to remove household toxins, at the earliest possible date (see below)
11/13/2013 11:24 AM

Are there any incentives/ opportunities to do this work in conjunction with the secondary treatment plan below?
11/12/2013 4:17 PM

I would recommend that the RDN monitor what Capital RD is doing to achieve sewage treatment on the south Island and aim to upgrade the Nanaimo plant on the same schedule.
10/13/2013 9:42 PM

2019, unless Federal or Provincial funding allows for an earlier completion date at 2019 rate increase levels.
10/8/2013 10:27 AM

Question 6. Continued

Where do i find factsheet 5?

10/8/2013 10:05 AM

2016 would be best but I wonder why this was not identified sooner... if it's a 20 year plan why wouldn't amendments be made sooner to offset the rate increase over a longer period of time?

10/8/2013 10:04 AM

2016 Highest, the longer you wait the more it will cost.

10/2/2013 11:36 AM

No Opinion 10/2/2013 11:20 AM

You should have stuck with septic tanks! They are the best is distribution of waste and a limited impact on the environment. Plants, grass, and other shrubs benefit from the waste. Silly to simply expect the solution to pollution is by dumping it into the Strait of Georgia for dilution! We have seen the effects of this waste dumping while sailing in the area. Really quite disgusting. Residents that use this inadequate system should be required to pay for this system upgrade to at least tertiary treatment, an equivalent to modern septic tanks.

9/26/2013 4:49 PM

The residents of Area E are NOT by and large financially challenged; therefore, the sooner the regulations are met the better for all concerned.

9/18/2013 9:15 AM

Would like to see plans for expansion to areas not yet served

9/18/2013 8:42 AM

Why is this page of the survey not mentioning the French Creek Facility? It was asked previously what Area we are in ?

9/16/2013 8:14 AM

I think that 2018 would be okay; however, I think that we should be looking ahead of what Provincial standards currently are and think to the future. If we are going to be completing a large scale project we should consider tertiary treatment so that the least harmful effluent is being released into the Strait of Georgia.

9/10/2013 10:04 AM

i believe that a watershed for Nanaimo makes sense. As priority and objective is to not run a defectit

9/10/2013 9:58 AM

2019 put priority to buying the watershed

9/10/2013 9:51 AM

N/A

9/9/2013 10:28 AM

2016 - would Secondary Treatment lower the costs of the outfall?

9/9/2013 10:23 AM

2018. I would do the 2nd treatment first and leave the outfall till later

9/9/2013 10:20 AM

Question 7. The RDN's original LWMP anticipated that secondary treatment would be in place at Nanoose Bay Pollution Control Centre by 2010. However, funding for the upgrade was based on projected growth and service area expansion which did not occur. For that reason, the LWMP amendment is requesting an alternative timeline. Three completion dates are proposed (2020, 2025, and 2030); each with technical, social, environmental, and economic implications which are discussed in Factsheet 7. Based on your review of Factsheet 7, which option do you prefer?

See above

12/9/2013 9:44 AM

Question 7. Continued

I prefer Option 3. 2030 for the NBPCC Secondary Treatment Upgrade. However, if the proposed Expansion to Fairwinds and Schooner Cove does go ahead, I appreciate that it could well affect the cost projections on the Factsheet. If that were the case, my preference of options could well change. I think that the Expansion is The White Elephant in the Room, and I suggest that you decide asap about this development.

11/15/2013 3:09 PM

I prefer the earliest possible date for upgrade. I note that in the 10 years we have lived here, odours from the plant have become much more prevalent and detectable from increased distances. As well, there is now a permanent ban on shellfish harvesting in the area of the outfall. Given the demographic of the Fairwinds area, I am especially concerned at the level of toxins from medicines taken by area residents that must be getting discharged into the strait. Given the above. I have very serious concerns regarding the impact of the proposed Fairwinds development plan on the NBPCC. I strongly believe that that the upgrades should be scheduled and funded before any phase of the proposed development is approved. I especially oppose any concept that approval for the developments be made without specifically ensuring that they incorporate the costs of upgrade. Otherwise, I can envision that the discussion on upgrade will only become more divisive as time passes. I strongly favour any approval for the currently proposed developments carrying a levy to be used to fund the capital cost of necessary upgrades. These levies should be assessed on a per dwelling unit basis and should be required to be paid by the developer before other area infrastructure development is completed. As the current proposal, as I understand it, includes the construction of a roadway extending past the NBPCC, I think it essential that the upgrade work be included in this effort in order to avoid the wasteful & disruptive requirement for multiple projects. Having some background in water and sanitation, I have been distressed at how poorly the initial system was built, especially with respect to the use low quality materials which from observation during area repairs appear to be at or past their serviceable life. I am most afraid that once this project commences, the magnitude of work necessary will increase substantially.

11/13/2013 11:24 AM

Agree with early start (2020) but this option should be contingent on getting prov/ fed grants.....this provides governments with a basis/ incentive to advance funds

11/12/2013 4:17 PM

I would recommend that Nanoose Plant be upgraded and operational let's say 3 years after the start up of the Greater Victoria Treatment system. Keep in mind that this community is also facing absolutely brutal cost increases for the supply of drinking water.

10/13/2013 9:42 PM

Where is factsheet ??

10/8/2013 10:05 AM

No Opinion

10/2/2013 11:20 AM

High density requiring this expensive method of treatment should not be allowed unless the required treatment is in place. If the costs are too high, then stop the unsustainable high density growth or have developers cover these expenses.

9/26/2013 4:49 PM

French Creek?

9/16/2013 8:14 AM

Is it possible to implement tertiary treatment earlier (i.e. 2020) and then expand the facility later (i.e. 2030)? If it is not possible to implement tertiary treatment then 2025 as it is a middle ground. Yet, I wonder if the inflation rate increase over the next 17 years will in actuality make 2030 the highest rate increase.

9/10/2013 10:04 AM

I am not convinced 4 million seems very high for the Nanoose project

9/10/2013 9:58 AM

2025 Small service area will require senior govt financial assistance to make this happen

9/10/2013 9:56 AM

I am a Nanaimo resident, this is up to Nanoose residents

9/10/2013 9:45 AM

N/A

9/9/2013 10:28 AM

Question 8. Are you aware that the French Creek Pollution Control Centre is nearing its capacity and that expansion is necessary, at a cost to ratepayers in that service area, in the next 5-12 years?

Could the facility be better utilized instead of rebuilt? The existing plant is only near capacity for short periods during the day, could an equalization tank smooth out the flow rates over a 24 hr period thus increasing the expected life of the plant. Also, how does the inflow and infiltration from Parksville/ Qualicum effect the plant flows from summer to winter?

12/3/2013 6:37 PM

Growth in demand has not matched forecasts. Water consumption is dropping because of increased prices for water and a greater conservation ethic. Can this not be pursued further? Has a survey been done to see how many conventional toilets still exist in the community? Could users be encouraged in some way to complete the conversion of all conventional toilets by 2016? This might cause a huge drop in demand on the plant. Are there other water saving ideas that could be adopted in the homes - running taps until hot water arrives over a "long distance" from the HWT? Should waterworks crews be spilling the water flushed from hydrants/mains into the sanitary sewer?

10/13/2013 9:51 PM

No, I wasn't aware, but I'm not surprised. Again, implement a plan sooner so that rates will increase over a period of time to bet support the system in the long-run.

10/8/2013 10:41 AM

Odour control must be the 1st priority when considering expansion. Odour control must be a priority during expansion.

10/2/2013 11:44 AM

I oppose this method of sewage treatment in rural areas. If it is nearing its capacity then it is the responsibility of new development to pay for a larger service. Residents living there have already paid their share. New developments pay the costs of the expansion!

9/26/2013 4:52 PM

I am sure if Victoria can get away without a sewer plant all these years a few more years at French Creek will not hurt !

9/26/2013 3:09 PM

There is an enormous amount of new housing in the area which seems strange to me as we are always restricted to water use and the sewage control is near capacity. Is there no liaison between the two?

9/26/2013 11:57 AM

I did not know until I looked into this more that the new infrastructure and buildings will actually be on the other side of the creek that the current plant sits on. It would be good to have information about this new site more readily available.

9/10/2013 10:07 AM

we do what we have to do

9/9/2013 10:20 AM

Question 9. Are you aware that the Regional District of Nanaimo experiences high flows to the community sewer system as a result of inflow and infiltration? Inflow and infiltration are terms for relatively clean water that enters the sanitary sewer system, mainly as a result of a rainfall event or snow melt. Inflow enters the system from the top – for example roof leaders that drain into the sewer system. Infiltration enters the system from below the ground, for example through leaky pipes or house sump pumps.

I wasn't aware of this, but, given that we live in a rain forest, it makes sense.

11/15/2013 3:12 PM

Having moved from Alberta I was surprised to see that eavestrough are permitted to drain into the sewer system .

11/14/2013 8:27 AM

Perhaps it would make sense to change the building codes to ensure new builds don't use the sewer system, but rather rely on surface runoff or a storage system to preserve this water for irrigation uses in the summer. There seems to be some surface runoff containment in Boddington area (near Naval base)would expect the golf course surface runoff is also managed so, it would appear not all surface runoff would ends up in the sewer system as your headline query #8 might suggest.

11/12/2013 5:03 PM

Question 9. Continued

The phrase "high flows" is very worrisome. Does this occur when there are high flows from normal usage or do the "high flows" occur when residential/tourist usage is lower than normal? Inflow of course is very undesirable and theoretically shouldn't happen or be allowed to happen. Is it something that the RDN building inspectors look out for in the construction of new dwellings?

10/13/2013 10:16 PM

Why is that a question? Seems more like a statement, or information item.

10/9/2013 4:02 PM

Upgrading municipal infrastructure is a must even without a regulatory mandate and often not prioritized/reserve-allocated in budgets for political purposes. None of this can be a surprise (quite like BC Hydro). No one wants to do anything until it's imperative/urgent when the planning for such upgrades should have been done over 10 years ago.

10/8/2013 10:14 AM

How many roof leaders from homes serviced by the French Creek Pollution Control Center drain into the sewer system? I am sure that very few homeowners have any idea where rain water from roofs go and that in many cases diversion of this water could very easily be changed to stop sewer system usage.

10/2/2013 1:35 PM

Was not aware of "high" flows

10/2/2013 11:20 AM

If this is a problem now, then it is the result of incompetent planning. This is not rocket science. This problem has been known for many, many decades. Double drainage systems should have been built 40 years ago. Is the RDN requiring double drainage systems for all new developments now?

9/26/2013 5:00 PM

Now isn't that a real waste of the sewer plant , all that extra water

9/26/2013 3:13 PM

Why is there not more promotion for water barrels from eaves and also grey water preservation?

9/26/2013 12:00 PM

Took the Open house tours twice in the last three years and were informed of the problem with excessive inflow and also there was a shortage of inflow to assist in the treatment process. We do not have inflow to the storm or sewer systems at our residence in Sandpiper as we are below grade and have to pump up to the sewer system intake only.

9/16/2013 8:43 AM

Increased education and incentives for rain barrels in City of Nanaimo and RDN as there was in the past for compost bins

9/11/2013 2:58 PM

Needs bylaws to correct - allow time to complete - no grandfathering

9/10/2013 10:18 AM

An inspection and grant program for private residents to repair leaky and corroded pipes may increase the awareness and decrease the amount of inflow and infiltration into the system, which in the end would cost tax payers and service providers less. 9/10/2013 10:13 AM

I & I reduction programs are important 9/10/2013 9:56 AM

I'm partially aware of this and believe this issue could be addressed with a grey water reuse plan 9/10/2013 9:52 AM

is code & bylaws requirement into storm system, if not happening it lack of administration 9/10/2013 9:47 AM

Question 10. The Draft LWMP Amendment commits the RDN to developing a Rainwater Management Plan in the upcoming years to develop a regional approach to the management of rainwater and stormwater. Do you have any recommendations or are there any issues related to rainwater that you would like to bring to the attention of the Regional District of Nanaimo?

Minimize use of storm sewers to deal with rainwater instead use systems which redirect the water back into the aquifer instead of discharging into the ocean.

12/2/2013 3:50 PM

Question 10. Continued

This is a universal problem associated with towns and cities the world over. We need to spend the money and engineer a system that meets current and planned future requirements... let's move forward with this.

12/1/2013 12:10 PM

Rainwater should be collected separately, kept out of the sewers, and used for domestic watering; toilet flushing purposes etc. I suggest you check out the approach to this adopted throughout New Zealand

11/22/2013 12:38 PM

I believe every new house built in the RDN should be required to have it's own rainwater collection system and underground rainwater storage tanks installed onsite. This would: a) reduce demands on the RDN water system by allowing households to water gardens, wash cars, fill pools, etc from rainwater collected from their rooftops; b) by reducing demands on the RDN water system it would off-load some of the costs of rainwater management from RDN to developers, builders, & homeowners; c) minimize the impact of summer droughts, which will be all the more important as climate change progresses; d) make the RDN a world leader in rainwater management; e) reduce the need for the RDN to treat rainwater & stormwater runoff, since much of the runoff water would be stored in underground tanks onsite at each household. The cost of making rainwater collection and storage mandatory for all new houses would be small, especially if it was shared by developers, builders, & homeowners, as well as supported by some sort of incentive grant system by the RDN.

11/16/2013 9:45 AM

Obviously we should be collecting as much rain water as possible in cisterns, rain barrels, etc.

11/15/2013 3:12 PM

Try to make rainwater management a "popular" thing. Here in Fairwinds I suspect anyone who buys a lot and builds, they automatically go into irrigated lawns. Maybe consider assisting in a homeowner participating in a pilot project or a show home showing a home with rainwater being used to irrigate the lawns and gardens. Get the real estate industry to participate in the costs - over the years they have drawn millions out of Fairwinds in the form of commissions (paid for by the home seller). It's payback time long overdue by the real estate industry.

11/14/2013 5:37 PM

incentives (e.g. tax reduction) should be available to households with rainwater collection systems. i.e. utilizing rainwater for toilet flushing and irrigation.

11/14/2013 3:19 PM

Going forward eaves troughs should drain onto the ground away from the house

11/14/2013 8:27 AM

I believe a rainwater management plan is essential. The plan should be constructed in a way that ensures that rainwater is collected such that natural filtration occurs before the water reaches local water bodies or the sea, As I live in Fairwinds, I am especially concerned at the impact on Enos lake and the beaver ponds areas (I consider Dolphin Lake, which is essentially a man made lake) to be a fundamental component of an area plan). I also think that the plan should include incentives / penalties to help mitigate the impact of rainwater runoff and pollution. Examples include supporting driveway and access road surfaces which are not landscaped and requirements that building lots retain some percentage of the existing vegetative cover when properties are developed.

11/13/2013 11:32 AM

I have always scratched my head when I see the amount of water runoff during the winter/ spring period flowing towards the ocean and then see the situation of water restrictions in the summer. Why can't we utilize Enos Lake to conserve water in the nearby watershed and as a possible water source instead of relying on drilling costly and unpredictable water wells....80% of Canada's cities rely on surface water, yet we seem to have a mindset that rural areas need to rely on unpredictable water wells. Some suggest we need to protect the Stickleback in our lakes based on a Government decision someone made many years ago....perhaps we need to relook at some of these assumptions to provide more balance when we review the Rainwater Management plan?

11/12/2013 5:03 PM

Rainwater is a resource and should not be labeled as liquid waste. It possibly should not be considered in this document. If the provincial government requires that the subject be reviewed then the LWMP should refer to a separate document with a "better" title for rainwater or stormwater management. The goal should be to manage rainwater on developed properties to mimic the predevelopment runoff. If that can't be done then the property is ineligible for development.

10/13/2013 10:16 PM

The current drinking and washing water of the French Creek area is abominal. The levels of lime scale are destroying fistures, ruin car finishes and so what is that doing to us who drink it? Rainwater would be softer and more beneficial. How about issuing rain barrels for individual use to gather rain water for watering lawns, gardens,e tc.

10/8/2013 10:47 AM

Question 10. Continued

Require rainwater to be managed onsite.

10/8/2013 10:28 AM

I am interested in rainwater harvesting and missed the workshops. Will there be more in the near future?

10/8/2013 10:22 AM

Parksville flooded during a recent event. Stormwater management also needs improvement. Can you tie sumps/rainleaders into a stormline or direct away from the sani? It would reduce the amount of clean water heading for treatment. Also impound areas or stormwater management ponds can be created to collect/settle re-directed over-land flow from asphalt areas/sub-divisions.

10/8/2013 10:14 AM

This work is of critical importance to ensuring sustainable management of our water resources. It should be considered an integral and key component of the liquid waste management plan

10/8/2013 9:03 AM

Let homeowners know what happens to rainwater collected on their roofs and give them options and incentives to possibly change the system in use at present.

10/2/2013 1:35 PM

Rainwater shouldn't be part of the LWMP

10/2/2013 11:44 AM

As per discussed and on workshop sheet, rain gardens etc....

10/2/2013 11:37 AM

Consider golf courses & community parks and see if its feasible to have them on rain collection and harvest systems (large capacity systems). They occupy large areas for surface run off and may contribute large volumes to l&l

10/2/2013 11:27 AM

We notice a great many small bits of plastic in the gutters that will find their way into storm sewers and then into the ocean and then being ingested by marine birds and animals. There should be a way to prevent this plastic from reaching the ocean. The bylaw against washing cars on the street should be enforced so the waste water does not go into the sewers. We see cars being washed on the street frequently.

9/26/2013 7:54 PM

We live in an area that has wet winters. Rainwater Management plans were developed back in the 60's. That was more than 50 years ago! Where do planners go to school? Who is responsible for not having this integrated into development years ago?

9/26/2013 5:00 PM

The rain water can just run into the ground from houses in urban areas

9/26/2013 3:13 PM

See comment to #8 above

9/26/2013 12:00 PM

All rainwater ends up in various forms of receiving water - creeks, lakes, ocean, groundwater, etc. - sensitive receiving water bodies should have pre-established water quality objectives and an ongoing monitoring plan. Remedial adaptive management responses should be well defined, with trigger points for action, for when variances to the water quality objectives are encountered.

9/18/2013 9:28 AM

It is a progressive move to include a rainwater management plan in the LWMP, one area that should be approached cautiously is the move towards "treatment" of stormwater (often rainwater runoff from roadways) making use of ditches and non engineered planting may be most effective

9/16/2013 2:32 PM

This is a large undertaking that will require significant consultation. A significant complexity is that the municipalities manage their own stormwater and the Ministry of Transportation manages stormwater in rural areas. One would think that committing to undertake Regional stormwater management with so many different parties currently overseeing stormwater to be a significant undertaking (if not impossible) to get consensus.

9/16/2013 9:42 AM

Question 10. Continued

Increased use of cisterns for all areas that have drinking water problems and education re sterilization of same as potable water wells are not being found in some areas or wells dry up in summer
9/11/2013 2:58 PM

Is there any potential for storage for fire protection
9/10/2013 10:18 AM

It would be great if we could have a goal of implementing a number of rain gardens within in the community by a certain date. Or any program that increases awareness of how impermeable surfaces block infiltration, increase stormwater run-off, increase erosion and degradation of our waterways, and decrease the amount of water that is entering our aquifers would be greatly beneficial to all residents in the RDN. This should be implemented at the planning level and promoted through outreach and education.
9/10/2013 10:13 AM

Lobby the provincial govt to change regs so that rainwater can be used for toilet flushing laundry etc. Any new housing should be required to build with rainwater catchment
9/10/2013 10:07 AM

Please allow the people to control their water supply by buying the watershed
9/10/2013 9:52 AM

for City of Nanaimo engage competent City Planners
9/10/2013 9:47 AM

we get a lot of rain, there must be a use for it
9/9/2013 10:35 AM

maybe providing tax incentives for installing rainwater collection which reduces infiltration
9/9/2013 10:21 AM

I would like to see the plan address erosion control during property development
9/5/2013 8:33 AM

Question 11. Please indicate the level of importance you attach to each of the following wastewater management planning issues

This question did not prompt for comments

Question 12. Are there any liquid waste management planning issues, not addressed above, that you would like to raise regarding the LWMP Amendment?

With a shift to secondary treatment will the amount of bio solids waste increase? If so, how will the extra solids be dealt with?
12/3/2013 6:23 PM

Integration of water course damage caused by forest and mining practices into a 'global plan' that provides a more viable eco-system for wildlife and fisheries sustainability.
12/1/2013 12:25 PM

no
11/26/2013 7:37 PM

Apart from the air we breathe, the water we drink is critical for life and ought to matter more than the development which affects the watersheds, etc.
11/15/2013 3:16 PM

At this point in the discussions, it should be clear what the provincial and federal involvement will be.
11/14/2013 3:27 PM

Is the plant in the correct location considering the space needed for future expansions, secondary treatment or future tertiary requirements, Fairwinds population shift towards the Marina, and current proximity to Dolphin Lake residents and park?
11/12/2013 5:15 PM

Question 12. Continued

We seem to have too many "do overs", accidents and premature aging of facilities.

10/13/2013 10:49 PM

No.

10/9/2013 4:05 PM

No

10/8/2013 11:00 AM

We have a septic system but sewage treatment is available, we jsut have to connect. We do not have the funds or the knowledge of what is needed to connect. Tather than jsut sending us notices that we have to connect, possibly send more information on what the steps are to connect and waivet eh fees for connection. We bought the house AFTER the sewage system was installed.

10/8/2013 10:51 AM

No

10/8/2013 10:41 AM

Support innovation and Partnerships with the private sector (Harmac for example). Other places like Powell River are doing this.

10/8/2013 10:30 AM

I would like to know when sewer will be heading up Hemer Rd in Cedar

10/8/2013 10:25 AM

Curious about hte monitoirng of treated effluent, what criteria it must meet prior to discharge and if that includes medications or radionuclides (cancer treatments).

10/8/2013 10:22 AM

No

10/2/2013 11:22 AM

none

9/26/2013 8:00 PM

High density development should only occur where the developer pays to connect to the system. If the system needs to be expanded because of new development, then the developer pay the full shot, not current ratepayers!

9/26/2013 5:11 PM

If they want to reduce water use, turn off the city lawn watering on the park way that run all over the highway in the summer.

9/26/2013 3:20 PM

No

9/26/2013 12:03 PM

Development Permits should help pay for the cost of the upgrades.

9/18/2013 9:22 AM

We need to look forward and incorporate areas that are not yet hooked up.

9/18/2013 8:46 AM

Has consideration been given to adding another treatment location rather than expanding the existing French Creek which is in close proximity to residential developments.

9/16/2013 9:10 AM

As previously stated, looking beyond the minimal Provincial standards and thinking and planning for all future generations.

9/10/2013 10:19 AM

Question 13. Please identify any potential solutions to the above noted issues.

You could compress the solids into bricks and burn it with coal.
12/3/2013 6:23 PM

Limit new developement to areas that are serviced to 'future' standards.
12/1/2013 12:25 PM

cisterns, rain barrels, retention of trees, roof gardens, less pavement
11/15/2013 3:16 PM

The RDN should be making a concerted effort to ensure the provincial and federal representatives are aware of their responsibility to all citizens concerning public utilities. The budget burden should be shared.
11/14/2013 3:27 PM

see my earlier comments on linking future development permissions to the upgrade of infrastructure as part of the approval process.
11/13/2013 11:34 AM

Has the RDN looked at possible synergies or an area wide solution with others in in close proximity? Lantzville/Nanaimo Parksville/ Navel Base?
11/12/2013 5:15 PM

Independent peer review of all major capital projects. Consider value engineering of major projects. All finished designs to be analyzed to determine and enumerate potential failure modes.
10/13/2013 10:49 PM

N/A
10/9/2013 4:05 PM

If the province and federal govt set requirements, they should provide funding as well.
10/8/2013 8:15 PM

Forecast well in advance and allocate for the future, keep that \$\$ set-aside.
10/8/2013 10:22 AM

adust development charges to cover increase increase in costs for sewer treatment
10/4/2013 4:37 PM

None
10/2/2013 11:22 AM

none
9/26/2013 8:00 PM

Developer pays -- see item 12.
9/26/2013 5:11 PM

The builders of the NBPCC were allowed to build a system that was only primary treatment. Then the operator, RDN, was given this legacy. Now the rate payers are on the hook for the upgrade. Please DO NOT REPEAT THIS!
9/18/2013 9:22 AM

Provide alternative solutions in the LWMP planning presentation so all the cost benefits can be compared by all your users. ie expansion of existing facilities, new plants in new locations, new treatment methods using Victoria as an example
9/16/2013 9:10 AM

For updating and expanding our infrastructure and facilities look to the best possible options that produce the least harmful effluent, such as Singapore's NEWater system.
9/10/2013 10:19 AM

concerned about high costs nanaimo should have its own watershed. stop bottled water and utilize our own resources to avoid high cost water is to remain free
9/10/2013 10:04 AM

Question 13. Continued

change legislation to allow the reuse of grey water and use of rain water
9/10/2013 9:52 AM

Storm Water Management
9/9/2013 10:26 AM

Look for ways to reduce cost and/or generate revenue from resource recovery. Look at construction standards that require separating grey water and black water
9/9/2013 10:22 AM

Question 14. Do you have any further comments or recommendations regarding the LWMP Amendment?

"Polluter pays" is a term I hear from different levels of government and should include households. The amount of waste water being generated by a property should be the basis for sewer levies not what the property is worth.
12/3/2013 6:23 PM

Let's move forward with this... get a plan in place and spend the money. Using 2030 as a target completion date is ridiculous in that costs will only increase over time and interim developments, if allowed to go proceed at current (ie 'old') standards, will only add to the problem.
12/1/2013 12:25 PM

no
11/26/2013 7:37 PM

Water quality and the environment are the essence of all life and cannot trump economics...the sooner these issues are addressed, the better.
11/25/2013 5:54 AM

I believe developers, builders and homeowners need to take more responsibility and shoulder more of the costs of water management. The government, and consequently the taxpayers, always seem to end up paying more to implement services so that developers can make profits. This isn't fair. Existing taxpayers shouldn't have to shoulder improvements so that developers can make money. Developers should be required to pay more for their share
11/16/2013 9:50 AM

Please decide on the Fairwinds expansion asap.
11/15/2013 3:16 PM

the RDN factsheet No. 7 was well written, easy to understand and gave home owners clear choices.
11/14/2013 5:41 PM

The public consultation does not address the possible scenario of significant Fairwinds development in the coming years.
11/14/2013 3:27 PM

I believe there is merit in having a public workshop to discuss the situation and look for options beyond the timing ones provided. I disagree with your suggestion the biggest efficiencies are achieved in the design phase...based on my lifelong experience with projects the big breakthroughs occur at the conceptual engineering stage, long before a design is even considered.
11/12/2013 5:15 PM

All waste disposal should be based on the carrying capacity of the receiving environment. This should be one of the first considerations in the design of any treatment plant or area of planned human settlement. All construction plans for new facilities should be thoroughly discussed with neighbors especially to identify destruction of natural terrestrial habitat and intrusion on the community's normal activities.
10/13/2013 10:49 PM

No, thanks for opportunity to participate.
10/9/2013 4:05 PM

Environmental health should come first, many local livelihoods depend on it.
10/8/2013 10:22 AM

Question 14. Continued

Does the RDN receive complaints regarding failing septic? or what does the RDN do with these complaints?

10/2/2013 11:47 AM

Interesting discussion. Thank You

10/2/2013 11:38 AM

No

10/2/2013 11:22 AM

The other day there was an article in the Globe and Mail "???" could increase if drinking water was charged seperately. Is this part of your planning?

10/2/2013 11:13 AM

Get on with it ASAP - thanks

9/26/2013 8:00 PM

New high density development should only occur in municipalities that have the facilities to accommodate waste treatment. High density should never be allowed in rural areas or in areas outside the urban containment boundaries of municipalities.

9/26/2013 5:11 PM

Stop wasting the tax payers money Please

9/26/2013 3:20 PM

No

9/26/2013 12:03 PM

Established households should not be financially responsible for new facilities. They have already paid for the current system. Construction of new waste water systems should be financed by those developers/households that make the new systems necessary.

9/26/2013 9:48 AM

Please push any economically feasible resource recovery options!

9/18/2013 9:22 AM

Not impressed with our association having to request a presentation in the French Creek area with the treatment plant located in our neighbourhood. Da Is the LWMP amendment committee looking into the Victoria plant resolution rather than re-inventing the wheel for new technologies/methods.

9/16/2013 9:10 AM

Failing onsite septic systems should be looked after by Ministry of Health (VIHA) not RDN. We need to get away from NANNY STATE CONTROLS and downloading from Provincial Government.

9/11/2013 3:01 PM

I think the Provice is asking the minimum of us, and as the RDN has done before, we should be a leader and an example to other areas in B.C. (i.e. Victoria) and the world when it comes to managing our waste.

9/10/2013 10:19 AM

Stop the sale of bottled water Nestle!! in Abbotsford unfair practises.

9/10/2013 10:04 AM

Thanks. Good discussion.

9/9/2013 10:29 AM

Clean oceans is a basis to island living and therefore should be protected and maintained by any means possible

9/4/2013 3:12 PM