



Rose Valley Water Service Area

Frequently Asked Questions – Summer 2024 Update

What is manganese?

Manganese is a naturally occurring element that can be found in air, food, soil and drinking water.

Is manganese healthy?

People need a certain amount of manganese, but too much over a long period could be a risk to health.

For more information on manganese's health effects, refer to [Health Canada's guidance](#).

Health Canada notes that in areas where manganese in drinking water is above the guideline, it is recommended that parents who are reconstituting formula for infants should choose an alternative source of water.

The bulk filling station at Asquith and Shannon Lake Roads is available as an alternative. Please note [Shannon Lake Active Transportation Corridor](#) construction, traffic pattern changes, and detours, and bring clean bottles for filling.

What is the maximum acceptable concentration of manganese (MAC) in water?

Health Canada's guideline for manganese in drinking water is a MAC of 0.12 milligrams per litre (mg/l).

When these levels are exceeded in small, short-term instances, water is typically considered safe for most residents.

Has the Rose Valley Water Service Area's drinking water exceeded the MAC?

On July 31, 2024, monitoring at sampling sites in Zone 2 of the former West Kelowna Estates System of the Rose Valley Water Service Area had marginally exceeded the MAC levels for manganese with levels reading 0.127 mg/l, 0.13 mg/l and 0.168 mg/l.

These results were shared with Interior Health. In consultation with Interior Health, a water quality advisory was not required. However, out of an abundance of caution, parents who are constituting formula for infants may use an alternative water source.

A precautionary water quality advisory was already in place for Zone 2 due to watermain flushing.

How is the City of West Kelowna resolving the situation?

The City is using a chemical oxidant, called hypochlorite, a form of chlorine, to help remove manganese from the water. This type of chlorine is used across Canada to treat drinking water. This treatment began Aug. 2, 2024, and as of Aug. 4 water colour had started to clear. Depending on where residents live in the Rose Valley Water Service Area, their water colour may have taken a few more days to clear.

The City continues its increased monitoring, sampling and testing throughout the system and should manganese levels increase again in the coming weeks, due to warmer summer temperatures and/or other conditions, further updates will be provided, and solutions will be implemented.



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Will boiling my water get rid of the manganese?

No. Boiling water will not remove manganese. Residents may choose to seek an alternative source.

The bulk filling station at Asquith and Shannon Lake Roads is available as an alternative. Please note [Shannon Lake Active Transportation Corridor](#) construction, traffic pattern changes, and detours, and bring clean bottles for filling.

Why are increased levels of manganese appearing in the Rose Valley Water Service Area?

The presence of manganese in the Rose Valley Reservoir is a natural occurrence.

The City is studying conditions in the reservoir to understand why manganese levels are elevated.

The City will continue monitoring the effectiveness of the treatment adjustments and determine if further changes are needed in the future.

Where can I find more information?

The City of West Kelowna provides updates at:

- westkelownacity.ca/waterquality

Residents can sign up to receive City news and alerts directly to their inbox at:

- westkelownacity.ca/subscribe

For more information on manganese, from Health Canada, please visit:

- [Water Talk - Manganese in drinking water - Canada.ca](https://www150.ca.gc.ca/health/water/manganese.html)

HealthLink BC also provides information on manganese in drinking water at:

- [Manganese in Drinking Water](https://www.healthlinkbc.ca/healthlinkbc/articles/manganese-in-drinking-water)