



6000 Portage Avenue
Headingley, MB R4H 1E8
November 6, 2018

To the RM of Cartier Customers:

The Cartier Regional Water Co-op would like to formally apologize to the RM of Cartier customers regarding the latest brown water incident. CRWC was completing the fall maintenance program on CRWC lines and inadvertently opened a flushout that disturbed the mainline on HWY 424. CRWC was unaware the event would have such a significant effect to the RM's distribution lines in Lido Plage and surrounding areas. Upon receiving the first inquiry of brown water in the area, staff reached out to the local municipalities to discuss the situation. The CRWC and RM are working together to address the issue.

Due to the recent events, the CRWC is reviewing and formalizing maintenance, incident report, and notification protocols to help mitigate any potential future issues in CRWC owned distribution mainlines. Moving forward, the RMs will be notified of any incident or mainline work that could potentially disturb the RM distribution lines. CRWC is working to mitigate the brown water incidents by doing our due diligence in removing the brown water from our mainlines as fast as possible to prevent the issue from spreading to the RM's and their customers. It is our utmost importance to strive and offer good quality water to the local Municipalities and we sincerely apologize for the inconvenience this has caused to those who were affected.

A handwritten signature in black ink that reads 'Danielle Vaillant'.

Danielle Vaillant
CRWC Manager