



**TOWN OF GIBSONS**  
**RESIDENT/STAKEHOLDER UPDATE #6**  
**PARKLAND DISTRICT ENERGY SYSTEM**

November 9, 2017

On July 18, 2017, staff reported to Council regarding planned improvements to the Gibsons District Energy Utility (GDEU). These modifications were aimed at enhancing the system's overall efficiency and reliability, and increasing response times when problems arise. The July report can be found at <http://www.gibsons.ca/geo-exchange-utility>.

Since Council received the report, the Town has made significant progress with the GDEU improvement plan.

In early October, the Town successfully completed the installation of two gas boilers within the utility pumphouse. One boiler is anticipated to be required intermittently in the latter part of each heating season, while the second boiler ensures that, in the event of an emergency such as what was experienced in early 2017, the supply fluid to the homes in Parkland will be maintained at an appropriate temperature. As a result, residents can be confident they will consistently receive reliable heating services from the GDEU.

As installing a back-up boiler was considered to be a key factor in improving customer service levels, we are pleased to have had this part of the project completed well ahead of the 2017/2018 winter season.

The Town also committed to implementing a comprehensive Operations and Maintenance Plan for the GDEU. In September, as part of this work, Altum Engineering collected key information (including sketches of piping and ducting configurations) on each heat pump system connected to the GDEU.

This data was included in developing a proposed Operations and Maintenance Plan, which will both act as a valuable information resource for residents and provide the Town with the necessary information to effectively manage the GDEU. The proposed plan also includes a clear communications protocol, which should help eliminate confusion around who to call regarding GDEU issues, while improving response times to your queries.

The proposed Operations and Maintenance Plan was discussed at the Committee of the Whole Meeting on November 7<sup>th</sup>, with a recommendation for acceptance at the Council Meeting on November 21<sup>st</sup>.

While you are welcome to attend the Council meeting, the Engineering Department and Altum Engineering will also be hosting a Residents' Tour of the utility pumphouse on December 4<sup>th</sup>, at 7:00pm. This will allow us to further explain the recent system upgrades, provide further information on the communication plan, answer questions, and collect feedback from Parkland homeowners.

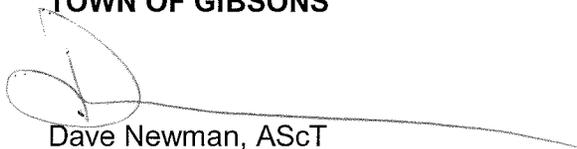
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In the meantime, Altum Engineering is continuing to monitor the system to ensure that it provides reliable service as we enter the 2017/2018 heating season.

Finally, as always, if you have any questions regarding the GDEU, please do not hesitate to contact me at 604-886-2274 or via email at [dnewman@gibsons.ca](mailto:dnewman@gibsons.ca).

Regards,

**TOWN OF GIBSONS**

A handwritten signature in black ink, appearing to be 'Dave Newman', is written over a horizontal line. The signature is stylized and includes a large loop at the beginning.

Dave Newman, ASCT  
Director of Engineering

Cc: Mayor and Council  
Greg Foss, Director of Public Works  
Daniel Booy, Altum Engineering

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