



TOWN OF GIBSONS
RESIDENT/STAKEHOLDER UPDATE
PARKLAND DISTRICT ENERGY SYSTEM

February 9, 2017

This notice provides an update to residents and stakeholders regarding the issues we have been experiencing with the Parkland District Energy System.

As background, the Parkland District Energy System operates with approximately 15,000 gallons of liquid containing 20% ethanol. The ethanol serves to lower the freezing temperature of the fluid to -9 degrees Celsius which in turn protects the heat pumps in each home. In addition to the District Energy System, each residence has alternate/emergency backup heat system (electric/gas etc.).

As part of our regular testing on December 9th we identified that the Parkland District Energy System was losing a small amount of fluid; less than 1% over a two week period. The leak did not impact the operation of the system or reduce the ethanol concentration to the extent that would put the system at risk. Staff worked to locate the leak which proved to be difficult due to the small size.

The volume of fluid loss increased significantly during the second week of January and the leak was located on a private service. The service was shut off until the leak was repaired and the owner was notified.

With the increase in the volume of fluid loss during January, the ethanol concentration was reduced to approximately 2%. This set the freezing temperature of the liquid in the system to slightly below zero degrees. Additional ethanol was added to the system to provide increased protection for the heat pumps to approximately -2 degrees.

To protect the freezing of residential heat pumps with the reduced ethanol concentration in the system a notice was delivered on February 3, 2017 advising residents of the option to turn off the geo supply in their residences and turn on the emergency electric backup heat. We are aware of the hardship and additional cost this has created for some and will work with you to mitigate those issues.

For now, we are awaiting the arrival of the shipment of ethanol which is planned to be added to the system this week with a goal to bring the freezing temperature to -5 or lower. This would allow all heat pumps to operate through the remainder of this winter season. Due to current weather conditions, delivery may be delayed. We will provide another update as soon as this is in place.

The Parkland District Energy System is a sustainable utility that utilizes a renewable local source of energy. We are proud to have this geo-thermal community in our Town. We will be conducting a full review of the process followed in this incident and the procedures in place for managing our District Energy System. A report will be provided to Council in the near future to ensure we are following best practices and are prepared to respond to any future issues.

Our focus right now is on working with our residents to ensure your safety and comfort as we work to rectify the problem.

A public meeting will be held at the **Town Hall on Wednesday, February 15, 2017 at 7:00pm** to answer any of your questions and to provide further information.

If you require further information, please contact

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