

Turbidity Questions Raised at the March 4, 2026 Owners' Requisitioned Meeting:

Questions were raised during the March 4, 2026 Owners' Requisitioned Meeting regarding turbidity-related service callouts and whether that issue is improving.

OCWA provided additional clarification, and the Board wishes to share that information for general understanding.

Turbidity is a measure of water clarity affected by suspended particles and is one of the indicators used to assess water quality and treatment performance. In our system, turbidity readings can also be affected by tiny air bubbles during the treatment process. Because the Corporation's drinking water is drawn from lake water, natural seasonal conditions can influence those readings and trigger alarms requiring certified operator review.

Current Status (March 5, 2026)

- A bubble trap has been installed and is operating well. OCWA advises that it is having a positive impact on testing results by removing tiny air bubbles that are not visible to the naked eye but can be detected by treatment equipment.
- Seasonal lake conditions continue to influence water treatment. Temperature changes in late autumn, winter, spring, and summer affect water characteristics and filter performance. Cooler water and ice conditions can increase trapped air beneath the ice, while spring runoff and changing lake levels also affect treatment conditions.
- OCWA has substantially adjusted filter replacement frequency and replacement methods to better align with seasonal conditions. This means filters are now changed more frequently when needed. While this increases filter use, the cost remains significantly lower than repeated emergency callouts.
- OCWA's target is always zero turbidity-related callouts. Realistically, however, they advise that natural lake conditions may still result in approximately 4 to 6 turbidity incidents in a year, depending on weather and seasonal variation.
- OCWA has indicated that the turbidity issue appears to be improving, and that the upcoming spring thaw will help confirm whether current measures are sufficient or whether further adjustments are required.

For context, similar feedback received during discussions with another qualified provider also indicated that occasional turbidity-related alarms remain normal in surface-water systems, with investigation typically triggered if incidents rise beyond that range.

Supplier Communications

To help maintain clear and consistent communication, owners are asked not to contact current or potential service providers directly regarding Corporation business, other than normal courteous greetings where appropriate.

If an owner is aware of a potential supplier or service contact that may be relevant to the Corporation, please forward the name and contact information to Nightingale Condominium Management, who will pass it along to the Board for review.

Centralizing supplier communication helps avoid conflicting information, ensures that providers receive complete and accurate background, and allows the Board to assess all options in an orderly way.

Thank you for your cooperation.

PSCC75 Board of Directors