

2025 Annual Water System Report

Fairmont Utilities

Prepared by Sampson Water Services Ltd. — January 2026

Executive Summary

This report summarizes the operation of the Fairmont Utilities potable water system for the calendar year 2025. It documents water quality performance, operational events, maintenance and capital additions, and community engagement. Tourism remains the primary local economic driver and influences seasonal water demand.

2021 Population (Statistics Canada census): 781 residents.

Regulatory Advisories & Operational Events

- Issued 5 Boil Water Advisories (BWAs): 2 related to distribution main breaks; 3 related to low-water conditions caused by mechanical/power failures.
- Two distribution main breaks repaired; service restored with flushing and post-repair bacteriological confirmation.
- Three plant/distribution low-water events traced to mechanical or power failures; mitigated with temporary pumping and contingency power where available.

Capital Improvements and Maintenance (2025)

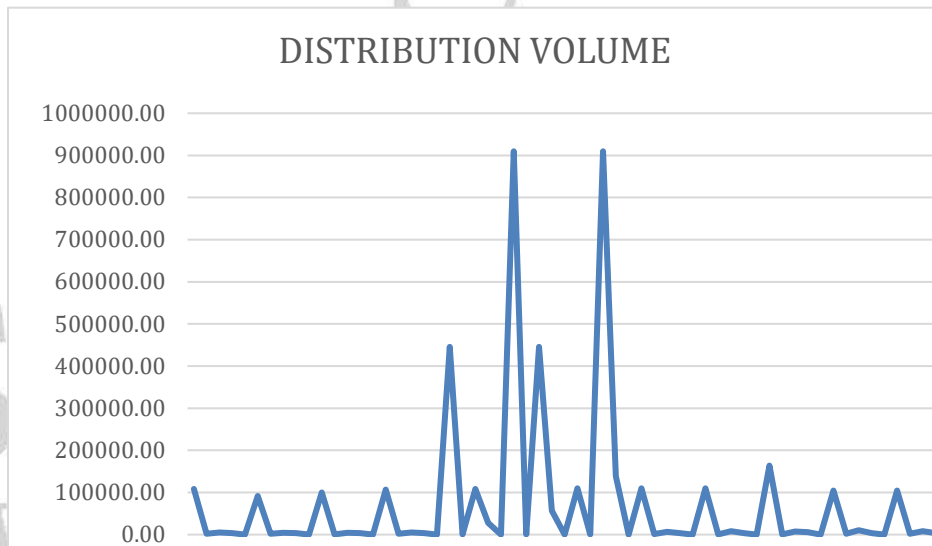
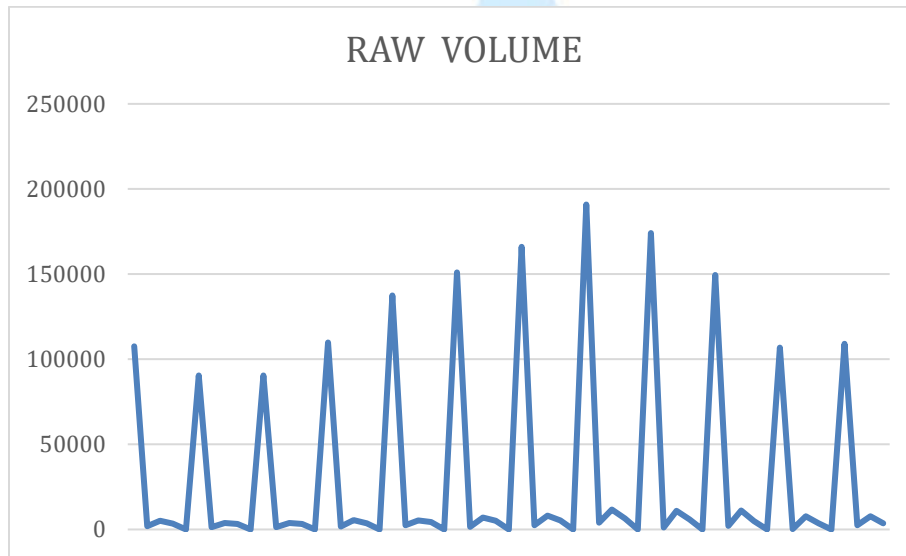
- Installed two alarm auto-dialers: one dedicated to well field pump/power failure alarms; one dedicated to the booster station for low suction/low discharge pressure and power failure alarms.
- Contracted a specialized leak detection firm; prioritized high-risk blocks, documented suspected background leakage, and prepared a repair plan.
- Completed two fire hydrant replacements and multiple hydrant repairs; exercised isolation valves and updated the hydrant condition registry.

Capital Improvements and Maintenance (2026)

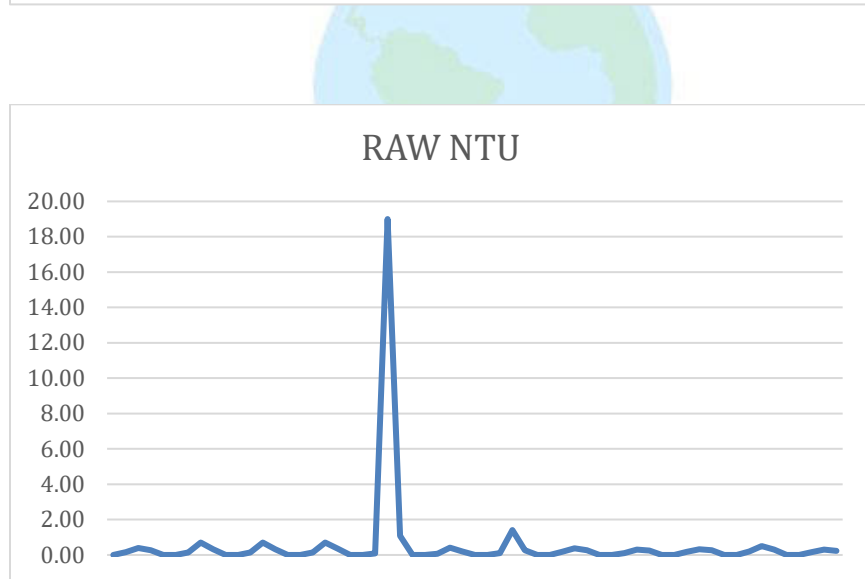
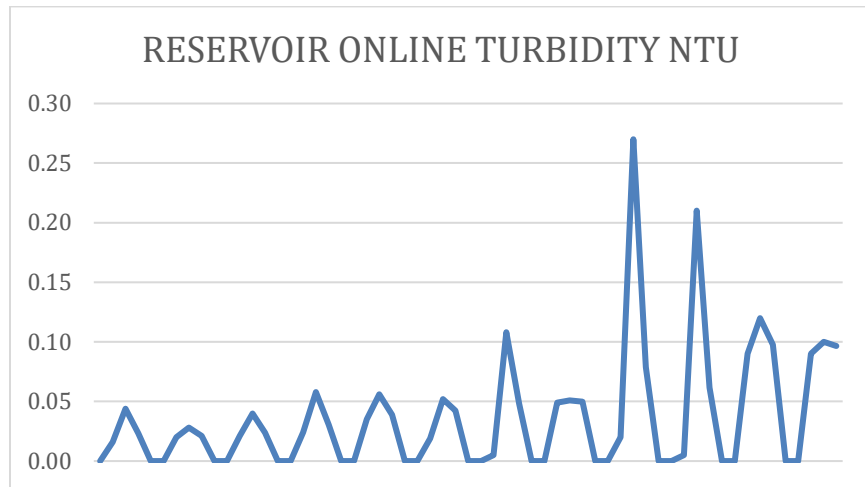
- Additional leak repairs
- PRV replacement/ repairs
- Water meter replacement
- UV Bulb and sleeve replacement

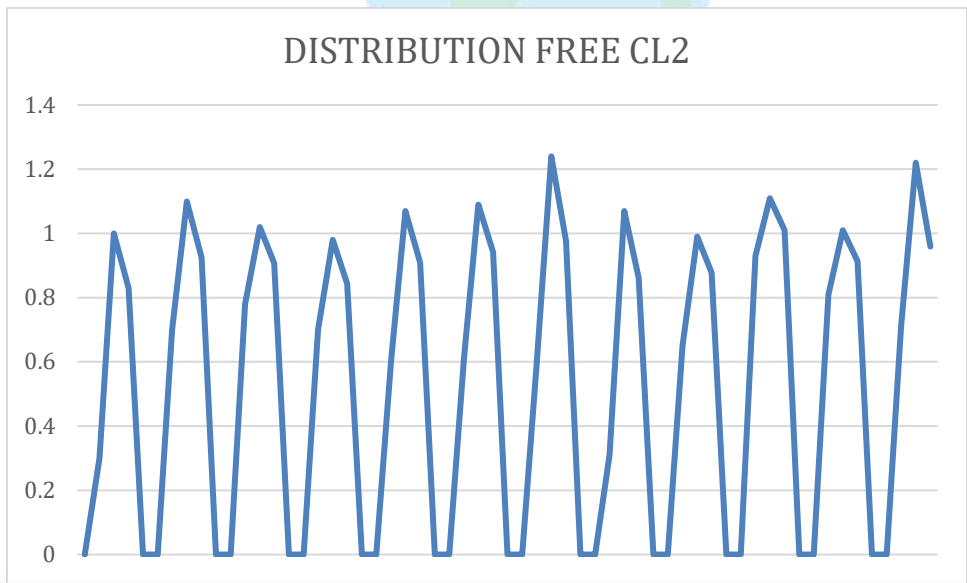
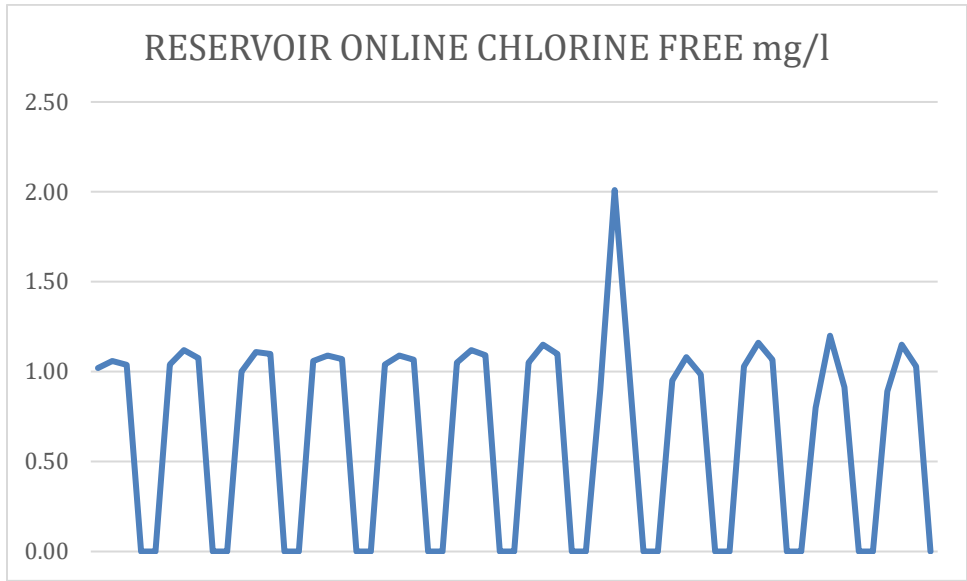
System Performance & Water Volumes

2025 reference year totals (used for graphing per client direction): Raw water 1,475,662 m³; Distribution volume 1,289,021.21 m³. There is a 186,641 m³ difference due to water main breaks and repaired leaks within the system.



WATER QUALITY DATA





YEARLY WATER QUALITY DATA

YEAR END	RAW VOLUME			DISTRIBUTION CL2			RESERVOIR DATA					LODGE	DISTRIBUTION DATA							TOTAL					
	TOTAL	MIN	MAX	TOTAL	MIN	MAX	MIN	MAX	AVG	STDEV	STDEV	STDEV	TOTAL	MIN	MAX	AVG	STDEV	STDEV	STDEV		STDEV				
	1475661.58	130.93	11728.36	1289012.21	291.48	152077.46	0.80	2.01	1.05	0.78	1.31	0.01	0.07	99.00	357659.00	0.30	1.24	0.91	0.06	1.00	0.58	0.00	0.17	0.06	130
		652	1399	19.00	1375.00	200.00	0.00	2.07	1.00	0.05	0.27	1.10	99.00	3985.00	1.24	1.00	0.19	0.19	1.21	0.18	0.93	0.20	0.20	136	

Comparison to East Side Report (Population & Volumes)

For contextual benchmarking, Fairmont Utilities (population 781 in 2021) is compared to the East Side Lake Windermere system as documented in the Regional District of East Kootenay (RDEK) with 1625 connections (2023 Sensus) Annual Water Systems Report (2023). The East Side system serves a substantially larger service area with a monthly volume of 13,256 m³/ month, or 441 m³/d and has multiple reservoirs, advanced filtration and UV, and higher seasonal demand profiles. Given the 2025 metered volume data for Fairmont Utilities in this submission, 2025 Fairmont volumes from the provided workbook are used to illustrate general seasonal patterns for charts; narrative conclusions focus on 2025 events. Using the comparison from the BC environment website the average use per household of 4 is 1500 l/h or 1.5 m³/ day. The village of Fairmont is currently consuming an average of 4387 m³/d which is a 396% increase in normal usage. We attribute the added consumption to seasonal water use and leakage within the system.

This is why a water restriction within the system is imperative and necessary. Our current static usage is 630 gpm or 39 l/s. During peak times the system uses 1500 gpm or 95 l/s. These flows are not sustainable long term in the system. Our production rate maximum according to our water license is 1230 gpm or 77 l/s. What this means is that if we have an equipment failure we will not be able to sustain the proper reservoir and flows within the system. Our reservoir is 630,000 gallons or 2384 m³. At peak flow of 95 l/s this means we have approximately 6.9 hrs of water in the reservoir.

*Gpm (gallons per minute)

*Lps (liters per second)

*m³ (cubic meters)



SAMPSON
Water Services Ltd.

Water Quality & Compliance Summary

Routine bacteriological compliance was maintained following each advisory rescindment with post-repair sampling. Disinfectant residual targets and turbidity operational guidelines were met under normal operation. Any exceptions coincided with the documented BWAs and were addressed under direction from the Drinking Water Officer.

Parameters	Quality Standards	Frequency	Water Systems	Performance
Total Coliform, E.Coli	Less than one E.Coli and total coliform bacteria detectable per 100mL samples	Bi-Weekly	Fairmont Utility Fairmont Ski Hill	100% 100%
Free Chlorine Residual	Free chlorine residual minimum of 0.5mg/L entering the system after no less than 20 minutes contact time. Minimum of 0.2mg/L at any/all end points of the distribution system.	Daily	Fairmont Utility Fairmont Ski Hill	100% N/A
Turbidity	Disinfected water shall not be higher than 1 NTU. Between 1 NTU and under 5 NTU a water quality advisory must be issued. Above 5 NTU a boil water notice is issued	Daily	Fairmont Utility Fairmont Ski Hill	100% 100%

Tourism & Demand Patterns

Tourism is the primary industry in Fairmont; peak visitation increases summer water demand, hydrant testing coordination, and distribution flushing frequency. Seasonal operational planning accounts for lodge/resort occupancy and golf course periods.

Recommendations for 2026 Planning

1. Finalize backup power arrangements (portable or fixed) for well field and booster station to reduce low-water events caused by power loss.
2. Continue leak detection to reduce non-revenue water and refine annual main replacement plan (prioritize segments with chronic repairs).
3. Maintain hydrant replacement/repair cycle and update critical spares (breakaway kits, caps, stems).



FHSU 2025 ANNUAL REPORT

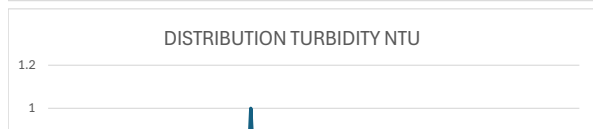
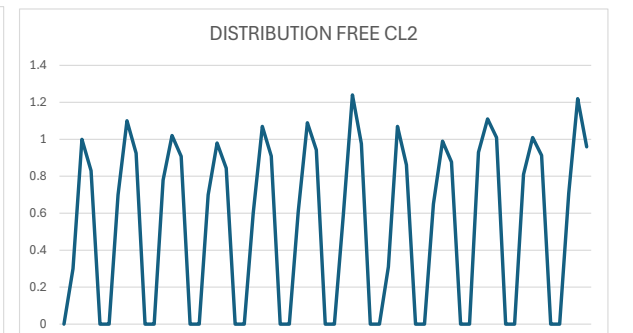
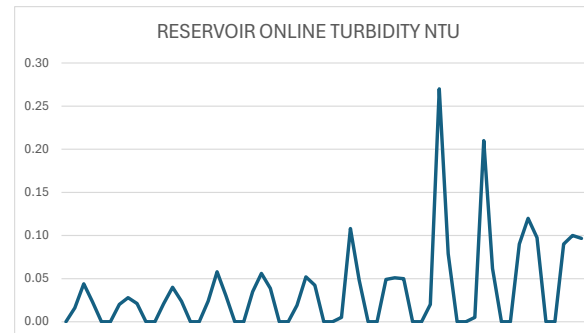
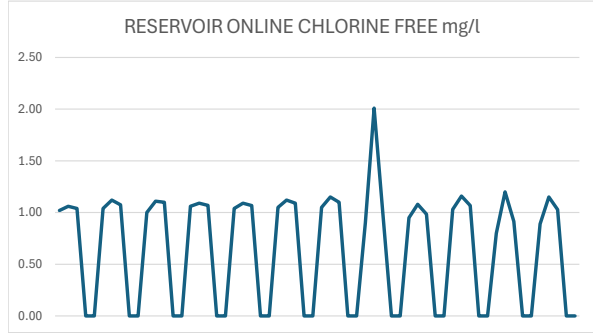
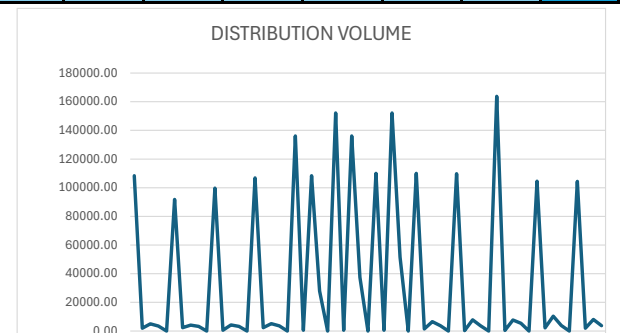
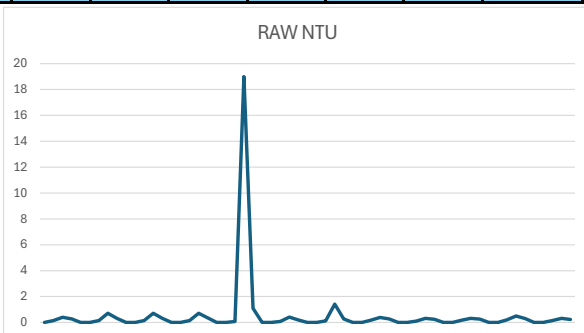
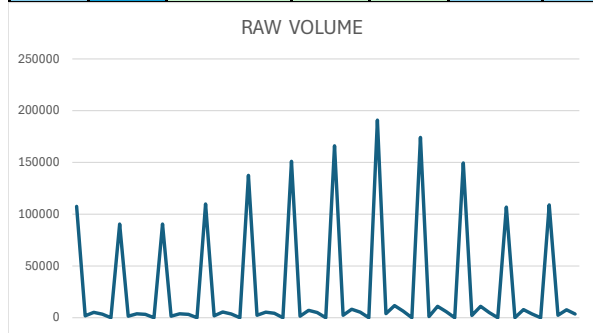


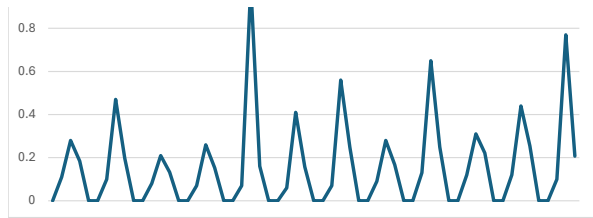
SUPERVISING OPERATOR:///JAY SAMPSON /// OPERATORS: CHAD DAVIS, JESSE ST JAMES, JOHN NICHOLAS, HARDIK MODI

		RAW VOLUME			DISTRIBUTION			RESERVOIR DATA					LODGE	DISTRIBUTION DATA						TOTAL		
		VOLUME	FLOW	NTU	VOLUME	FLOW	USED	ONLINE	GRAB	ONLINE	GRAB	UVT %	VOLUME	FREE CL2	NTU	FREE CL2	NTU	FREE CL2	NTU		PSI	
JANUARY	TOTAL	107505.636			108319.37		1205.00						27508									TOTAL
	MIN	1856.62	652	0.15	1943.96	576	30.00	1.02	0.85	0.02	0.09	95.00	800	0.3	0.11	0.58	0.11	0.61	0.1	135	135	MIN
	MAX	5110.76	930	0.40	4955.52	791	60.00	1.06	1.05	0.04	0.43	98.00	1961	1	0.28	0.89	0.8	0.96	0.29	140	140	MAX
	AVG	3467.92	913	0.28	3494.17	663	40.17	1.04	0.97	0.02	0.18	96.67	1250.36	0.83	0.18	0.74	0.23	0.83	0.19	137	137	AVG
FEBRUARY	TOTAL	90384.336			91856.41		925.00						27914.00									TOTAL
	MIN	1400.84	918	0.14	2303.31	74.00	20.00	1.04	0.83	0.02	0.12	93	513.00	0.70	0.10	0.66	0.00	0.59	0.09	130	130	MIN
	MAX	3816.09	938	0.71	4179.98	747.00	50.00	1.12	1.07	0.03	0.28	99	1917.00	1.10	0.47	0.97	0.26	1.14	0.31	139	139	MAX
	AVG	3228.01	926	0.32	3280.59	622.96	33.04	1.07	0.98	0.02	0.19	95	1073.62	0.93	0.20	0.83	0.11	0.85	0.20	137	137	AVG
MARCH	TOTAL	90384.336			99740.31		1140.00						21244.00									TOTAL
	MIN	1400.84	918	0.14	505.79	592.00	20.00	1.00	0.80	0.02	0.08	91	445.00	0.78	0.08	0.69	0.07	0.68	0.06	132	132	MIN
	MAX	3816.09	938	0.71	4207.17	719.00	90.00	1.11	1.09	0.04	0.27	99	2326.00	1.02	0.21	83.00	0.25	1.03	0.28	138	138	MAX
	AVG	3228.01	926	0.32	3217.43	637.68	36.77	1.10	0.99	0.02	0.15	95	1011.62	0.91	0.13	4.76	0.16	0.90	0.15	137	137	AVG
APRIL	TOTAL	109897.7992			106814.90		1115.00						34484.00									TOTAL
	MIN	1810.79	652	0.14	2347.55	621.00	20.00	1.06	0.80	0.02	0.10	93	494.00	0.70	0.07	0.66	0.08	0.78	0.07	132	132	MIN
	MAX	5436.90	938	0.71	5135.12	778.00	90.00	1.09	1.10	0.06	0.29	98	2287.00	0.98	0.26	1.17	0.31	1.13	0.29	140	140	MAX
	AVG	3663.26	895	0.35	3560.50	678.47	37.17	1.07	0.99	0.03	0.16	96	1149.47	0.84	0.15	0.87	0.16	0.95	0.16	136	136	AVG
MAY	TOTAL	137466.728			136125.64		1390.00						37920.00									TOTAL
	MIN	2419.51	874	0.08	505.79	74.00	20.00	1.04	0.88	0.04	0.07	92	506.00	0.60	0.07	0.66	0.05	0.80	0.09	132	132	MIN
	MAX	5358.05	1242	19.00	108319.37	791.00	120.00	1.09	1.07	0.06	0.43	99	3101.00	1.07	1.00	0.98	0.90	1.19	0.69	138	138	MAX
	AVG	4326.77	956	1.09	27866.38	625.02	44.84	1.07	1.00	0.04	0.15	96	1354.29	0.91	0.16	0.86	0.18	0.94	0.20	135	135	AVG
JUNE	TOTAL	151058.88			152077.46		1430.00						41314.00									TOTAL
	MIN	1537.31	659	0.07	505.79	74.00	0.00	1.05	0.93	0.02	0.09	90	667.00	0.61	0.06	0.69	0.07	0.83	0.07	130	130	MIN
	MAX	7037.46	1373	0.41	136125.64	791.00	80.00	1.12	1.11	0.05	0.32	99	2990.00	1.09	0.41	1.17	0.27	1.13	0.80	138	138	MAX
	AVG	5035.30	982	0.19	37497.89	580.01	47.67	1.09	1.03	0.04	0.16	95	1377.13	0.94	0.16	0.92	0.16	0.94	0.20	135	135	AVG
JULY	TOTAL	166026.896			110028.55		2095.00						43457.00									TOTAL
	MIN	2409.85	798	0.11	505.79	74.00	20.00	1.05	0.78	0.01	0.10	92	327.00	0.59	0.07	0.76	0.10	0.73	0.13	130	130	MIN
	MAX	8172.16	1399	1.41	152077.46	791.00	200.00	1.15	1.25	0.11	1.10	99	2746.00	1.24	0.56	1.03	0.44	1.13	0.59	140	140	MAX
	AVG	5355.71	1093	0.27	51534.55	580.10	77.24	1.10	1.01	0.05	0.28	95	1448.57	0.98	0.25	0.93	0.19	0.98	0.25	135	135	AVG

AUGUST	TOTAL	190876.616			109958.43		2735.00						47818.00								TOTAL
	MIN	3985.38	843	0.17	1435.98	926.00	25.00	0.90	0.84	0.05	0.10	90	325.00	0.31	0.09	0.68	0.06	0.73	0.07	130	MIN
	MAX	11728.36	1391	0.38	6578.99	1203.30	140.00	2.01	0.99	0.05	0.30	99	3985.00	1.07	0.28	1.05	0.37	1.21	0.28	136	MAX
	AVG	6362.55	1051	0.28	3791.67	1032.41	91.17	1.01	0.93	0.05	0.20	95	1648.90	0.86	0.17	0.84	0.18	0.90	0.17	135	AVG
SEPTEMBER	TOTAL	174116.488			109718.95		2250.00						46329.00								TOTAL
	MIN	1092.78	935	0.10	291.48	845.00	40.00	0.95	0.89	0.02	0.10	93	583.00	0.65	0.13	0.77	0.17	0.75	0.10	130	MIN
	MAX	10986.19	1384	0.31	7879.25	1375.00	100.00	1.08	1.07	0.27	0.32	98	3579.00	0.99	0.65	0.99	0.28	1.00	0.31	136	MAX
	AVG	5803.88	1152	0.24	3575.22	997.02	75.00	0.98	0.94	0.08	0.22	96	1544.30	0.88	0.25	0.88	0.22	0.90	0.22	136	AVG
OCTOBER	TOTAL	149541.20			163756.32		2090.00						36337.00								TOTAL
	MIN	2170.17	932	0.17	422.00	649.00	50.00	1.03	0.94	0.01	0.10	90	551.00	0.93	0.12	0.79	0.15	0.83	0.16	130	MIN
	MAX	11042.19	1375	0.32	7692.90	972.00	110.00	1.16	1.12	0.21	0.32	98	2182.00	1.11	0.31	1.00	0.31	1.10	0.37	138	MAX
	AVG	4984.71	1246	0.26	5458.54	876.17	69.67	1.07	1.01	0.06	0.21	94	1253.00	1.01	0.22	0.91	0.24	1.00	0.27	135	AVG
NOVEMBER	TOTAL	106882.972			104509.93		1685.00						15945.00								TOTAL
	MIN	130.93	935	0.20	2171.86	332.00	20.00	0.80	0.80	0.09	0.14	92	270.00	0.81	0.12	0.88	0.13	0.69	0.19	135	MIN
	MAX	7721.53	1364	0.50	10322.31	744.00	100.00	1.20	1.05	0.12	0.43	98	908.00	1.01	0.44	0.88	0.13	1.10	0.41	138	MAX
	AVG	3562.77	974	0.29	3870.74	661.95	56.17	0.91	0.96	0.10	0.29	94	569.46	0.91	0.25	0.88	0.13	0.92	0.27	138	AVG
DECEMBER	TOTAL	109025.336			104425.29		1469.00						4897.00								TOTAL
	MIN	2419.82	936	0.15	1982.16	615.00	24.00	0.89	0.93	0.09	0.11	90	271.00	0.71	0.10	0.93	0.16	0.17	0.10	131	MIN
	MAX	7716.97	975	0.31	8066.66	791.00	100.00	1.15	1.31	0.10	0.23	98	757.00	1.22	0.77	1.23	0.21	1.21	0.31	138	MAX
	AVG	3634.18	957	0.23	3729.47	679.09	48.97	1.03	1.13	0.10	0.17	94	376.69	0.96	0.21	1.12	0.19	0.99	0.17	136	AVG

YEAR END	RAW VOLUME			DISTRIBUTION			CL2			RESERVOIR DATA				LODGE	DISTRIBUTION DATA					TOTAL			
	TOTAL	1475661.58			1289012.21			18324						357659.00									MIN
	MIN	130.93	652	0.07	291.48	74.00	0.00	0.80	0.78	0.01	0.07	90.00	270.00	0.30	0.06	0.58	0.00	0.17	0.06		130	MIN	
	MAX	11728.36	1399	19.00	152077.46	1375.00	200.00	2.01	1.31	0.27	1.10	99.00	3985.00	1.24	1.00	83.00	0.90	1.21	0.80		140	MAX	
AVG	4387.76	1006	0.34	12573.10	719.50	54.82	1.05	1.00	0.05	0.20	95.11	1171.45	0.91	0.19	1.21	0.18	0.93	0.20	136	AVG			





FHSU Waterworks System Facility #12-098-00177
2025 Operator Summary

Operator	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Annual	Initials
Supervisor	Jay S	Jay S	Jay S	Jay S	Jay S	Jay S	Jay S	Jay S	Jay S	Jay S	Jay S	Jay S	Jay S	
Lead hand	Chad D	Chad D	Chad D	Chad D	Chad D	Chad D	Chad D	John N	John N	John N	John N	John N		
Operator											Hardik M	Hardik M		
OIT														
OIT														

Operations Company:

Sampson Water Services Ltd.

66 32379 Range Road 55
 Sundre, AB
 TOM 1X0
 Tel: 587-577-9283
 Email: jay@sampsonwatersevice.com

Permit Holder:

KV Properties

Sandra Steinhoff
 Utilities Manager
 Cell 250-342-1034

Email: SSteinhoff@fhsr.com

Operational Staff Contact Information:

Jay Sampson – Owner/Operator 3

Mobile: 587-888-7692
 Office: 587-577-9283
 Web: www.sampsonwaterservices.com

Chad Davis Operator Mobile: 250-919-69.3

John Nicholas – Operator 250-341-5700

Hardik Modi Operator Mobile: 857-432-2760

Chemicals Used:

Product Name: Sodium Hypochlorite 12% Solution

Manufacturer:

ClearTech Industries Inc.

Product Function:

Disinfection



ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	342661
DATE RECEIVED:	03-Jan-2025
DATE REPORTED:	10-Jan-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 342661_001 **Sample ID:** Dutch Creek
Date Sampled: 2-Jan-2025 10:50 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 342661_002 **Sample ID:** Lodge
Date Sampled: 2-Jan-2025 11:15 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 342661_003 **Sample ID:** Ski Hill 1
Date Sampled: 2-Jan-2025 12:00 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 342661_004 **Sample ID:** Ski Hill 2
Date Sampled: 2-Jan-2025 12:05 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 342661_005 **Sample ID:** Ski Hill 3
Date Sampled: 2-Jan-2025 12:10 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



Irene De Leon
Client Services Representative

Note: The results in this report relate only to the items tested and as received. Information is available for any items in 7.8.2.1 of ISO/IEC 17025:2017 that cannot be put on a test report. The report shall not be reproduced except in full without written approval of KaizenLAB. The validity of results may be affected if the information is provided by the customer.

Test methodologies are accredited in accordance with ISO/IEC 17025 via CALA, unless otherwise specified in the description of the methods.

*This analyte is not accredited, even though analyzed by an accredited methodology.

ANALYTICAL REPORT

Client: Sampson Water Services Ltd
116 Bow Ridge Crt
Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	342960
DATE RECEIVED:	24-Jan-2025
DATE REPORTED:	31-Jan-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 342960_001 **Sample ID:** M.S Villa Shop
Date Sampled: 23-Jan-2025 11:30 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



Ivory Ringor
Client Services Representative

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*This analyte is not accredited, even though analyzed by an accredited methodology.

ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	343088
DATE RECEIVED:	31-Jan-2025
DATE REPORTED:	07-Feb-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 343088_001 **Sample ID:** Hotel
Date Sampled: 30-Jan-2025 19:00 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 343088_002 **Sample ID:** Mountan Side Shop
Date Sampled: 30-Jan-2025 18:00 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 343088_003 **Sample ID:** Dutch Creek
Date Sampled: 30-Jan-2025 18:20 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Unit# 288, 2880 45 Ave S.E.
Calgary, AB, T2B 3M1
Phone (403) 297-0868
Fax: (403) 297-0869
e-Mail: kaizenlab@kaizenlab.ca



Test Methodologies

E. coli in Water: Modified from SM 9223 B

Total Coliforms in Water: Modified from SM 9223 B

Final Review by:

A handwritten signature in black ink, appearing to read "Irene De Leon", written over a horizontal line.

Irene De Leon
Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	343296
DATE RECEIVED:	14-Feb-2025
DATE REPORTED:	24-Feb-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 343296_001 **Sample ID:** F.H.S Lodge
Date Sampled: 13-Feb-2025 11:00 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 343296_002 **Sample ID:** Reservoir
Date Sampled: 13-Feb-2025 11:10 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 343296_003 **Sample ID:** Rental Shop
Date Sampled: 13-Feb-2025 11:20 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 343296_004 **Sample ID:** Cat Shop
Date Sampled: 13-Feb-2025 11:30 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 343296_005 **Sample ID:** Ski Lodge
Date Sampled: 13-Feb-2025 11:35 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



Christina Daguio
Client Services Administrator

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	343520
DATE RECEIVED:	28-Feb-2025
DATE REPORTED:	07-Mar-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 343520_001 **Sample ID:** F.H.S Lodge
Date Sampled: 27-Feb-2025 11:05 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 343520_002 **Sample ID:** Rental Shop
Date Sampled: 27-Feb-2025 11:23 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 343520_003 **Sample ID:** Cat Shop
Date Sampled: 27-Feb-2025 11:30 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 343520_004 **Sample ID:** Ski Lodge
Date Sampled: 27-Feb-2025 11:40 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 343520_005 **Sample ID:** Reservoir
Date Sampled: 27-Feb-2025 11:45 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



Christina Daguio
Client Services Administrator

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	343520
DATE RECEIVED:	28-Feb-2025
DATE REPORTED:	07-Mar-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 343520_001 **Sample ID:** F.H.S Lodge
Date Sampled: 27-Feb-2025 11:05 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 343520_002 **Sample ID:** Rental Shop
Date Sampled: 27-Feb-2025 11:23 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 343520_003 **Sample ID:** Cat Shop
Date Sampled: 27-Feb-2025 11:30 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 343520_004 **Sample ID:** Ski Lodge
Date Sampled: 27-Feb-2025 11:40 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 343520_005 **Sample ID:** Reservoir
Date Sampled: 27-Feb-2025 11:45 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



Christina Daguio
Client Services Administrator

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	343767
DATE RECEIVED:	14-Mar-2025
DATE REPORTED:	21-Mar-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 343767_001 **Sample ID:** FHS Lodge
Date Sampled: 13-Mar-2025 10:57 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 343767_002 **Sample ID:** Reservoir
Date Sampled: 13-Mar-2025 11:10 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 343767_003 **Sample ID:** Cat Shop
Date Sampled: 13-Mar-2025 11:20 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 343767_004 **Sample ID:** Rental Shop
Date Sampled: 13-Mar-2025 11:28 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

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Fax: (403) 297-0869
e-Mail: kaizenlab@kaizenlab.ca



KaizenLAB Sample #: 343767_005 **Sample ID:** Ski Lodge
Date Sampled: 13-Mar-2025 11:24 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
Total Coliforms in Water: Modified from SM 9223 B

Final Review by:

Ivory Ringor
Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	344178
DATE RECEIVED:	11-Apr-2025
DATE REPORTED:	21-Apr-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 344178_001 **Sample ID:** FHL Bathroom
Date Sampled: 10-Apr-2025 12:10 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 344178_002 **Sample ID:** Reservoir
Date Sampled: 10-Apr-2025 12:20 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
 Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



Irene De Leon
 Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	344404
DATE RECEIVED:	25-Apr-2025
DATE REPORTED:	02-May-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 344404_001 **Sample ID:** R.S Clubhouse
Date Sampled: 24-Apr-2025 12:28 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 344404_002 **Sample ID:** FHS Lodge
Date Sampled: 24-Apr-2025 12:51 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. Coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
 Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



Irene De Leon
 Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	344680
DATE RECEIVED:	08-May-2025
DATE REPORTED:	16-May-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 344680_001 **Sample ID:** Mountainside Shop
Date Sampled: 8-May-2025 13:00 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 344680_002 **Sample ID:** Main Lodge
Date Sampled: 8-May-2025 13:15 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
 Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



Irene De Leon
 Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	344776
DATE RECEIVED:	14-May-2025
DATE REPORTED:	22-May-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 344776_001 **Sample ID:** R.S Clubhouse
Date Sampled: 13-May-2025 11:14 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 344776_002 **Sample ID:** Reservoir
Date Sampled: 13-May-2025 11:36 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
 Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



Irene De Leon
 Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	344947
DATE RECEIVED:	22-May-2025
DATE REPORTED:	29-May-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 344947_001 **Sample ID:** Riverside Golf
Date Sampled: 22-May-2025 16:30 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 344947_002 **Sample ID:** Cabin #14
Date Sampled: 22-May-2025 16:00 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 344947_003 **Sample ID:** Mountainside Mansion
Date Sampled: 22-May-2025 16:45 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

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Calgary, AB, T2B 3M1
Phone (403) 297-0868
Fax: (403) 297-0869
e-Mail: kaizenlab@kaizenlab.ca



Test Methodologies

E. coli in Water: Modified from SM 9223 B

Total Coliforms in Water: Modified from SM 9223 B

Final Review by:

A handwritten signature in black ink, appearing to read "Irene De Leon", written over a horizontal line.

Irene De Leon
Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	345059
DATE RECEIVED:	28-May-2025
DATE REPORTED:	03-Jun-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 345059_001 **Sample ID:** R.S. Clubhouse
Date Sampled: 27-May-2025 11:15 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 345059_002 **Sample ID:** FHS Lodge
Date Sampled: 27-May-2025 11:27 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
 Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



Ivory Ringor
 Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	345240
DATE RECEIVED:	06-Jun-2025
DATE REPORTED:	13-Jun-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 345240_001 **Sample ID:** Lodge
Date Sampled: 5-Jun-2025 15:30 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 345240_002 **Sample ID:** Mountainside Shop
Date Sampled: 5-Jun-2025 15:45 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 345240_003 **Sample ID:** Riverside Golf Course
Date Sampled: 5-Jun-2025 15:50 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Unit# 288, 2880 45 Ave S.E.
Calgary, AB, T2B 3M1
Phone (403) 297-0868
Fax: (403) 297-0869
e-Mail: kaizenlab@kaizenlab.ca



Test Methodologies

E. coli in Water: Modified from SM 9223 B

Total Coliforms in Water: Modified from SM 9223 B

Final Review by:

A handwritten signature in black ink, appearing to read "Irene De Leon", written over a horizontal line.

Irene De Leon
Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	345371
DATE RECEIVED:	11-Jun-2025
DATE REPORTED:	18-Jun-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 345371_001 **Sample ID:** FHS Lodge
Date Sampled: 10-Jun-2025 11:15 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 345371_002 **Sample ID:** Reservoir
Date Sampled: 10-Jun-2025 11:21 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 345371_003 **Sample ID:** Ski Lodge
Date Sampled: 10-Jun-2025 11:35 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

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Phone (403) 297-0868
Fax: (403) 297-0869
e-Mail: kaizenlab@kaizenlab.ca



Test Methodologies

E. coli in Water: Modified from SM 9223 B

Total Coliforms in Water: Modified from SM 9223 B

A handwritten signature in blue ink, appearing to read "CS", is placed above a horizontal line.

Final Review by:

Carleen Scott
Client Services Supervisor

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*This analyte is not accredited, even though analyzed by an accredited methodology.

ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	345472
DATE RECEIVED:	18-Jun-2025
DATE REPORTED:	25-Jun-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 345472_001 **Sample ID:** MS Shop
Date Sampled: 17-Jun-2025 15:30 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 345472_002 **Sample ID:** Ski Lodge
Date Sampled: 17-Jun-2025 15:45 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 345472_003 **Sample ID:** Riverside Golf
Date Sampled: 17-Jun-2025 15:50 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Unit# 288, 2880 45 Ave S.E.
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Phone (403) 297-0868
Fax: (403) 297-0869
e-Mail: kaizenlab@kaizenlab.ca



Test Methodologies

E. coli in Water: Modified from SM 9223 B

Total Coliforms in Water: Modified from SM 9223 B

Final Review by:

A handwritten signature in black ink, appearing to read "Irene De Leon", written over a horizontal line.

Irene De Leon
Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	345613
DATE RECEIVED:	25-Jun-2025
DATE REPORTED:	03-Jul-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 345613_001 **Sample ID:** R. S. Clubhouse
Date Sampled: 24-Jun-2025 11:28 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 345613_002 **Sample ID:** Reservoir
Date Sampled: 24-Jun-2025 12:00 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 345613_003 **Sample ID:** Ski Hill Lodge
Date Sampled: 24-Jun-2025 12:10 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

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Phone (403) 297-0868
Fax: (403) 297-0869
e-Mail: kaizenlab@kaizenlab.ca



Test Methodologies

E. coli in Water: Modified from SM 9223 B

Total Coliforms in Water: Modified from SM 9223 B

Final Review by:

A handwritten signature in black ink, appearing to read "Ivory Ringor". The signature is written over a horizontal line.

Ivory Ringor
Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	346064
DATE RECEIVED:	14-Jul-2025
DATE REPORTED:	16-Jul-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 346064_001 **Sample ID:** Main Lodge
Date Sampled: 14-Jul-2025 13:15 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	28	1

KaizenLAB Sample #: 346064_002 **Sample ID:** Riverside Mens
Date Sampled: 14-Jul-2025 13:15 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 346064_003 **Sample ID:** Mountainside Shop
Date Sampled: 14-Jul-2025 13:15 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 346064_004 **Sample ID:** Dutch Creek
Date Sampled: 14-Jul-2025 13:15 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B

Total Coliforms in Water: Modified from SM 9223 B



Final Review by:

Christina Daguio
Client Services Administrator

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	346123
DATE RECEIVED:	16-Jul-2025
DATE REPORTED:	18-Jul-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 346123_001 **Sample ID:** Hotel
Date Sampled: 16-Jul-2025 12:00 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 346123_002 **Sample ID:** Mountain Side Shop
Date Sampled: 16-Jul-2025 12:30 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 346123_003 **Sample ID:** Dutch Creek
Date Sampled: 16-Jul-2025 11:30 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B

Total Coliforms in Water: Modified from SM 9223 B



Final Review by:

Christina Daguio
Client Services Administrator

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	346550
DATE RECEIVED:	06-Aug-2025
DATE REPORTED:	12-Aug-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 346550_001 **Sample ID:** Mountain Side
Date Sampled: 05-Aug-2025 04:20 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 346550_002 **Sample ID:** Fairmont Hotel
Date Sampled: 05-Aug-2025 04:30 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 346550_003 **Sample ID:** Riverside Men's Room
Date Sampled: 05-Aug-2025 04:40 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B

Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



Ivory Ringor
Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	347114
DATE RECEIVED:	27-Aug-2025
DATE REPORTED:	04-Sep-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 347114_001 **Sample ID:** Mountainside
Date Sampled: 26-Aug-2025 03:20 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 347114_002 **Sample ID:** FHS Lodge
Date Sampled: 26-Aug-2025 03:45 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
 Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



Irene De Leon
 Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	347478
DATE RECEIVED:	12-Sep-2025
DATE REPORTED:	19-Sep-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 347478_001 **Sample ID:** Mountain Side Golf
Date Sampled: 11-Sep-2025 05:45 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 347478_002 **Sample ID:** Main Lodge (Hotel)
Date Sampled: 11-Sep-2025 05:45 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
 Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



Christina Daguio
 Client Services Administrator

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	347983
DATE RECEIVED:	07-Oct-2025
DATE REPORTED:	08-Oct-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 347983_001 **Sample ID:** 4809 Mountain Side Dr
Date Sampled: 06-Oct-2025 02:30 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 347983_002 **Sample ID:** 5008 Oglevey Dr
Date Sampled: 06-Oct-2025 02:30 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
 Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



Irene De Leon
 Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	348011 -REV
DATE RECEIVED:	08-Oct-2025
DATE REPORTED:	10-Oct-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 348011_001 **Sample ID:** 4922 Mountain Top Rd
Date Sampled: 07-Oct-2025 04:00 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 348011_002 **Sample ID:** 4891 Redwing Ave
Date Sampled: 07-Oct-2025 02:30 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Comments:
 Client requested to update the Project ID from Fort Steele to Fairmont Utilities 10-OCT-2025.

Test Methodologies

E. coli in Water: Modified from SM 9223 B
 Total Coliforms in Water: Modified from SM 9223 B

Final Review by: 

 Irene De Leon
 Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	348422
DATE RECEIVED:	25-Oct-2025
DATE REPORTED:	28-Oct-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 348422_001 **Sample ID:** Mountain Side Golf
Date Sampled: 24-Oct-2025 03:00 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 348422_002 **Sample ID:** Fairway Dr End
Date Sampled: 24-Oct-2025 03:00 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
 Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



Irene De Leon
 Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	348663
DATE RECEIVED:	05-Nov-2025
DATE REPORTED:	12-Nov-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 348663_001 **Sample ID:** Montainside Shop
Date Sampled: 04-Nov-2025 02:53 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 348663_002 **Sample ID:** Fairmont Ski Lodge
Date Sampled: 04-Nov-2025 03:00 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
 Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



Irene De Leon
 Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	348908
DATE RECEIVED:	20-Nov-2025
DATE REPORTED:	21-Nov-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	Fairmont Lodge

KaizenLAB Sample #: 348908_001 **Sample ID:** Fairmont Lodge
Date Sampled: 19-Nov-2025 11:45 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 348908_002 **Sample ID:** 5201 Fairway Drive
Date Sampled: 19-Nov-2025 11:30 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 348908_003 **Sample ID:** 4943 Mountaintop Drive
Date Sampled: 19-Nov-2025 11:00 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 348908_004 **Sample ID:** 5156 Riverside Crescent
Date Sampled: 19-Nov-2025 11:45 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Unit# 288, 2880 45 Ave S.E.
Calgary, AB, T2B 3M1
Phone (403) 297-0868
Fax: (403) 297-0869
e-Mail: kaizenlab@kaizenlab.ca



Test Methodologies

E. coli in Water: Modified from SM 9223 B

Total Coliforms in Water: Modified from SM 9223 B

Final Review by:

A handwritten signature in black ink, appearing to read 'Ivory Ringor', written over a horizontal line.

Ivory Ringor
Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	348954
DATE RECEIVED:	21-Nov-2025
DATE REPORTED:	22-Nov-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 348954_001 **Sample ID:** 5156 Riverside Crescent
Date Sampled: 20-Nov-2025 01:05 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	1	1

KaizenLAB Sample #: 348954_002 **Sample ID:** Mountainside Lodge
Date Sampled: 20-Nov-2025 01:20 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 348954_003 **Sample ID:** 4943 Mountaintop Drive
Date Sampled: 20-Nov-2025 01:25 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 348954_004 **Sample ID:** 5201 Fairway Drive
Date Sampled: 20-Nov-2025 01:25 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Unit# 288, 2880 45 Ave S.E.
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Phone (403) 297-0868
Fax: (403) 297-0869
e-Mail: kaizenlab@kaizenlab.ca



Test Methodologies

E. coli in Water: Modified from SM 9223 B

Total Coliforms in Water: Modified from SM 9223 B

Final Review by:

A handwritten signature in black ink, appearing to read 'Ivory Ringor', written over a horizontal line.

Ivory Ringor
Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	349005
DATE RECEIVED:	26-Nov-2025
DATE REPORTED:	03-Dec-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 349005_001 **Sample ID:** Mountainside Shop
Date Sampled: 25-Nov-2025 02:00 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 349005_002 **Sample ID:** Fairmont Lodge
Date Sampled: 25-Nov-2025 01:50 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
 Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



Bansari Shah
 Client Services Administrator

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*This analyte is not accredited, even though analyzed by an accredited methodology.

ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	349282
DATE RECEIVED:	10-Dec-2025
DATE REPORTED:	17-Dec-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 349282_001 **Sample ID:** Ski Hill Rental Shop
Date Sampled: 09-Dec-2025 02:00 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 349282_002 **Sample ID:** Ski Lodge
Date Sampled: 09-Dec-2025 02:00 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 349282_003 **Sample ID:** Cat Shop
Date Sampled: 09-Dec-2025 02:00 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

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Fax: (403) 297-0869
e-Mail: kaizenlab@kaizenlab.ca



Test Methodologies

E. coli in Water: Modified from SM 9223 B

Total Coliforms in Water: Modified from SM 9223 B

Final Review by:

A handwritten signature in blue ink, appearing to read 'Bansari Shah', written over a horizontal line.

Bansari Shah
Client Services Administrator

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	349284
DATE RECEIVED:	10-Dec-2025
DATE REPORTED:	17-Dec-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 349284_001 **Sample ID:** Fairmont Lodge
Date Sampled: 09-Dec-2025 01:30 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1


KaizenLAB Sample #: 349284_002 **Sample ID:** 4334 Circle Drive Dutch Creek
Date Sampled: 09-Dec-2025 01:00 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
 Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



 Bansari Shah
 Client Services Administrator

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	349397
DATE RECEIVED:	17-Dec-2025
DATE REPORTED:	23-Dec-2025
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 349397_001 **Sample ID:** Skihill Lodge
Date Sampled: 16-Dec-2025 01:40 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

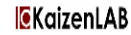
KaizenLAB Sample #: 349397_002 **Sample ID:** Catshop
Date Sampled: 16-Dec-2025 01:45 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 349397_003 **Sample ID:** Skihill Rental Shop
Date Sampled: 16-Dec-2025 02:05 **Matrix:** Water **Depth:** 1

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

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e-Mail: kaizenlab@kaizenlab.ca



Test Methodologies

E. coli in Water: Modified from SM 9223 B

Total Coliforms in Water: Modified from SM 9223 B

Final Review by:

A handwritten signature in blue ink, appearing to read 'Bansari Shah', written over a horizontal line.

Bansari Shah
Client Services Administrator

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	349516
DATE RECEIVED:	30-Dec-2025
DATE REPORTED:	07-Jan-2026
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 349516_001 **Sample ID:** Skillhill Resort
Date Sampled: 29-Dec-2025 01:50 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 349516_002 **Sample ID:** Skihill Rental Shop
Date Sampled: 29-Dec-2025 01:55 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 349516_003 **Sample ID:** Catshop
Date Sampled: 29-Dec-2025 01:45 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Unit# 288, 2880 45 Ave S.E.
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Fax: (403) 297-0869
e-Mail: kaizenlab@kaizenlab.ca



Test Methodologies

E. coli in Water: Modified from SM 9223 B

Total Coliforms in Water: Modified from SM 9223 B

Final Review by:

A handwritten signature in black ink, appearing to read 'Ivory Ringor', written over a horizontal line.

Ivory Ringor
Client Services Representative

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ANALYTICAL REPORT

Client: Sampson Water Services Ltd
 116 Bow Ridge Crt
 Cochrane, AB T4C 1T4

Attention: Jay Sampson

KaizenLAB JOB #:	349517
DATE RECEIVED:	30-Dec-2025
DATE REPORTED:	07-Jan-2026
PROJECT ID:	Fairmont Utilities
LOCATION:	

KaizenLAB Sample #: 349517_001 **Sample ID:** Fairmont Lodge
Date Sampled: 29-Dec-2025 01:30 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

KaizenLAB Sample #: 349517_002 **Sample ID:** Mountainside Shop
Date Sampled: 29-Dec-2025 01:20 **Matrix:** Water

Parameter Description	Units	Result	Detection Limit
Total Coliforms and E. coli in water			
E. Coli	MPN/100mL	<1	1
Total Coliforms	MPN/100mL	<1	1

Test Methodologies

E. coli in Water: Modified from SM 9223 B
 Total Coliforms in Water: Modified from SM 9223 B

Final Review by:



Ivory Ringor
 Client Services Representative

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Incident Report

Incident Summary

Date of Incident: November 18, 2025

Location: Water Distribution System

Reported Issue: No water supply reported by FHSU

Cause: Unknown at this time

Timeline of Events

On or about November 18/2025 at 0730 am my operator received a call from FHSU that there was a complaint of no water. My senior operator was onsite and found that the reservoir was empty. Here are the steps that SAMPSON WATER SERVICES took to rectify the issue:

On or about,

8:13 am Operator informed myself of situation, We discussed a sequence of events to rectify incident. I questioned the operators to see if they had received any calls from the auto dialer system. The answer was no. We also did not receive any from the 24 hr call center as well. The call out system dialers require a cellular signal to dial out.

8:20 am Operator tried operating system in manual to which he was unable, I logged into the system by remote to see if I could help spot the issue. Upon logging in I found the comms slower than usual. All the systems were in "normal" operating mode. I also walked the site operator on how to place system into Duplex mode. This enables Both pumps to come on at a setpoint.

8:40 am Operator called out electrician to come to site, He checked all electrical systems as well as the auto dialer system and found that all dialers had no cellular signals to them.

8:57 am I called IHA and Fire Department to inform them on the actions being taken. There was no answer at fire dep number.

9:00 am Operations team and electrical contractor reset systems by cycling power and resetting PLC, and HMI, this is not a typical way of resetting. The system became operational and producing water at 1352 gpm. I checked on system through out the day to ensure system was operational.

09:20 am Water restored

10:00 am Reservoir started to show recovery at 0.3 feet Flow out to Distribution 290 gpm

11:00 am Reservoir at 1.1 feet Distribution at 400 gpm

15:00 pm Reservoir at 5.1 Feet Distribution at 590 gpm

21:00 pm Reservoir Full Distribution at 590-600 gpm

November 19/2025

9:50 am Operations team to commence flushing at High points throughout system to check system for Cl2 residual and turbidity. Reservoir at 7.8 Feet Distribution at 590 gpm. They will also take several Bacti samples and send them through courier to Kaizen Labs for analysis.

November 20/2025

9:50 am Operations team to check system for Cl2 residual and turbidity. They will also take several Bacti samples and send them through courier to Kaizen Labs for analysis.

Immediate Actions Taken

- Operators attempted manual operation and remote login to diagnose issue.
- Electrician called to site; verified electrical systems and auto dialer connectivity.
- Systems reset by cycling power and resetting PLC and HMI.
- Water production restored at 1352 gpm and monitored throughout the day.

Current Status

System operational. Reservoir full as of November 18, 2025 at 21:00 pm. Ongoing flushing and water quality checks scheduled.

Next Steps

- Continue monitoring system performance.
- Complete flushing and water quality sampling.
- Await laboratory results for Bacti samples.

Root Cause Analysis

Cause of incident remains unknown. Investigation ongoing.

Preventive Measures

- Review auto dialer system and cellular connectivity requirements.
- Implement backup alert system for critical failures.
- Establish standard protocol for PLC/HMI reset procedures.