

March 28, 2023

Dear Primrose Parents/Guardians:

At approximately 10:30 am on Tuesday, we discovered that there was no water coming from our taps. The control panel indicated that the UV filters were a concern. A plumber was immediately dispatched to review and fix the issue. We had hand sanitizer and one bank of bathrooms on each floor that was regularly cleaned and serviced by caretaking staff.

Water was restored shortly after 11:00 am. Our school's Salad Day was unaffected thanks to our parent volunteers!

While the plumbers were onsite investigating the cause of the morning outage, the water pressure dropped again. The school had no water shortly after 1:00 pm. Again, we had reverted to the morning plan of hand sanitizer and two banks of washrooms on each floor being cleaned and serviced by caretaking staff.

Currently, the water is showing turbidity (cloudy). This is triggering the UV filtration system and shutting down the water line. The water will remain off as we investigate this into tomorrow, Wednesday, March 28, 2023.

As we did in the fall, a water tanker will be delivered to the school this evening and connected to the building. This will ensure water pressure in the bathrooms and sinks. We have also ordered porta potties to arrive onsite tomorrow morning to be used while we hook the tanker (water source) to the school. This solution will remain until the cause of the turbidity is determined and remedied.

I recognise that this is upsetting news to many but the lessons learned this fall will hopefully limit the impact to the students and staff. I will communicate as soon as we have any further details.

Sincerely,



Belal Taha  
Superintendent of Education

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