

EAST KAMLOOPS WATER OUTAGE IMPACT REPORT

Executive Summary

In May 2026, a major water main failure caused widespread water service disruptions, low water pressure, and boil water advisories affecting approx. 220 businesses and almost 20,000 residents in Valleyview, Dallas, Campbell Creek, Barnhartvale, Juniper and surrounding areas. The disruption lasted several days resulting in operational disruptions, revenue losses, additional expenses, and significant challenges related to communication and business continuity. The East Kamloops BIA surveyed local businesses regarding the impacts of the East Kamloops water outage and related advisories. **37 businesses responded**, representing a diverse cross-section of industries. The results demonstrate that the outage caused significant operational disruption, financial losses, and unexpected expenses for many businesses. Nearly **60% of respondents reported either a full or partial closure**, while more than half incurred additional costs related to bottled water, sanitation, staffing, or product loss. Although most businesses have now recovered, the strongest message from respondents was the need for **more timely, business-specific communication during emergencies**. This report covers;

1. Key findings
2. Operational Disruption
3. Financial Impact
4. Communications Feedback
5. Recovery and Preparedness

KEY FINDINGS

- **SIGNIFICANT ECONOMIC HARM** 60% of businesses experienced full or partial closures, and many reported substantial revenue losses. Overall our businesses experienced approximately **\$135,000–\$180,000 in direct revenue losses**.
- **PRIMARY CONCERN: COMMUNICATIONS** Businesses consistently cited the need for more direct, business-specific, and timely information. The East Kamloops BIA became one of the primary sources of information for businesses during the outage.
- **BETTER BUSINESS EMERGENCY PLANNING** While most businesses recovered, many do not feel fully prepared for future infrastructure disruptions.
- **CONTINUED ADVOCACY FOR IMPROVEMENTS** More than half of respondents want to remain engaged in efforts to improve emergency response and communication systems.

About the respondents

Area	Industry
- Valleyview: 59% - Dallas: 30% - Campbell Creek: 11%	- Restaurant/Food Services: 22% - Industrial/Trades: 19% - Retail: 16% - Personal Services: 8% - Other sectors: 35%

The diversity of respondents demonstrates that the outage affected virtually every type of business in the area, from manufacturers and industrial operators to retailers, restaurants, healthcare providers, and service businesses.

Operational Disruption

Majority of Businesses Experienced Closure

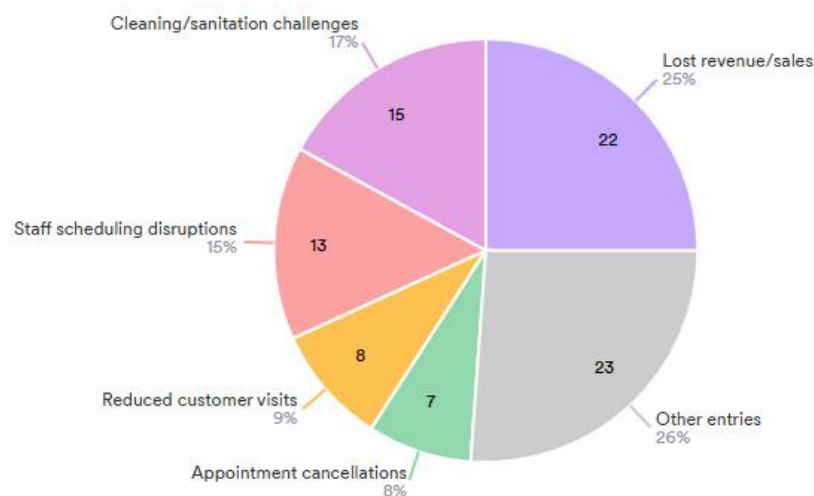
A majority of businesses experienced some form of closure due to the outage.

60% of responding businesses were unable to operate normally.

Status	%
Fully closed	30%
Partially closed	30%
Remained open	40%

Which impacts did your business experience?

88 Answers - 5 Empty



DIRECT QUOTES FROM BUSINESSES

"It would be helpful to provide business specific updates at times that would help businesses make decisions on operations. This would allow us to be clearer with our communication to staff, and make confident decisions."

"84 of our staff were out of work, due to poor communication to businesses we were unable to communicate to our staff or make plans effectively. We called in staff, just to have to send them home due to poor updates. The business lost 70% of production for the entire week. This puts the business behind on our order file, which jeopardizes relationships with customers."

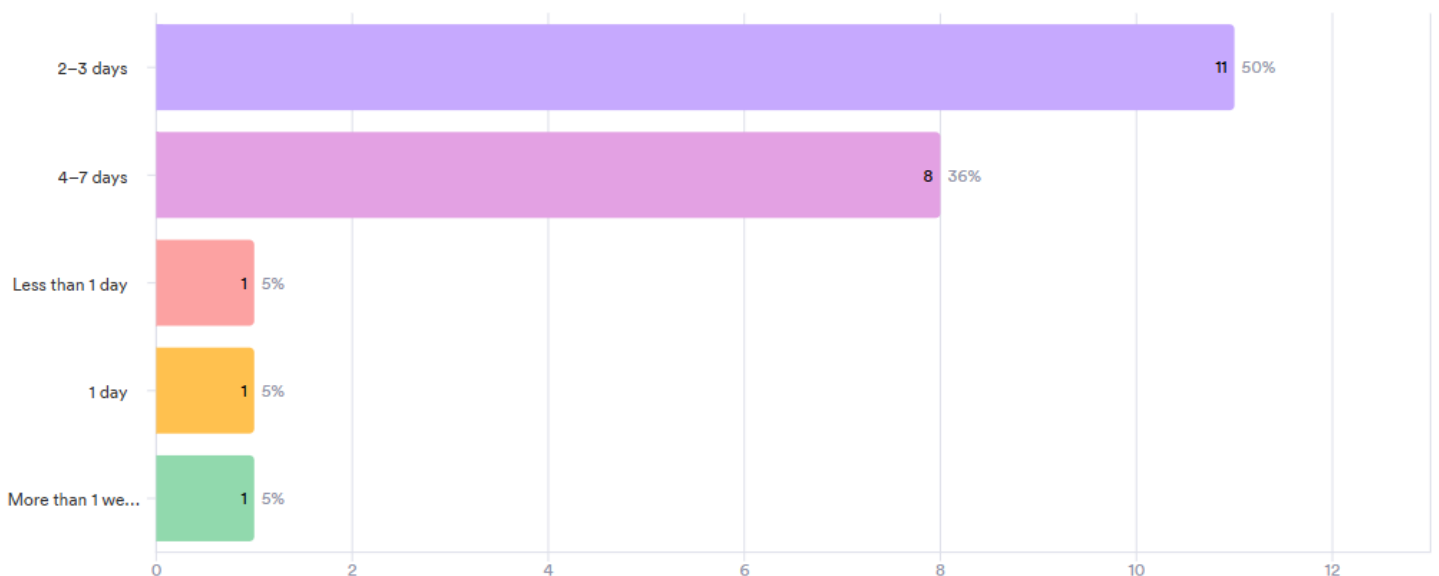
"I do feel that the city of Kamloops or Interior Health should have a plan to contact residents and businesses. It was frustrating to be told on Wednesday evening that we could resume operations and then find out on Thursday morning that we could not."

"It was hard to know if we were affected mainly. We were not shown on the original maps and that made it a bit confusing"

"I felt better signage from the start would have helped get the word out and because it was a long weekend there wasn't enough communication for tourists coming into Kamloops."

How long was your business impacted?

22 Answers- 15 Empty



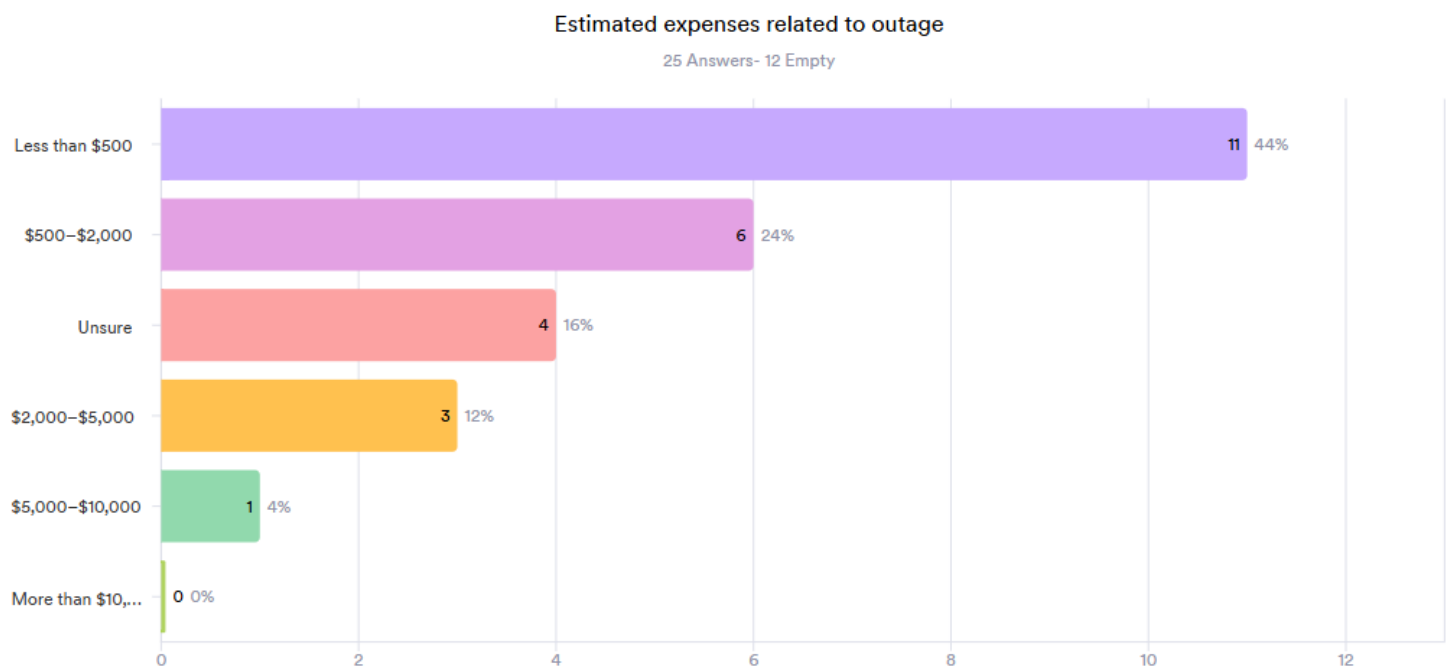
Financial Impact

The data shows that nearly **40% businesses reported losses exceeding \$5,000**, while **one in five reported losses greater than \$10,000**. 57% of businesses incurred unexpected expenses. The most common costs included bottled water, sanitation measures, product loss, overtime, and portable sanitation facilities. Businesses also reported:

- Employees working remotely
- Unpaid staff time
- Operational uncertainty due to communication gaps

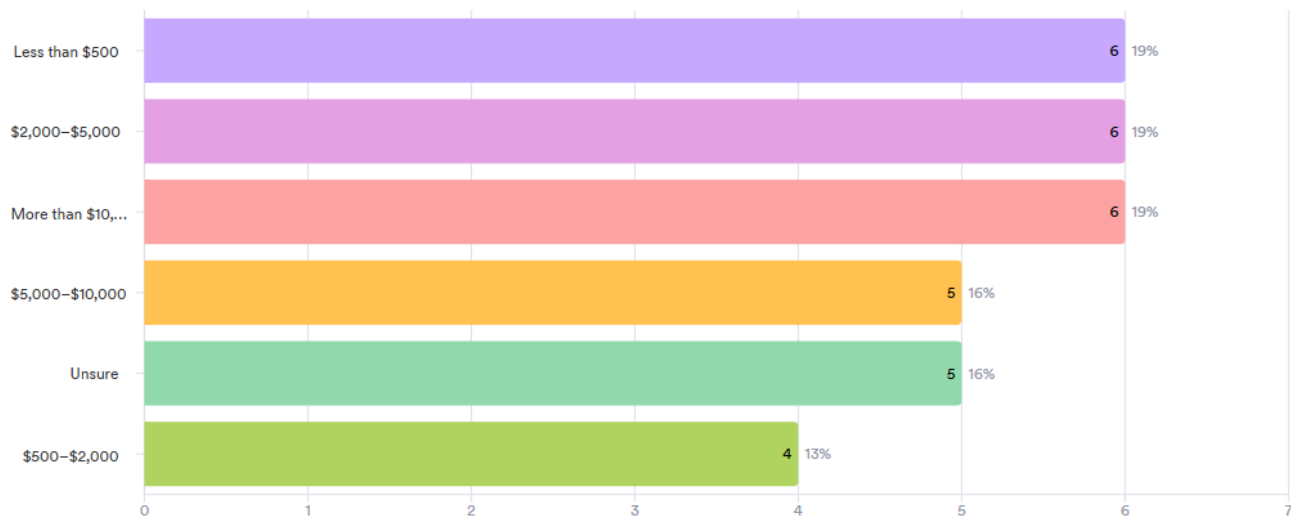
Estimated Community-Wide Impact

Using conservative midpoint calculations from the survey data, the 32 businesses that estimated losses likely experienced approximately **\$135,000–\$180,000 in direct revenue losses**.



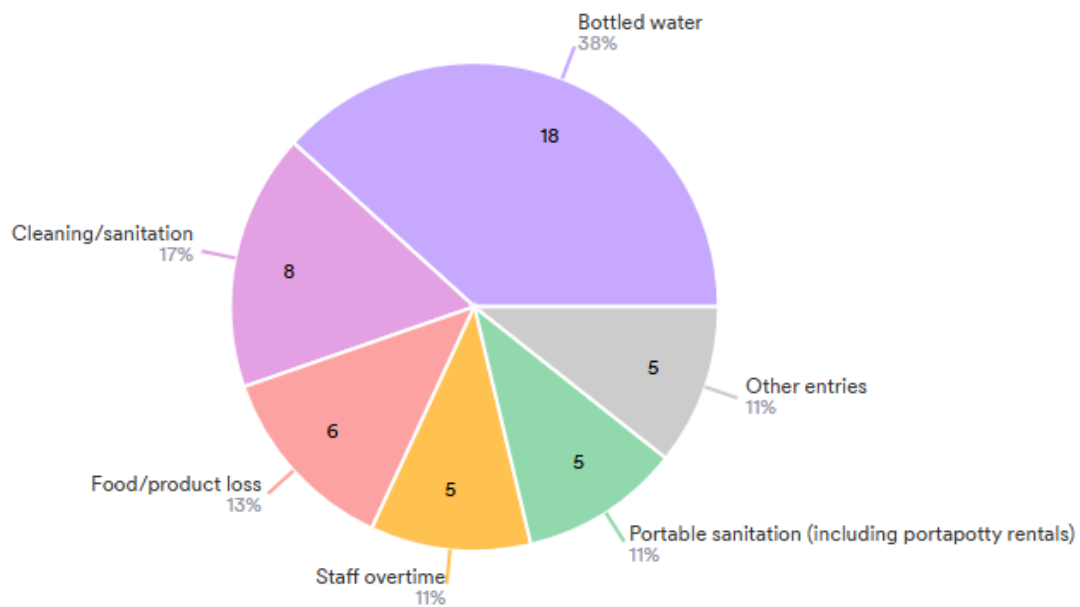
Estimated revenue lost

32 Answers- 5 Empty



What types of unexpected expenses were incurred?

47 Answers- 16 Empty

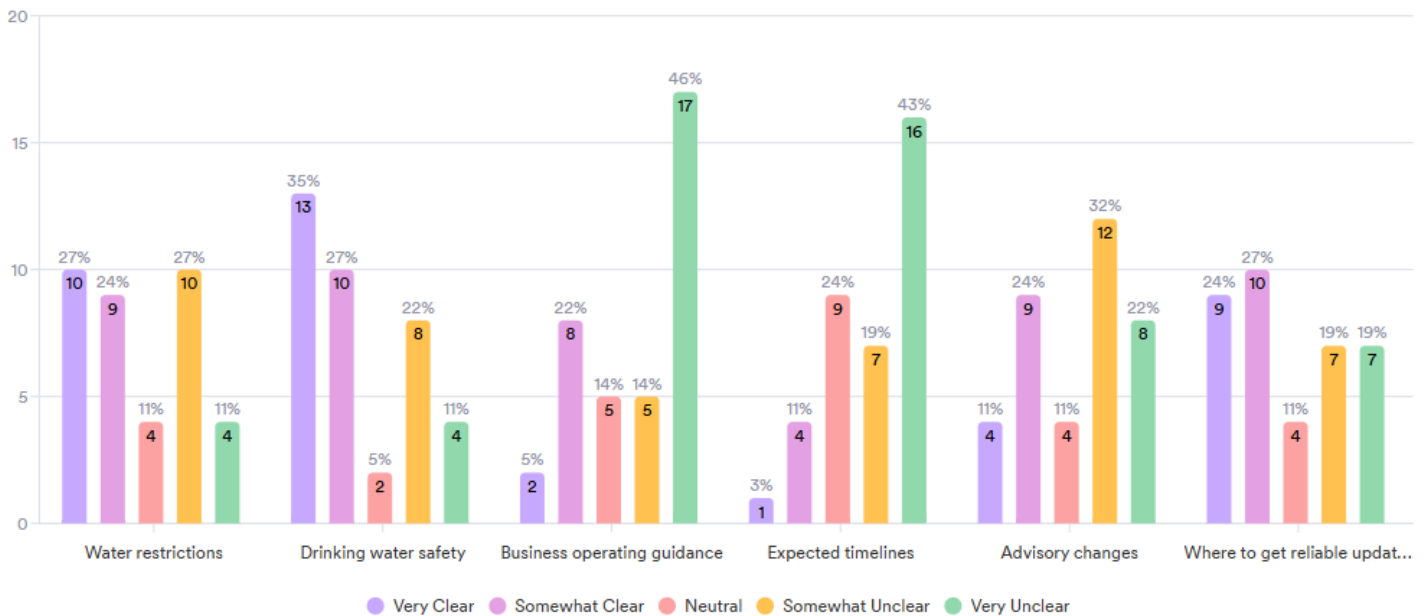


Communications Feedback

Businesses relied primarily on Voyent Alert, the East Kamloops BIA, and the City website for updates. Respondents consistently requested **more direct, business-specific communication during emergencies**.

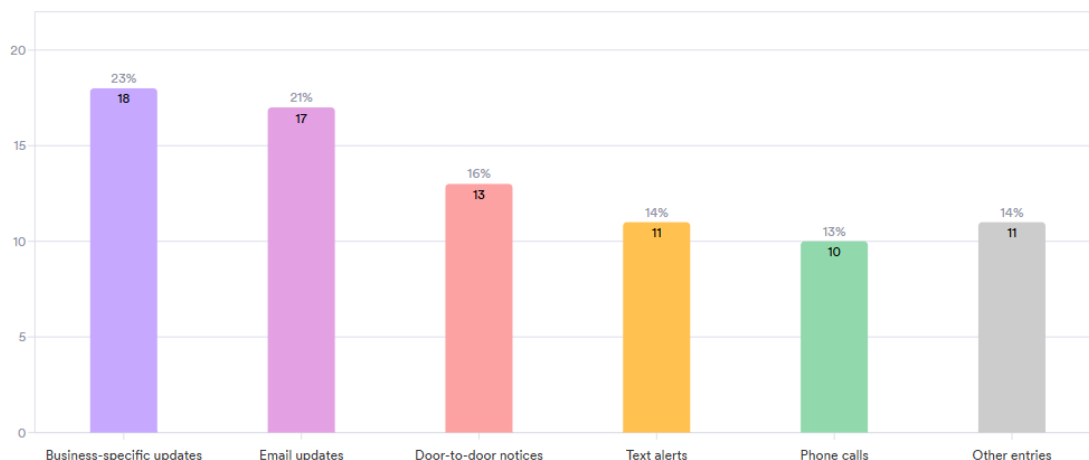
How clear were the City's communications on the following topics?

37 Answers



What communication methods would have worked better for your business?

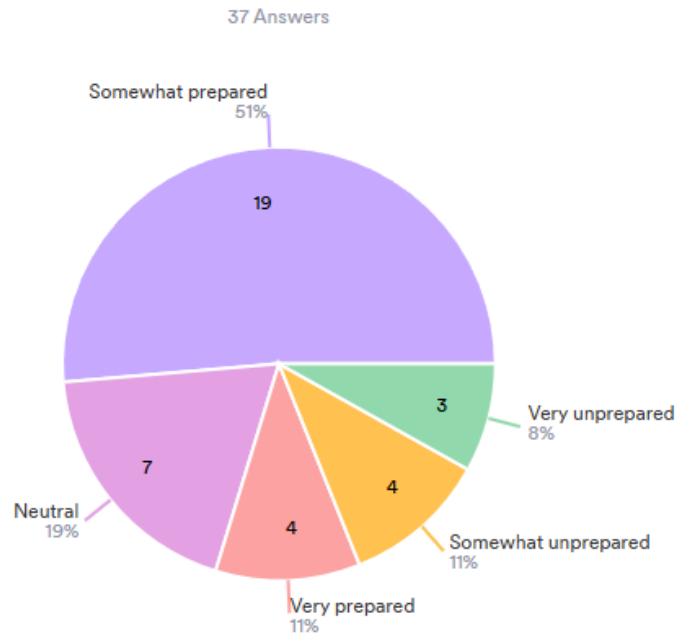
80 Answers - 3 Empty



Recovery and Preparedness

Most businesses have recovered from the outage, but only **11% consider themselves very prepared for future infrastructure emergencies**. Improved communication systems were identified as the top priority for future support.

How prepared do you feel your business is for future infrastructure emergencies?



What support would help your business recover?

48 Answers- 7 Empty

Best Response

Improved communication systems

46%
Percentage

48
Responses

Data	Answer	%
Improved communication systems	22	46%
Financial assistance	13	27%
Emergency preparedness resources	5	10%
Business continuity planning	5	10%
Since we are a 55+ strata a lot of our residents are 80+ and don't have c...	1	2%
No support required	1	2%
The City needs to do a better job of communication to businesses. Ther...	1	2%