**We need your help**

Reduce water use and save money on your water bill

- Fix leaky water fixtures such as toilet flappers and faucets
- Understand how your behaviour increases water use (e.g. shower length)
- Switch to water-efficient fixtures and appliances

Protect water from salt and other chemicals

- In the winter, shovel the snow and spread less salt
- In your home, set your water softener to the water hardness in your area using maps on [watersoftenerfacts.ca](http://watersoftenerfacts.ca)
- Report chemical spills to the Region of Waterloo at 519-650-8200; Deaf and hard of hearing (TTY): 519-575-4608

---

**Answering your water questions**

Do you have a question about your water service such as billing charges, water locates, meter issues, water quality or pressure concerns?

**Who to contact depends on where you live.**

<table>
<thead>
<tr>
<th>If you live in</th>
<th>Municipality to contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cambridge</td>
<td>City of Cambridge</td>
</tr>
<tr>
<td>Kitchener</td>
<td>City of Kitchener</td>
</tr>
<tr>
<td>North Dumfries Township</td>
<td>Region of Waterloo</td>
</tr>
<tr>
<td>Waterloo</td>
<td>City of Waterloo</td>
</tr>
<tr>
<td>Wellesley Township</td>
<td>Region of Waterloo</td>
</tr>
<tr>
<td>Wilmot Township</td>
<td>Township of Wilmot</td>
</tr>
<tr>
<td>Woolwich Township</td>
<td>Township of Woolwich</td>
</tr>
</tbody>
</table>

**regionofwaterloo.ca/water**
The Region of Waterloo works with the local municipalities to provide municipal tap water to homes and businesses in Waterloo Region.

- Municipal tap water is safe to drink. We test the water from source to tap to meet or exceed provincial drinking water regulations.
- Protecting our water sources. We work with community partners to conserve water and protect it from spills and contamination.
- Making sure there is always enough. We continuously monitor our water system and plan into the future to support our growing community.

The journey water takes to your tap

If you live in a city or town, the municipality most likely provides you with the water you drink. Depending on where you live, your tap water begins as groundwater or a mixture of groundwater and water from the Grand River.

### Water source
- The groundwater aquifers provide 80 per cent of our drinking water.
- The Grand River provides 20 per cent of our drinking water.

### Collection and treatment
- Region of Waterloo manages 100+ supply wells to collect groundwater that is treated before entering the distribution system.
- Region of Waterloo operates the Mannheim Water Treatment Plant where water from the Grand River completes a multi-step treatment.

### Distribution and testing
- Region of Waterloo operates the water towers and booster pumps that provide the pressure to move the water through the pipes.
- The local municipalities maintain the pipes that bring the water to your home.*
- Region of Waterloo and local municipalities continuously test the water at the wells, the treatment plant and throughout the water distribution system.
- Trust your tap to provide you with safe drinking water.

*The Region of Waterloo is responsible for treating, disinfecting and supplying drinking water through a large trunk watermain network that distributes water to the cities of Cambridge, Kitchener, Waterloo and the Townships of Woolwich and Wilmot.

The Cities and Townships are responsible for the operation and maintenance of the water distribution systems, including watermains, valves, service connections and fire hydrants. The exception is North Dumfries and Wellesley Townships where the Region is responsible for the supply and distribution systems.