Re: Change in drinking water treatment

Dear resident:

You will have received a letter with your February water bill notifying you of the change in how we treat the drinking water from using chlorine to the use of chloramines. All customers will continue to receive safe drinking water that meets or exceeds all provincial drinking water quality standards. Disinfection levels will continue to be monitored as required by legislation.

Between May 11 and May 12, the watermains in your area will be flushed in preparation for the changeover of disinfectants. During the flushing, we ask residents to store water the night before for drinking and cooking. This is just a precautionary measure to avoid some of the potential results that may arise during the conversion process such as discoloration and taste.

Residents may experience:

• Temporary discolouration of your tap water. If your water is discoloured, turn on a cold water tap nearest your water meter and let it run slowly until it runs clear. We recommend that you do not drink discoloured water.

• A slight change in the taste of your tap water; this is normal when changing the disinfection method.

The majority of residents will not be affected by the change to chloramination.

However, there are two groups who need to take special care with chloraminated water: kidney dialysis patients and owners of fish, reptiles and amphibians.

• Residents on dialysis machines should contact their physicians or health care professionals for more information.

• Fish, aquarium and pond owners should be aware that like chlorine, chloramines should be removed from tap water prior to use in aquariums and ponds. Chloramine can be removed from water with inexpensive water treatment products (drops or tablets) or specified carbon filters. These products are readily available at most local pet supply stores.
You can learn more about your drinking water on the Region’s website at regionofwaterloo.ca/waterquality. Learn more about chlorine and Chloramine at URL.

Please contact Chris or Chad if you have any questions about this initiative.

Sincerely,

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