



## Our Water Sources

- Groundwater is naturally filtered by the layers of rock, sand, or gravel it passes through as it makes its way from the surface.
- Groundwater is disinfected by chlorination, ultraviolet disinfection or a combination of both. In some cases groundwater is filtered for iron/manganese removal.
- Surface water is treated by the following processes: coagulation, flocculation, sedimentation, ozonation, filtration, ultraviolet disinfection and chlorination.

### FastFact

Water towers need to maintain a minimum of 60% capacity for emergency services like fire fighting.

## Tap Water The Common Sense Choice

### Choose Local: Start With Water

These days, we're becoming more conscious about how our decisions impact our health, the environment and our community. We know when we choose to buy food from local farmers, it gets to our table faster – and that means it's fresher, more nutritious, and better for the environment. It simply makes good sense.

It's no different with water. Even though we may not spend a lot of time thinking about it, we're blessed with access to a supply of fresh, clean, and safe water in the Region of Waterloo. Here in Waterloo Region, day-to-day activities like having a shower or cooking are so convenient many of us take our water for granted.

**Our tap water is a precious resource. We are committed to providing efficient, reliable, responsible and responsive service.**

### Straight from the Source

Here in the Region of Waterloo, 80% of our water comes from water under the ground. This groundwater is pumped from over 100 wells located throughout the Region before it is treated for drinking.

The other 20% of our drinking water is surface water from the Grand River. This water goes through a sophisticated treatment process and is blended with groundwater before it comes out of your tap.

### Does Our Water Pass the Test?

It's critical to ensure our water is clean and safe. Regulations require we test our water for 75 properties. However, we choose to be even more stringent! We test our water supply against 120 criteria. Each year, over 10,000 tests are carried out on municipal water to ensure it meets the health and aesthetic standards set by the Ontario Ministry of the Environment.

At the Region of Waterloo, we collect samples from all water sources and analyze the quality of each water source at least once a week. Area municipalities and the Ministry of the Environment also test the quality of our water every year.

Want to know the results of our tests? You can view them on the Region's website at [www.regionofwaterloo.ca/water](http://www.regionofwaterloo.ca/water).

## Did You Know?

The Region delivers 170 million litres of water a day to our community.

That's enough water to fill 3,400 swimming pools!

If you stacked all those swimming pools on top of each other, they would be **15 times** the height of the CN Tower.<sup>1</sup>

<sup>1</sup> Average pool holds 50,000 litres.

## Chlorine in Drinking Water

We are required to have a chlorine residual in the distribution water to protect the water from germs in the pipes. This is essential to ensure water is safe for public consumption.

The amount of chlorine used is within the Canadian Drinking Water Guidelines and Ontario Drinking Water Standards. Drinking water treated with chlorine is safe to drink, to use for cooking, to bathe in, and for other everyday uses.

## All in Good Taste

If you taste or smell chlorine in your drinking water, you can eliminate it easily by:

- Storing water in an open glass container in the fridge
- Installing a carbon filter on your tap
- Using a water pitcher with a filter. Change your filter regularly.

After leaving your tap, chlorine rapidly disappears on its own.

## The Region of Waterloo: Award-Winning Programs

The Water Services Division plans, monitors, operates and maintains the Region's water supply and wastewater treatment facilities. We develop and implement plans for water efficiency, source water protection and sewer-use control programs. We also have an analytical laboratory that tests water and wastewater.

Examples of our programs include:

- **smart about salt™** Winter Salt Maintenance Program
- Toilet Replacement Program
- Water Efficient Technology Program (W.E.T.) for Business
- Rural Water Quality Program
- Spills Prevention and Response Workshops
- Resources and in-class support for teachers and environmental groups

The Region has received an international award for Exemplary Source Water Protection, as well as provincial recognition for our outstanding water efficiency programs.

If you have a question or comment, we'd like to hear from you. Please email us at [wrp@regionofwaterloo.ca](mailto:wrp@regionofwaterloo.ca).



TRANSPORTATION AND  
ENVIRONMENTAL SERVICES  
Water Services

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Kitchener ON N2G 4J3  
Phone: 519-575-4426  
Fax: 519-575-4452  
Email: [wrp@regionofwaterloo.ca](mailto:wrp@regionofwaterloo.ca)  
[www.regionofwaterloo.ca/water](http://www.regionofwaterloo.ca/water)



## Get the Facts on Tap Water!

- Tap water is convenient, inexpensive and environmentally friendly.
- When you choose tap water, you prevent bottles from going to the landfill.
- It takes seven times more water to make a plastic bottle than the bottle actually holds!
- Bottled water is considered a food product and not subject to the same regulatory testing as required for tap water.
- Some bottled water is actually nothing more than packaged tap water!

### For more information on Water and You:

#### General Water Services Information

During office hours: 519-575-4426

#### Water Emergency – after hours

Water main break, no water, call 519-571-6200

#### Report a Spill

From 8:30 a.m. to 4:30 p.m., call 519-650-8260

After hours, call 519-650-8200

**MOE Spills Action Centre: 800-268-6060**

#### Water Taste, Odour, Pressure Complaints

Contact your local municipality

**Salt Management Programs:** [www.smartaboutsalt.com](http://www.smartaboutsalt.com)

**Rain Barrel Program:** 519-575-4021

**Naturescaping:** 519-575-4021

**Toilet Replacement Program:** 519-575-4021

**Water Efficient Technology (W.E.T.) Program for Business:**  
519-575-4757 ext. 3558

**Water Conservation By-law:** 519-575-4495

**Private wells:** well sampling/testing  
(Region of Waterloo Public Health): 519-883-2008 ext. 5344

**Septic Systems:** contact your local municipality

**Rural Water Quality Program\*:** 519-621-2761  
or email [grca@grandriver.ca](mailto:grca@grandriver.ca)

\*Financial incentives are available.