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About Water

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The Region of Waterloo works closely with the Cities and Townships to provide municipal drinking water to homes and businesses throughout the Region.

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 Kitchener, Waterloo, Cambridge 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 both the supply and distribution systems. A long-term, coordinated strategy ensures sufficient pressure and supply to meet current and future population growth.

If you live on a farm or in a rural area you probably have your own well. **Private wells are the responsibility of the well owner.**

Water safety and COVID-19

Journey of water to your tap

- In Waterloo Region, there are two sources for drinking water - the Grand River and groundwater wells.
 - About 20 to 25 per cent of Waterloo Region's drinking water is from the Grand River. Water from the Grand River goes through a multi-step treatment process at the Mannheim Water Treatment Plant. Before entering the distribution system, the treated water from the Grand River is mixed with groundwater from nearby wells.
 - About 75 to 80 per cent of Waterloo Region's drinking water is groundwater. Municipal wells throughout Waterloo Region extract the groundwater. To build a well, a pipe is placed in a drilled hole. A pump at the bottom of the well helps to push the groundwater to the top of the well. Groundwater requires less treatment than surface water, but it is sometimes filtered to remove iron and manganese, minerals found naturally in aquifers.
 - The blend of surface water and groundwater varies within Waterloo Region based on operational factors such as well maintenance, so percentages are approximate.
- To keep the water safe while travelling through the distribution system to your tap, a minimum level of residual chlorine or chloramine must be maintained.
- As the water travels through the underground pipes that are part of the distribution system, it might first stop at a water tower before arriving at your home.



Click on the above image to view infographic as PDF file

Wells supply water from groundwater aquifers

Mannheim Water Treatment Plant treats water from the Grand River

How we move water

Why we have water towers

Testing water to make sure it is safe

Environmental Enforcement and Laboratory Services

Quality Management System Policy

Contact Us

Region of Waterloo General Inquiries
150 Frederick St., Kitchener, Ontario N2G 4J3
Phone: **519-575-4400**
Deaf and Hard of Hearing (TTY) : **519-575-4608**
Email the Region of Waterloo General Inquiries
Link to Region of Waterloo Home Page
Map this Location.

Water Services
General Contact
150 Frederick Street, Kitchener, Ontario N2G 4J3
Phone: **519-575-4400**
Fax: **519-575-4452**
Deaf and Hard of Hearing (TTY) : **519-575-4608**

Email Water Services during regular business hours Monday-Friday from 8:30 a.m. to 4:30 p.m. Outside our regular business hours or for issues of an urgent nature, please contact the Region's 24 hour Call Centre at 519-575-4400.
Link to Region of Waterloo Water Services Landing Page
Map this Location.



[City of Cambridge](#) [City of Kitchener](#) [City of Waterloo](#) [Township of North Dumfries](#) [Township of Wellesley](#) [Township of Wilmot](#) [Township of Woolwich](#)

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