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**Residential Services** 

# **Residential Services**

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Frequently Asked Water Questions

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Drinking Water New Water or Sanitary Service

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# **Drinking Water**

The Chatham-Kent Public Utilities Commission (CK PUC) maintains a modern, sophisticated drinking water system to ensure that all residents can rely on a water supply that is both plentiful and safe. For more information on drinking water in Chatham-Kent, call 519-436-0119 or email <a href="mailto:ckpuc@chatham-kent.ca">ckpuc@chatham-kent.ca</a>.

**Water Sources** 

Chatham-Kent's water systems draw from both surface water and groundwater sources. The CK PUC treats the water before it is distributed. CK PUC employees conduct over 125,000 tests a year to ensure that the quality of water

- delivered to your home meets or surpasses all health-based federal guidelines and provincial/federal standards. The CK PUC operates the following drinking-water systems:
- **Surface-Water Facilities** • Chatham, which includes Thamesville and Dresden

- South Chatham-Kent
- Wallaceburg
- Wheatley

## **Ground-Water Facilities**

• Ridgetown, which includes Highgate

### Bothwell

**Stand-Alone Distribution System** 

Learn more about the study PUC is conducting to identify and re-evaluate alternatives for the existing Wallaceburg

**Drinking Water Characteristics** 

communities while also satisfying industrial demands. Check out the project at Let's Talk Chatham-Kent.

Water Treatment Plant (WTP) to meet the current and future needs of the Community of Wallaceburg and neighbouring

## In Ontario, rivers, lakes, streams, ponds, reservoirs, springs and wells provide drinking water.

As water travels through the ground or over the surface, it dissolves naturally-occurring minerals and radioactive materials and can absorb substances resulting from the presence of animal or human activity. **Substances** 

### Categories of substances that may be present in source waters include:

Microbiological substances

- Inorganic substances
- Pesticides and herbicides
- Organic substances Radioactive materials
- process is designed to reduce the levels of these parameters.

#### Physical/chemical parameters, for the most part, are naturally occurring in the source water. The water treatment

Inorganic Parameters – Physical/Chemical

Metals

copper and lead, may enter the drinking water from the plumbing in the distribution system.

Metals, for the most part, are naturally present in source water or are the result of industrial activity. Some, such as

**Taste and Odour** Taste and odour episodes in drinking water have become more prevalent in Ontario in the past five years. The cause is

#### due to the decomposition of blue-green algae and generally occurs after the algae bloom in the late summer. **Special Health Concerns**

providers.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care

#### **Hardness and Water Quality**

Hardness is due to the presence of metal ions that come from minerals dissolved in the water. Hardness is based on the ability of these ions to react with soap, to form a precipitate or soap scum.

In freshwater, the primary ions are calcium and magnesium, however, iron and manganese may contribute to hardness. Soft Water - 0 to 17.1mg/L (0 to 1 grain/gallon)

Slightly Hard Water - 17.1 to 51.3mg/L (1 to 3.5 grains/gallon) Moderately Hard Water - 51.3 to 119.7mg/L (3.5 to 7 grains/gallon) Hard Water - 119.7 to 179.55 mg/L (7 to 10.5 grains/gallon) Very Hard Water - over 179.55 mg/L (over 10.5 grains/gallon)

## The purpose of this Operational Plan is to describe the comprehensive Drinking Water Quality Management System

**Operational Plan** 

(DWQMS) developed and implemented by the Public Utilities Commission for the CK PUC. For further information or a copy of the DWQMS Operational Plan, please contact us at 519-360-1998. The DWQMS Operational Plan covers the activities and personnel associated with all operational aspects of the

drinking water systems for the CK PUC. The drinking water systems are identified by the following waterworks numbers: **Chatham-Kent Surface Treatment and Distribution System** 

### South Chatham-Kent Drinking Water System - WW # 260024999 Wheatley Drinking Water System - WW # 220003332

Chatham Drinking Water System - WW # 220003378 Wallaceburg Drinking Water System - WW # 220003341

Ridgetown Well Supply and Distribution System - WW # 220003369

# Water System Annual Water Reports

**Bothwell Distribution System** - WW # 260002551

We abide by the Ontario Government's drinking water regulations (O. Reg 170/03) under the Safe Drinking Water Act <u>2002</u>. Report information is available through the links below, including:

• Every report or record made of the analysis of water samples carried out for aluminum, chlorine residuals, fluoride or turbidity

• Every approval and every order or direction that applies to the water systems Annual drinking water reports

• Every report was given to the Municipality of Chatham-Kent by an accredited lab

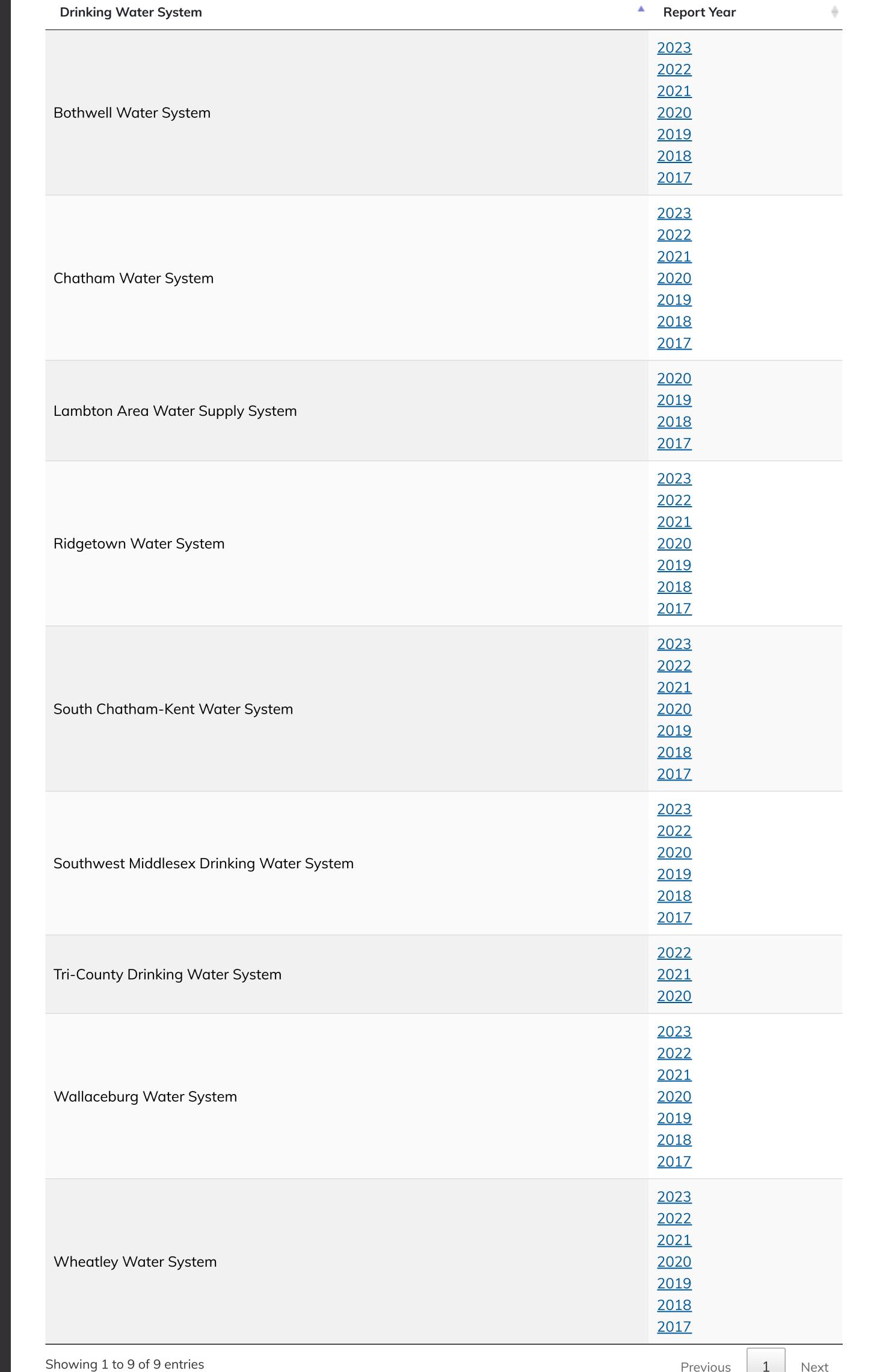
Management System Communication and Annual Information Report for 2022 outlines a framework for planning, documenting and continually improving the management systems in place to support the production and delivery of safe drinking water. Learn more about the study PUC is conducting to identify and re-evaluate alternatives for the existing Wallaceburg Water Treatment Plant (WTP) to meet the current and future needs of the Community of Wallaceburg and neighbouring communities while also satisfying industrial demands. Check out the project at Let's Talk Chatham-Kent.

Establishing, maintaining and continually improving a Quality Management System (QMS) based on the requirements of

the Drinking Water Quality Management Standard (DWQMS), is a mandated requirement in Ontario for Owners and

Operating Authorities of municipal residential drinking water systems. The Drinking Water and Wastewater Quality

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