



Water

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Our administrative hours of operation are Monday to Friday, 8:30 a.m. to 4:30 p.m. with closures on statutory holidays. For service during this time, please contact us at 519-396-4660.

Municipal responsibility

We look after treating and distributing safe drinking water to customers. Water pipes and equipment on municipal property are looked after by us.

Homeowner responsibility

Water pipes on private property are looked after by the property owner.

General Information

- [Water On or Off Request](#) (+)
- [Utility Billing](#) (+)
- [Locates](#) (+)
- [Water meters](#) (+)
- [Leaks](#) (+)
- [Outdoor water use](#) (+)
- [Water testing](#) (+)
- [Boil water info](#) (+)
- [Frozen Water Service](#) (+)
- [Scott's Point Well Replacement](#) (+)

Water FAQ's

- [Why is my water yellow or brown?](#) (+)
- [Why is my water cloudy?](#) (+)
- [What is the hardness of my water?](#) (-)
 - The Kincardine water system fed from Lake Huron is soft water. It has around 95mg/L as CaCO3 for hardness. The soft water range should be 80-100 mg/L
 - Our ground water wells have hard water.
 - Armow 300mg/L
 - Tiverton 500mg/L
 - Underwood 200mg/L
 - Scott Point 1400mg/L
- [Is fluoride added to my water?](#) (+)
- [How much sodium is in my water?](#) (+)
- [Is there lead in my water?](#) (+)
- [When can I water my lawn?](#) (+)
- [Who do I call to turn my water off?](#) (+)
- [How do I fill my pool?](#) (+)
- [How do I hook to municipal water?](#) (+)
- [I have a water complaint, who should I contact?](#) (+)

Drinking water quality management system (DWQMS)

The Municipality of Kincardine has a Quality Management System (QMS). We are an accredited operating authority.

- [DWQMS documents](#) (+)

Annual reports

- [Armow Drinking Water System Report 2023](#)
- [Kincardine Drinking Water System Report 2023](#)
- [Scott Point Drinking Water System Report 2023](#)
- [Tiverton Drinking Water System Report 2023](#)
- [Underwood Drinking Water System Report 2023](#)

Source Water Protection

The Municipality of Kincardine have partnered with municipalities in the Saugeen Valley, Grey Sauble and Northern Bruce Peninsula conservation areas for our Source Water Protection Plan. Please visit the [Source Protection Plan](#) website for more information.

| Contact(s) |
|--|
| Water & Sewer Administration 155 Durham Street, Kincardine, Ontario T.: 519-396-4660 Fax: 519-396-4673 E-Mail this contact Map this Location |
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We are committed to providing accessible service to the community. If you need an alternative accessible format of the content found on this website, please contact us.

Address: The Municipality of Kincardine, 1475 Concession 5, R.R. #5, Kincardine, ON N2Z 2X6

Phone: 519-396-3468

For after hours emergencies, please call 519-396-3468 and listen to the prompts. For after hours water issues, please call 519-396-4660.

In the event of an emergency, please call 9-1-1 for Police, Fire, and Emergency Services. Call 1-226-910-1322 ext. 0 for 24-hour By-Law Enforcement services for the Municipality of Kincardine. South Bruce O.P.P. can be reached at 1-888-310-1122 for non-emergency issues.