

Pay on time to avoid penalties!

Did you know that this is the last utility bill you will receive that is due in the 2016 calendar year? Bills due in 2016 must be paid before December 31, or the balance owing will be transferred to the property tax account and become subject to daily interest charges.

WAYS TO PAY



**ONLINE
BANKING**



**AUTOMATIC
WITHDRAWALS**



DEBIT CARD



**FINANCIAL
INSTITUTIONS**



BY MAIL



**IN PERSON
AT CITY HALL**

More information about ways to pay, penalties, and frequently asked questions is available on our website.

www.whiterockcity.ca/utilitybill

CONTACT US

Have a question about water in White Rock?
Visit our frequently asked questions page at
www.whiterockcity.ca/mywaterFAQs.

Didn't find what you were looking for? Please
contact us directly:

BILLING INQUIRIES



Email: finance@whiterockcity.ca



Telephone: 604.541.2100



In person at City Hall
15322 Buena Vista Avenue

OPERATIONS INQUIRIES



Email: water@whiterockcity.ca



Telephone: 604.541.2181



In person at Operations
877 Keil Street, White Rock

MY CITY

MY WATER



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www.whiterockcity.ca/mywater
Visit our website to find out
water rates, conservation and
restrictions and FAQs.

www.whiterockcity.ca



WHAT'S NEW WITH WATER IN WHITE ROCK?

City of White Rock Makes Progress towards Secondary Disinfection

On October 4, 2016 the City took further steps towards meeting its February 1, 2017, secondary disinfection implementation requirement, as mandated by the Fraser Health Authority.

In February of this year, the City informed the public that it would be introducing chlorine into the City's water supply. City staff continue to take a phased approach to this process which is why on Monday, October 4, 2016, the City introduced a low dosage of chlorine (0.5mg/L) at the Oxford site.

This is not a full implementation, but a phased approach as staff are doing their due diligence to see if there are any changes to the City's water quality. As staff monitor the City's water quality, they will adjust the dosage over the next several months, in accordance with the Guidelines for Canadian Drinking Water Quality (GCDWQ).

For updates on this and future City water projects, please keep an eye on our website at www.whiterockcity.ca/mywater.

Simple Ways to Reduce the Taste and Odour of Chlorine in Water

While chlorine helps make water safe to drink, there are ways to reduce its aesthetic effects in your water.



The easiest way to reduce the taste of chlorine in water is to let the water stand for a few hours. Chlorine will evaporate in about a day if the water is exposed to circulating air and sunlight. If the water is refrigerated, it will take about two days for the chlorine to evaporate. (Health Canada)



Add fruits or vegetables such as lemons or limes to water. In an hour, most of the chlorine will be removed. (Health Canada)



Store bought filters are an option to consider for those who find the taste and odour (or the aesthetic effects) caused by chlorine to be strong. Filters should be certified as per the NSF International/American National Standards Institute Standard 42.

Frequently Asked Questions



Is Chlorine safe to drink?

Yes! Chlorine is a very common disinfectant for water systems. It has been used to disinfect water to make it suitable for drinking for the past 100 years. There are no risks associated with the taste and the odour of chlorine in drinking water. (Health Canada)

Why does my water look cloudy?

The City's water contains naturally occurring manganese. When chlorine and manganese mix, the aesthetics of the water may become cloudy. Although the water aesthetics may change, the City's water is still safe to drink.

Want to know more? Visit our My Water frequently asked questions page at www.whiterockcity.ca/mywaterFAQs.

