

MYWATER WEBSITE

Did you know that the City of White Rock has a dedicated website to water in White Rock? Visit www.whiterockcity.ca/mywater to explore these topics:

- **Brochures included in Water Bills** - Find all of the past brochures included in your water bill.
- **City Water Projects** - Information on capital projects related to water.
- **Conservation and Restrictions**
- **Event and Communication Materials** - Presentation material from Water Quality Open Houses, community forums, and public information meetings.
- **Flushing Program**
- **Historic Funding Announcement** - Learn about the nearly \$12 million dollars in grant funding the City received to improve the water quality through the construction of treatment processes to remove naturally occurring arsenic and manganese.
- **Locate your Water Services** - White Rock's Online Mapping System (WROMS)
- **Rumours and Misperceptions Page** - This page addresses inaccurate information circulating in the community and the media.
- **Water Quality** - Monthly water quality test results for metals and microbiologicals can be found on this page.
- **Water Research**
- **Water System** - Information on the City's water system, service application forms, cross connections, backflow prevention, and more.
- **Utility Billing** - Contains information about billing cycles, options and water rates.

CONTACT US

BILLING INQUIRIES



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OPERATIONS INQUIRIES



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www.whiterockcity.ca/newsletter

Sign up for the City Hall Insider e-newsletter for the latest news, upcoming events, and highlights from Council Meetings.



www.whiterockcity.ca/mywater

Visit our website for more information on water in White Rock, City water projects, and FAQs.

MY CITY

MY WATER



Happy Anniversary, White Rock

It's our community's second anniversary of owning the water utility!



With strong support from the community, the City of White Rock acquired the water utility in October of 2015 with the vision of ensuring water utility rates paid in White Rock stay within the community, improving water quality, and securing government grant funding not available to private companies. Since the acquisition, the City has increased the historic water storage capacity by 33%, hired in-house experts on water quality, and partnered with a network of world-class scientists. The City also applied for grant funding through the Clean Water and Wastewater Fund, and was awarded \$11.8 million for water treatment processes.

While our water meets Canadian Drinking Water Guidelines, the City strives to improve water quality beyond what is mandated, enhance the reliability and resiliency of our water infrastructure, and plan for our future. We look forward to sharing future accomplishments and improvements.

Flushing our way to Cleaner Water Mains

The City's Water Main Flushing Program will commence again this November.

What is the Water Main Flushing Program?

Water Main Flushing is a common tactic to maintain a water system. Flushing is a method of cleaning the water main pipes by forcing water through them at high speed and discharging it through hydrants, which are left open until the water runs clear. This fast-moving water flow scours and cleans out natural mineral deposits and sediment that has built up over time and settled at the bottom of the pipes.

How will I know when flushing will happen at my house?

All residences in the flushing area will receive a hand-delivered Notice to Residents prior to the work. Additionally, the City will place signage on the street while flushing is taking place. If you do not receive a notice we will not be flushing in your area at this time.

How long does the Water Main Flushing Program run?

Each round of flushing, which includes flushing every section of water mains in the City, takes a few months and is weather dependent. Each individual section should only take one week.

Can you provide me with an exact date and time of the flushing?

Since the water main flushing for each section of the pipeline can vary from five minutes to an hour and a half, we cannot provide an exact date and time. When one section of the pipeline is completed, staff move on to the next section. City staff work hard to minimize the disruption caused in your area, and due to the varied timeline of the work, it is difficult to schedule a specific time.

What to expect when flushing happens in your area:

Flushing will take place for a few hours. During this time, the tap water will still be safe to drink, but residents are advised to not use their taps or do laundry.



If you do open your taps, you may temporarily experience cloudy water. This is normal and the water is safe.



Do not do laundry while flushing is taking place. Check the water supply to make sure it runs clear prior to doing laundry.

Are there any steps I should take once flushing is complete?

After flushing is complete, remove the aerator (a fine mesh grid) on your tap. Then, turn on a cold water tap, preferably the laundry tap, and let the water run for a few minutes.

- Do not choose a tap that has a water filter connected to it; otherwise, the sediment may clog your filter.
- Do not use a hot water tap because it could draw sediment into your hot water tank. Once the water runs clear, place the aerator back on the tap.

Catch some water in a light coloured cup or container to see if it is clear. If the water does not clear within 5 - 10 minutes, wait two hours and try again.

If you experience a drop in pressure or loss of water for more than three hours, please call the City of White Rock's Operations Department at 604.541.2181.

Visit www.whiterockcity.ca/flushing for by-the-week updates with maps showing the current flushing area.