

Have you visited any of these cities?
Do you know what they all have in
common?



They all use monochloramine as their
secondary disinfectant

For more information visit:
www.whiterockcity.ca/mywater

WHITE ROCK
City by the Sea!

MY CITY

MY WATER



Did you know?

Water services in White Rock had always been owned and operated by private companies until the City acquired the water utility in October of 2015.

In just over two years, the City has taken many steps to improve the water quality and infrastructure in White Rock. For example, the City was awarded nearly \$12 million dollars in government grant funds to go towards the construction of water treatment processes.

The City also completed secondary disinfection throughout the entire distribution system, as mandated by Fraser Health.

Learn more here: www.whiterockcity.ca/mywater

WHITE ROCK
City by the Sea!

My City My Water: FAQs

Is our water safe?

Yes. The City of White Rock is committed to providing safe and clean water to its water users. That is why we monitor and test the water and distribution system on a regular basis and address water and infrastructure matters. Having ownership of the water utility provides us with the opportunity to make decisions to further enhance the City's water quality beyond what is mandated by Health Canada and Fraser Health.

Fraser Health monitors the City's water to ensure the drinking water is being treated by an acceptable secondary disinfection, as a condition of our operating permit, and is safe to use.

Go to www.fraserhealth.ca and navigate to Health Info > Health Topics A-Z > Drinking Water > City of White Rock Drinking Water for their responses to questions about the safety and quality of White Rock water.

Did You Know?



**Since the 1930s
NEARLY 100 MILLION
NORTH AMERICANS**

have been enjoying drinking water treated with monochloramine.



1 IN 5 AMERICANS

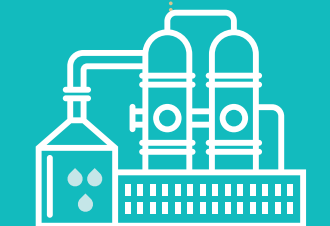
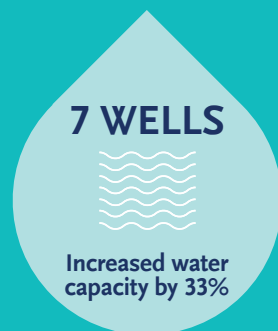
uses drinking water treated with monochloramine.



**Monochloramine
IS APPROVED**

by Health Canada, U.S. Environmental Protection Agency (EPA), World Health Organization.

WATER SYSTEM PATH



SECONDARY TREATMENT

MERKLIN, OXFORD, & ROPER RESERVOIRS



80 KM

ALL PIPE NETWORK IN THE GROUND



FIRE HYDRANTS, HOMES, SCHOOLS, HOSPITAL

Frequently Asked Questions

www.whiterockcity.ca/mywater

Why did the City switch from chlorine to monochloramine?

The City tried chlorine as a secondary disinfectant option at the Oxford reservoir but found that the chlorine was reacting with the naturally occurring manganese causing taste, colour, and odour issues. While the water was safe, to control the aesthetic issues, it was necessary to switch to monochloramine as the secondary disinfection option. Monochloramine had been used since 2010 at the Merklin reservoir by the previous water utility owner and was introduced at the Oxford reservoir in April of 2017 to create a uniform secondary disinfection process.

Why doesn't the City connect to Metro Vancouver?

One of the reasons is because Metro Vancouver's water system uses chlorine as a secondary disinfectant. Chlorine will react with the naturally occurring manganese that has built up in our water distribution system for decades as the previous water utility providers did not address the naturally occurring manganese from the source (aquifer).

For FAQs regarding this matter, and other water related topics, please go to www.whiterockcity.ca/mywater.

What else is the City doing to improve the water quality?

Since taking over the operations of the water utility in October of 2015, the City has achieved many water-related milestones. Below is a quick summary:

- * Increased water storage capacity by 33%.
- * Awarded nearly \$12 million in government grant funds to go towards the construction of water quality treatment processes. The project will be completed March of 2019.
- * Partnered with water research group, RES'EAU-WaterNET and found the technology most suitable for our water to reduce the levels of naturally occurring arsenic and manganese.
- * Completed the City's Water System Master Plan, which is an all-encompassing comprehensive guide to addressing the City's water system needs to the year 2045. Implementation begins in 2018.

To learn more about our water-related activities, please go to: www.whiterockcity.ca/mywater