



**Public Works**

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ATTENTION: NORTHEAST INGERSOLL WATER CUSTOMERS

**RE: DISCOLOURED WATER**

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Several residents in the north east area of Ingersoll experienced discoloured water on March 7, 2011. It is believed this discolouration was caused by the backwashing of the filter unit at the nearby Dunn's Road Water Treatment Facility. The County is attempting to bring this facility back on-line, however to do so, a significant quantity of water is needed from the distribution system to prepare the filter media. This can cause a change in flow dynamics and then settled particles in the watermain become suspended in the water.

Further work on the Dunn's Road filter will occur March 8 to 11 and March 14 between the hours of 8:30am-10:00am, 1:30pm-3:00pm and 8:00pm-10:00pm. Minimizing water use during these periods should help avoid drawing discoloured water into your plumbing.

While aesthetically unpleasant, the water is tested regularly in accordance with the Safe Drinking Water Act. The results verify that the Town's water quality exceeds provincial standards for health related parameters. If you notice discoloured water, running cold water should clear the problem. An outside tap or a laundry tub faucet not connected to a water softener or filter should be turned on in order to flush the water from your plumbing. It is not anticipated that discolouration will be observed on the weekend.

A public meeting has been scheduled for Wednesday, March 9<sup>th</sup> at the Ingersoll Town Hall at 6:30 to discuss the steps the County is taking to resolve water quality issues in the area.

Oxford County is doing everything feasible to reduce the amount and duration of discolouration. Please contact Todd Gregg, Water & Wastewater Operations Coordinator at 519-539-9800 ext. 3129 or [tgregg@oxfordcounty.ca](mailto:tgregg@oxfordcounty.ca) if you have any questions.

This notice issued March 8, 2011

Robert Walton, P.Eng.  
Director of Public Works