



Ingersoll Water System Public Meeting March 9, 2011

Information for Residents of Northeast Ingersoll

The County of Oxford works hard to maintain a clean and reliable water supply. However, even a clean and reliable water system sometimes experiences discoloured water. Discoloured water can be used in the same way as regular water, although many people choose to use other sources of drinking water for personal reasons.

Over the past few months, some people who live in northeast Ingersoll have periodically noticed discoloured water in their homes.

We are working to correct this situation.

Even though testing has shown Ingersoll's water meets the Ontario Drinking Water Standards, we understand no one wants to drink discoloured water.

It has taken us some time to explore all the factors that have contributed to this situation and to put some temporary fixes into place. We still have some work to do, and there will still be periods when you see discoloured water as we put longer-term solutions into place.

We've heard your concerns about added costs to your water bill because of flushing. We are looking at billing histories in this area to understand the effect extra flushing may have had. So far, we have not seen significant differences in usage; however **we intend to take a report to County Council on March 23, 2011 with a suggested rate rebate for the effected area.**

We will work to communicate better.

We would like to do a better job of keeping you informed, and we are going to ask you to tell us how to do that. We invite you to visit

www.oxfordcounty.ca/water and click on "Ingersoll Water System," where you will find an online comment form. Please feel free to tell or ask us your questions using this form. We hope you will take the time to tell us the best way to keep you updated.

What can you expect in the coming weeks?

Public Works has implemented enhanced flushing in the area to encourage water flow minimizing discoloration. We are also restoring the Dunn's Road Treatment Facility in March 2011 to revert back to the traditional water movement in the area. As a longer term solution, the County is studying the option of replacing or relining older water pipes in this area.

People in northeast Ingersoll may notice discoloured water return temporarily when we backwash new filters in the water system, and when we change the direction of water flow to bring the Dunn's Road Treatment Facility online. We appreciate the patience and cooperation this community has shown as we work to fix this problem.

How is the County of Oxford ensuring water quality in Ingersoll?

Public Works and Public Health & Emergency Services are working together as County services to monitor this situation. So far water testing has shown water quality meets the Ontario Drinking Water Standards. We will keep testing to make sure this remains the case.