

Water - Frequently Asked Questions

1. How hard is the Town's municipal drinking water?

A: Operators measure the alkalinity of the treated and distributed water monthly. Our results for 2019 range from 73 mg/L to 109 mg/L which is considered moderately hard.

2. How can I get my tap water tested?

A: If you are connected to the Municipal Drinking Water supply and would like to have your drinking water tested, please contact the Water Treatment Plant at 519-599-5287 to arrange to have a sample collected.

3. Why does my water look cloudy?

A: At times during the year, you may find that your tap water appears cloudy. This is not a health concern. This cloudy water is due to the release of excess air bubbles in the tap water. As water travels from the Town's distribution system to your home's internal plumbing, it warms up. Since cold air holds less air than warm water, excess air bubbles may be released when filling a glass, resulting in a cloudy white appearance. The cloudy appearance should disappear in a few minutes.

4. Why does the Town use Chlorine?

A: It is required by law to add a disinfectant to public drinking water. Chlorine is an effective disinfectant that kills harmful bacteria and viruses found in natural fresh water.

5. What are trihalomethanes (THMs)?

A: Chlorine is a very effective disinfectant. Chlorine purifies water by killing harmful bacteria and other germs that pose health threats, but sometimes it can react with non-toxic, organic substances in the water to produce disinfection by-products (DBPs). Trihalomethanes (THMs) are regulated disinfection by-products that can be formed during the disinfection process. As a result, THM's are tested quarterly both at the treatment plant and out in the distribution system, to ensure that concentrations are at acceptable levels as established by the Ministry of Environment Conservation and Parks (MECP).

6. Does the Town add fluoride to the Town's municipal drinking water supply?

A: No, the Town does not add fluoride to the Town's municipal drinking water system. Ontario Regulation 170/03 section 13(9) requires a sample be collected and tested for fluoride every 60 months if the system does not provide fluoridation. The last sample was collected in March 2015.

7. Why does my water appear discoloured?

A: Discoloured or rusty tap water can be caused by several different factors. If only one tap is affected, this indicates a private plumbing issue. You may wish to contact a plumber. If all taps are affected, this may be a result of plumbing work on your property, construction on a watermain in the area, or by fire hydrant use. Run your taps for five (5) minutes to flush the lines. If the problem persists, please contact the Water Treatment Plant at (519) 599-5287.

8. Why does my water have an earthy or musty smell/taste?

A: Earthy, musty smell and/or taste can occur in late summer or early fall and can be the result of naturally-occurring algae and high water temperatures in Georgian Bay. Taste and odour can also be a result of a private plumbing issue.