



Date: April 23, 2019
To: Customers of Long Beach Water Works
Subject: Seasonal Water Service Turn-On

DEAR VALUED CUSTOMER,

The Operator will be turning on the seasonal water service lines at the Long Beach water system beginning on Wednesday, May 1, 2019. We will have staff on site to address any problems that may occur, and expect this work may carry over to Thursday, May 2 depending on the condition of water lines after the winter. We appreciate your patience as Clearford is starting up the summer water lines for the first time since taking over operation of the system last year.

Please make arrangements to ensure your property is ready to start receiving water, such as ensuring that your water fixtures are closed to avoid flooding and property damage. Clearford is not responsible for such damage, but we will do our best to contact property owners where we suspect that damage may be occurring on private property.

Once the seasonal water lines are turned on, we recommend running your fixtures at partially open for 1-2 minutes to push any air out of the system and flush any sediment that has accumulated in the water lines and plumbing. Note that there may be low pressure in the system during the first few days of service if there are leaks that need to be repaired.

Should you encounter any immediate problems with your water service during the turn-on period, please contact:

Tyler Mook, Overall Responsible Operator
226-448-5385

Clearford Waterworks Office
519-542-7900

BOIL WATER ADVISORY IN EFFECT

A Boil Water Advisory remains in effect for all customers of the Long Beach water system until further notice. We apologize for the inconvenience during the busy summer season, and are working to permanently improve water quality. Refer to attached recommendations for handling water during a boil water advisory. If you have any further questions about safe use of water, please contact the Niagara Regional Public Health Department at 905-688-3762 or 1-800-263-7248.

Clearford is committed to upgrading the technology and reliability of the Long Beach water plant to better serve our customers. After successfully completing a pilot project this winter, we are moving ahead with the design and construction of a new ultrafiltration treatment system that will address the high turbidity of the water supply from Lake Erie. We look forward to sharing the details of this exciting project with you over the coming weeks.

Sincerely,

Gillian Dumencu
Manager of Utilities | Clearford Water Systems
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Email: gdumencu@clearford.com

NOTICE TO BOIL WATER ISSUED: October 15, 2018
LONG BEACH WATER SUPPLY. REMAINS IN EFFECT UNTIL FURTHER NOTICE

Recommendations

The water should not be used for: drinking, preparing food, oral hygiene, washing/rinsing cutlery, dishes, glasses and cups, and bathing young children (who sometimes drink bathing water) making infant formula and juices, making ice. For these purposes, boiled water or bottled water should be used. The elderly, infants, and those with weakened immune systems may be at greater risk.

What should I do?

- Bring your water to a rapid boil for at least one minute (or you may use bottled water) and allow it to cool before using it to:
 - Drink
 - Gargle, spray or brush teeth, or rinse dentures
 - Wash fruit, vegetables, and other food; and
 - Make ice, juices, puddings, or other mixes
 - Baby food or formula should be prepared using only bottled water

- For bathing and washing:
 - Adults, teens and older children can still use tap water for baths and showers.
 - Young children can be given sponge-baths instead of tub baths or showers
 - Do not swallow any tap water used for showers and baths

- Dishwashing:
 - Wash your dishes in a soapy solution, rinse and place them in a half filled sink of water with two tablespoons of household bleach. Let dishes air dry. Households with a hot/sanitizing cycle may be used; they safely disinfect dishes.

- Laundry:
 - Do laundry as normal

- If you or someone in your family becomes ill, you should:
 - Immediately obtain medical advice for the elderly, infants, and those with weakened immune systems
 - For others, obtain medical advice if diarrhea persists for more than 48 hours