



Date: May 31, 2019  
To: Customers of Long Beach Water Works  
Subject: Update on water system upgrades

## DEAR RESIDENT,

We are committed to upgrading the water treatment plant serving the Long Beach community. While we continue to make progress in the planning and design for a new ultrafiltration treatment system, the timeline for this project has been extended to October 2019 as we shuffle resources around to accommodate the immediate need for replacing the west summer water line to restore service to customers along Lakeshore Road west of Augustine Road.

You will notice site work and construction activity in the community over the coming weeks as we implement our action plan to return service to the affected properties.

## BOIL WATER ADVISORY IN EFFECT

Reminder that a Boil Water Advisory remains in effect for all customers of the Long Beach water system until further notice. 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.

We will keep you up to date with timelines for the scheduled work as it affects residents. Thank you for your patience as we move forward with the necessary improvements to service over the coming weeks.

Sincerely,

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**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