



Date: January 6, 2020
To: Customers of Long Beach Water Works
Subject: Notice of regulatory requirements affecting users

CUSTOMERS ARE ADVISED:

The Long Beach drinking water system is regulated under Ontario Regulation 170/03 of the *Safe Drinking Water Act, 2002*. As such, the Operating Authority, Clearford Waterworks, has designated a qualified Overall Responsible Operator (ORO) to oversee the management of the system by certified operators under O.Reg. 128/04. Property owners and water users must inform, consult and follow directions provided by the ORO for the safety of all users of the Long Beach water system.

Any operation of valves in the water system is to be managed by a certified operator or qualified person, per the regulations. Users must request to have valves opened or closed by the Operating Authority.

Furthermore, users must notify in advance the Operating Authority of any plans to repair, alter or maintain their water service or system on private property (excluding interior plumbing) so that the operator may assess the risks to the regulated drinking water system and take precautionary measures to protect the system and its water quality, and to advise on or oversee the work undertaken on private property.

This includes any emergency repairs or planned seasonal maintenance activities on private property, such as blowing out water service lines connected to an active watermain. Clearford may take action against any party found tampering with the water system without authorization, such as reporting the offence to the Provincial Regulator and collecting damages from the tampering party.

If you need to request the operation of a shutoff valve or to notify us of upcoming work to your private water service, please contact:

Dave Barnard, Overall Responsible Operator
905-401-1470

Clearford Waterworks Office
519-542-7900

BACKFLOW PREVENTION REQUIRED

In response to operational challenges this fall, we will be developing a backflow and cross-connection prevention policy over the coming months to better protect the water system from possible sources of contamination from private water systems, namely for multi-unit residential and commercial properties. Background information about backflow prevention is available at: www.owwa.ca/backflow-prevention/frequently-asked-questions.

VISIT THE LONG BEACH WEBSITE

We have created a customer website with the latest updates about the status of service and improvement projects for the Long Beach water system. If you have any ideas for information you would like to see on the website, please let us know.

Long Beach Waterworks website: www.clearford.com/longbeach

Regards,

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