



Date: March 25, 2020
To: Customers of Long Beach Waterworks
Subject: Progress Update and Outstanding Account Balances

DEAR CUSTOMER,

We are planning a significant level of activity at the Long Beach water system over the coming weeks as we implement improvements to the water treatment plant. An Action Plan and timeline for execution have been submitted to the Ontario Ministry of the Environment and Niagara Public Health Department including the following:

- Operational Improvements Plan – IN PROGRESS
- Technical memo – Water treatment system alternatives – COMPLETE
- Technical memo – Evaluation of chemically assisted filtration alternatives – COMPLETE
- Technical memo – Evaluation of preferred water supply and treatment alternatives – IN PROGRESS
- Detailed design and construction package – PENDING

The first phase of operational improvements will occur in April to make space for the subsequent replacement of critical treatment equipment. We are also planning to upgrade the pumping and storage of water for improved level of service to connected properties.

Please note that seasonal service will resume during the last week of April. Additional information will be provided separately to seasonal customers.

BOIL WATER ADVISORY IN EFFECT

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.

Customers are encouraged to check the website regularly for updates about service and improvement projects. Please let us know of information you would like to see on the website at: www.clearford.com/longbeach.

OUTSTANDING ACCOUNT BALANCES

We understand our customers' frustration with the slow progress on improvements to the water system. This has resulted in many customers choosing not to pay their water bills. Unfortunately, this decision hinders the utility's ability to provide critical upgrades to the system by not having cash flow to pay for specialized technical services, new equipment and construction.

We will be sending reminder letters to customers with account balances owing and ask for your cooperation by sending prompt payment. We will not apply interest charges on overdue balances that are paid by the final due date; however, a charge of 2% per month will be applied for all past-due invoices going forward.

New invoices for the 2020 seasonal billing period will be sent to customers by the end of April. We will continue to apply a discount of 7.5% on invoices while the Boil Water Advisory remains in effect.

Sincerely,

Gillian Dumencu
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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