

Water Main Cleaning Program – Frequently Asked Questions

What are watermains?

Watermains are underground pipes that carry water from the pumping stations to your street and the service pipes connected to your house.

Where does discoloured water come from?

Discoloured water results when minerals naturally present in Rockwood's groundwater, combine with chlorine to form small rust particles or flakes. These particles generally settle on the bottom of the town's watermain piping; however, they mix with flowing water to cause discoloured water during system maintenance, when water is drawn from hydrants for fire fighting and during times of high water use.

What is water main flushing?

The Township of Guelph/Eramosa uses "uni-directional" flushing. This means the valves in the pipe network are closed in sequence, drawing water from previously flushed pipes through the pipe that is to be cleaned. This ensures that all piping is refreshed and that minor sediment within the pipe is removed. The water is de-chlorinated as it is flushing from the hydrants and flows into the storm drains.

Can I drink the water?

In compliance with Provincial regulations and to ensure customer safety, the waterworks continuously maintains a disinfectant residual in all water supplied. While drinking small quantities of discoloured water is not likely to cause health risk, it is recommended that residents wait until water clarity returns to normal before consuming water. Please contact Wellington-Dufferin-Guelph Public Health at 519-846-2715 if you require further clarification on this issue.

Is flushing my pipes to remove discoloured water costing me money?

No, the water main cleaning program is provided as part of our comprehensive water management program and will not affect the current water and sewer rates.