

The City acquired the water utility from former owner/operator EPCOR on October 31, 2015. With the acquisition, water fees will now be reinvested directly into our community and will also give us direct control of our water system, allowing us to plan for the future.

Your First Bill from the City of White Rock – Late January/Early February

Starting this month, the City will send water bills directly to property owners in our community. Your bill will arrive on a quarterly basis; your first bill will be for November and December 2015 only. Visit the city website, www.whiterockcity.ca/mywater to submit a pre-authorized debit form, find out more options to pay your bill or about 2015 and 2016 water rates and comparisons.

The Total Water Quality Management Project: January 2015 – December 2016

The City is directed by the Fraser Health Authority (FHA) to implement a secondary form of water disinfection by June 2016. The work is necessary to treat the water supply and upgrade critical infrastructure in the White Rock system, and is a part of the City's commitment to implement the Total Water Quality Management (TWQM) Project. The TWQM Project will add disinfection, infrastructure renewal, storage capacity upgrades and a modest level of system expansion for future growth.

The City will engage with the community in 2016 on options and considerations for the long-term treatment of arsenic and manganese that naturally occur in our water system.

Disinfection of our distribution system

City staff and external expert advisors have recommended that chloramine is the solution that best meets our secondary treatment needs for our water system. The City of White Rock's treatment needs differ from the surrounding municipalities as it is a groundwater system. Chloramine will be added to the water distribution system prior to the June 2016 date directed by the FHA. Chloramine is an effective and long-lasting disinfecting agent that is safe for drinking, cooking and bathing.

Why chloramine is the right secondary treatment option

FHA and Health Canada recognize chloramine as a safe disinfectant that reduces the formation of disinfection by-products and disease-causing organisms.

Chloramine is a more stable and persistent disinfectant and it preserves the quality of the purified water as it travels through the City's vast water distribution system.

Chloramine reduces the taste and odour of chlorine in tap water. Chloramine has been used safely in municipalities across North America for over 75 years.

Infrastructure & storage capacity at Oxford & Merklin Sites

In January 2015, EPCOR started construction on the Oxford Street reservoir as part of the TWQM. The City continued the project and it is scheduled to be completed by January 2016. The addition of the reservoir at Oxford Street allows the City to comply with the FHA directive to provide secondary disinfection treatment of the White Rock water distribution system. The City of White Rock is upgrading the Merklin Street reservoir and adding a pump station facility. The project is underway and is scheduled to be completed by December 2016.

Some jurisdictions that currently use chloramine in their water distribution system include Edmonton, Ottawa, Victoria (Capital Regional District), Saskatoon, parts of Toronto, Kitchener-Waterloo, Abbotsford, and St. John's in Newfoundland and Labrador.

To find out more information about the Total Quality Water Management Project, please visit the city website, www.whiterockcity.ca/mywater.