



**Water Issues Troubleshooting**

There are various reasons why water outages or low pressure events may occur. This document is meant to act as troubleshooting guidelines to help residents identify the issues. The wells are equipped with monitoring systems that automatically page OCWA under certain conditions and allow for quicker response from OCWA staff.

**No Water – Not Applicable for Municipalities**

Due to the wells being a “direct pressure” water system in the event of power outages there will be no water available. In the event of power failure the systems will automatically page OCWA and we will work to restore water ASAP once power is back online.



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**Summer – Not applicable for Municipalities**

Occasional shut downs may be required for the maintenance of the wells and water distribution systems. Whenever possible notices will be delivered however emergent issues may cause water outages without notice.



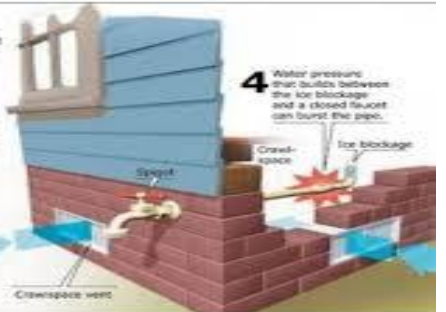
**Winter**

During the winter months freezing is a common issue affecting water distribution systems. It is important to check the function of any heat trace equipment prior to the cold weather to avoid freezing. If you are worried about the line freezing, it is recommended to leave a tap running at low flow over the winter months.

**Why frozen water will burst your pipe**

Unprotected pipes are susceptible to cold temperatures because water expands when it goes from liquid to solid form.

- 1 A gallon of water, when frozen, will expand to a volume 9% greater than the original gallon.
- 2 Ice blockage becomes more sticky when outside temperatures drop to below freezing.
- 3 A cold wind reaching unprotected pipes quickly removes heat and increases the chance of ice formation.



**Low Pressure**

Low pressure issues can occur for numerous reasons. To help determine if the low pressure is “in-home” or the distribution system a few steps can be taken:

-Check all taps in the home if all taps are equally affected see next step. If only one tap is affected this is an in home plumbing issue and the responsibility of the home owner.

-If all taps are equally affected this may be due to aesthetic in home water systems.

These include but are not limited to:

- Water softeners
- Filters (i.e. iron or carbon filters)
- Reverse osmosis systems
- Hot water low pressure: this is the responsibility of the homeowner.

These systems may require servicing or regeneration. Water softeners are often plumbed with a “softener bypass” which can be used to restore water pressure.



**Discoloured water**

Occasionally discoloured water may occur. This is due to iron present in the source water (groundwater) if this occurs please flush the cold tap for five minutes to see if the colour clears, and clean the aerator on the end of the faucet. If the discoloured water is present only in hot water it is most likely an issue with the hot water system in your home.

