

CONTACT INFORMATION

Where can I find more information?

Visit www.aquatera.ca/lead, email repairs@aquatera.ca or call 780.882.7800.

For health information with respect to lead, you can call Alberta HealthLink at 1.866.408.5465.

For information on the quality of drinking water from Aquatera, you can contact Alberta Environment's information line at 780.427.2700 (or you can dial 310.0000 first for toll free access).

TIPS FOR GOOD WATER QUALITY



1. Do not use water from your hot taps for drinking, eating, cooking or baking. Only consume water from your cold taps, then heat it up if needed.



2. Run your cold water tap for at least three minutes, or until cold, any time you have not used the water for six or more hours. This flushing time can be reduced if combined with other water use like flushing toilets, showering or running household appliances like the dishwasher or washing machine.



3. If you are using a water filter system, ensure you follow the manufacturer's guidelines. Properly condition new filters before their first use, and replace used filter cartridges as required.



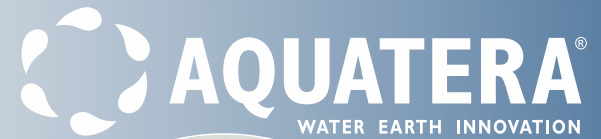
4. Install a water filter and ensure the filter you choose is NSF-53 Certified for lead reduction.



5. If you have plumbing fixtures, such as faucets that contain lead or leaded-brass, replace them with lead-free fixtures.



6. Following these tips is especially important if there is construction occurring near your property. Ground disturbance has the potential to disturb the service line and temporarily increase lead levels in your tap water.



LEAD MANAGEMENT PROGRAM



TRUSTED QUALITY | VALUED SERVICE | PEACE OF MIND

OUR PROMISE

Aquatera's first priority as a company is to ensure the communities we serve are provided with clean, safe drinking water. Our Lead Management Program involves extensive water testing to ensure that we meet and exceed government standards to ensure the water we deliver is safe for our customers and communities.

Are Aquatera customers exposed to high levels of lead in the water?

There are no measurable levels of lead in drinking water when it leaves our water treatment plant and Aquatera is unaware of any lead materials in its owned infrastructure. Older homes may have a lead service line or lead plumbing and fixtures, specifically:

- Some homes may have a lead service line – the pipe connecting the house plumbing to the water main – the National Plumbing Code allowed lead as a material in pipes until 1975.
- Some plumbing may contain lead solder – the National Plumbing Code allowed lead in solder until 1986.
- Brass faucets and fittings may contain lead.

What is the timeline for the Lead Monitoring Program?

Sampling and analysis will begin in the summer of 2020 and the project will be completed by 2024 including investigative/verification sampling.

Who is responsible for lead pipes?

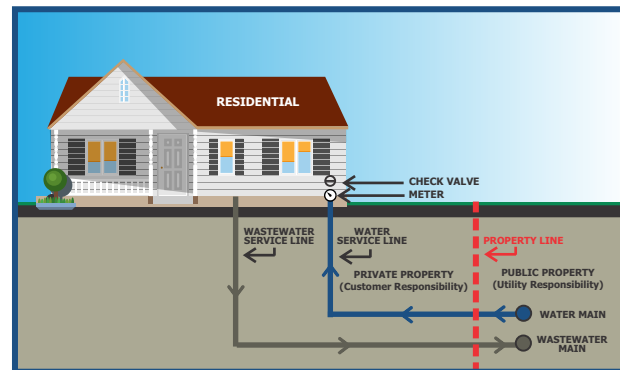
The water service line is divided between Aquatera and the property owner.

- A water service line is the pipe that connects your property's plumbing to the water main in the street.
- Aquatera's portion of the service line runs from the water main under the street or alley to the property line.
- The homeowner's portion of the service line runs from the property line to the water meter in the home or building.

Who will pay to replace lead pipes?

The section of service pipe between the water main and the curb stop is owned by Aquatera.

Aquatera is responsible for the costs associated with this portion of the line. The section between the curb stop and the house is owned by the homeowner. The homeowner is responsible for costs associated with this portion of the line.



How can lead get into my tap water?

Despite the high quality of drinking water delivered to consumers from regulated water treatment facilities and distributions systems, the lead from older service connections and plumbing can leach into your tap water.

Leaching can happen when water flows through older lead service connections or plumbing, particularly if they are corroding, or through brass fittings that may have high lead content. Higher concentrations of lead are generally found in samples taken from taps that have not been turned on for more than six hours in homes built before 1960.

How do I know if my plumbing or service connection contains lead?

Generally, the age of a home is a good indicator of the likelihood of having lead service connections. Homes built prior to 1960 could potentially have lead in their water service connections.

What is Alberta's standard for lead in drinking water?

The Guidelines for Canadian Drinking Water Quality, adopted by Alberta through regulation, specifies a maximum acceptable concentration for a number of parameters. The maximum acceptable concentration for lead in drinking water to protect public health is 5 micrograms per litre (parts per billion) or 0.005 mg/L.