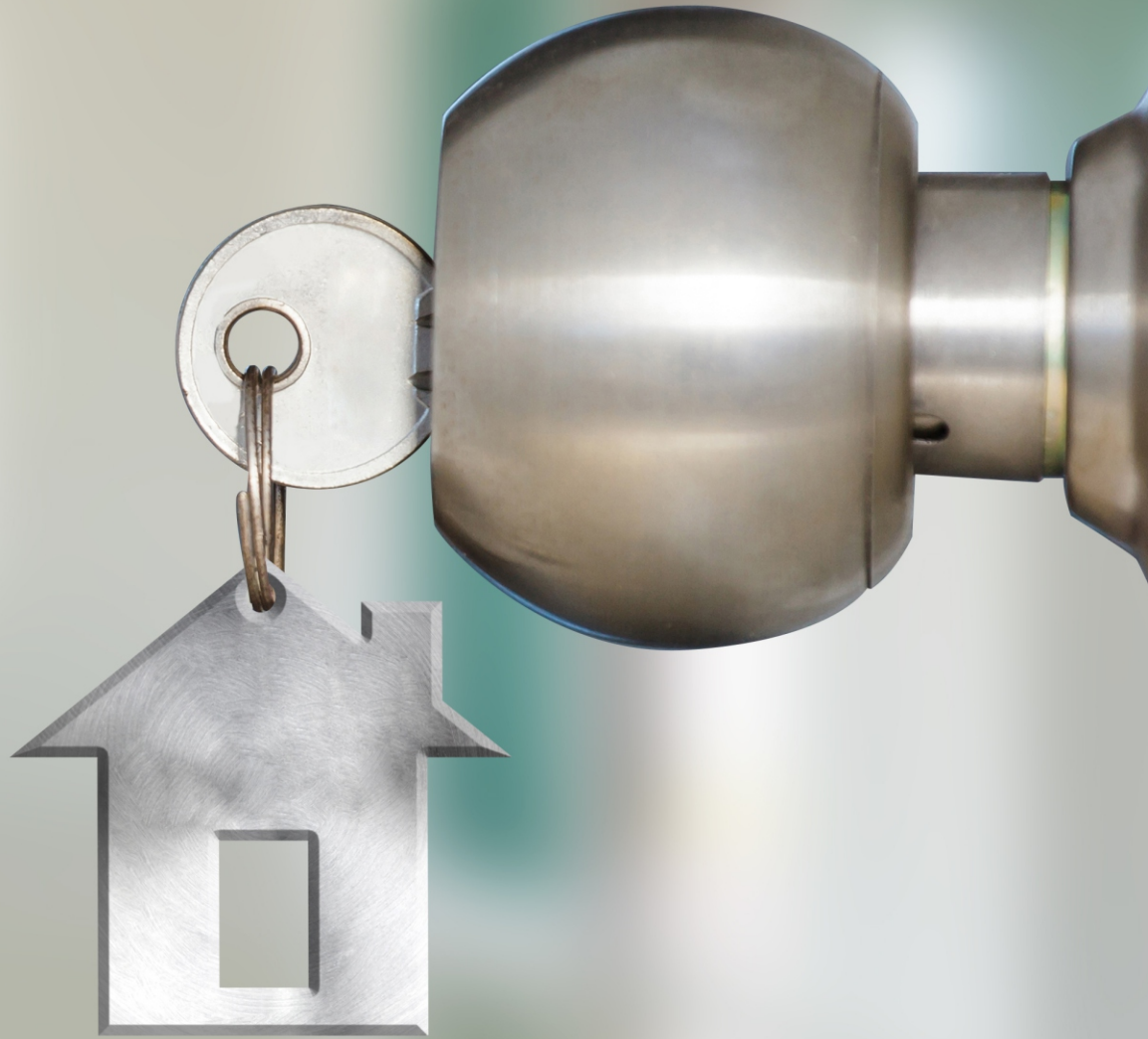
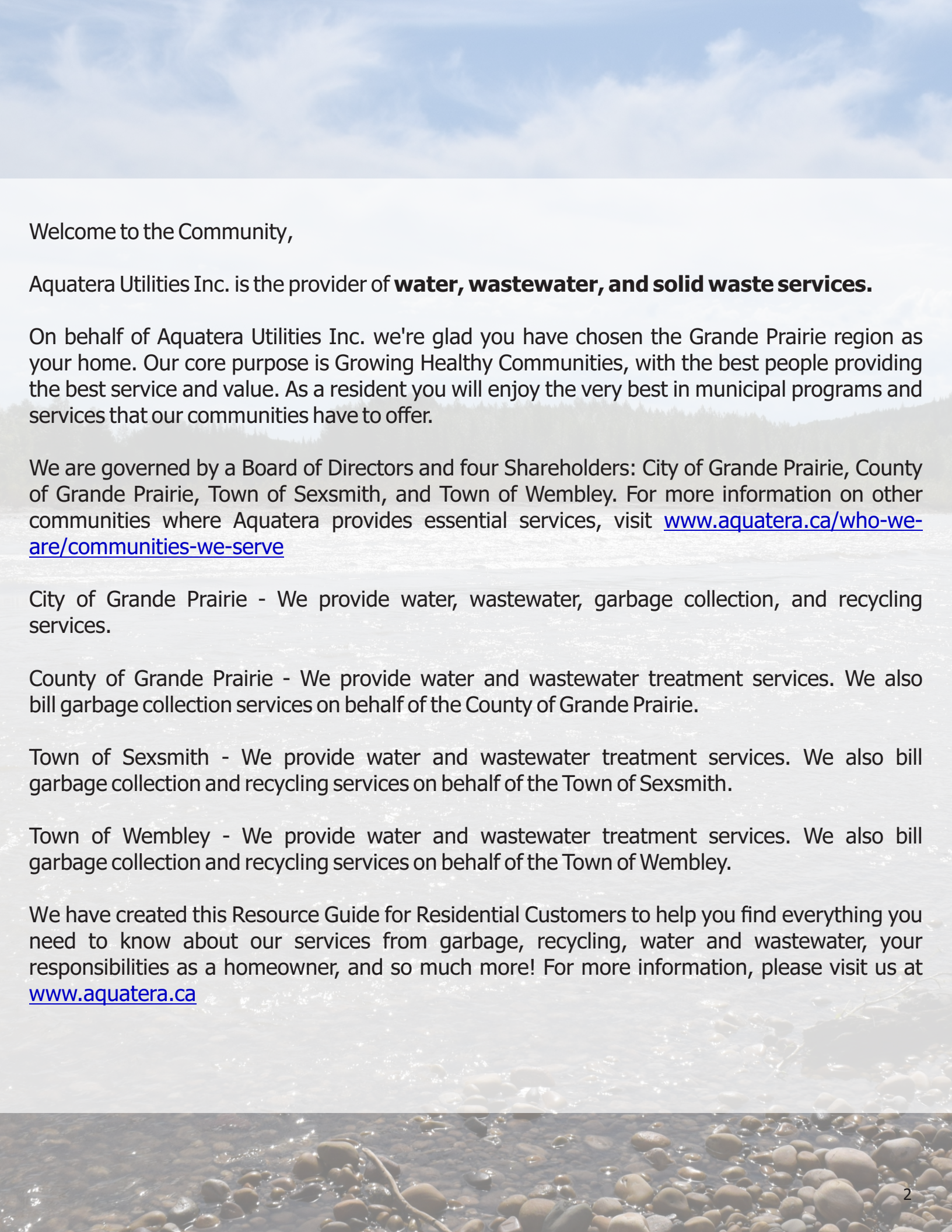


# RESOURCE GUIDE FOR RESIDENTIAL CUSTOMERS



**AQUATERA<sup>®</sup>**

**WATER EARTH INNOVATION**



Welcome to the Community,

Aquatera Utilities Inc. is the provider of **water, wastewater, and solid waste services.**

On behalf of Aquatera Utilities Inc. we're glad you have chosen the Grande Prairie region as your home. Our core purpose is Growing Healthy Communities, with the best people providing the best service and value. As a resident you will enjoy the very best in municipal programs and services that our communities have to offer.

We are governed by a Board of Directors and four Shareholders: City of Grande Prairie, County of Grande Prairie, Town of Sexsmith, and Town of Wembley. For more information on other communities where Aquatera provides essential services, visit [www.aquatera.ca/who-we-are/communities-we-serve](http://www.aquatera.ca/who-we-are/communities-we-serve)

City of Grande Prairie - We provide water, wastewater, garbage collection, and recycling services.

County of Grande Prairie - We provide water and wastewater treatment services. We also bill garbage collection services on behalf of the County of Grande Prairie.

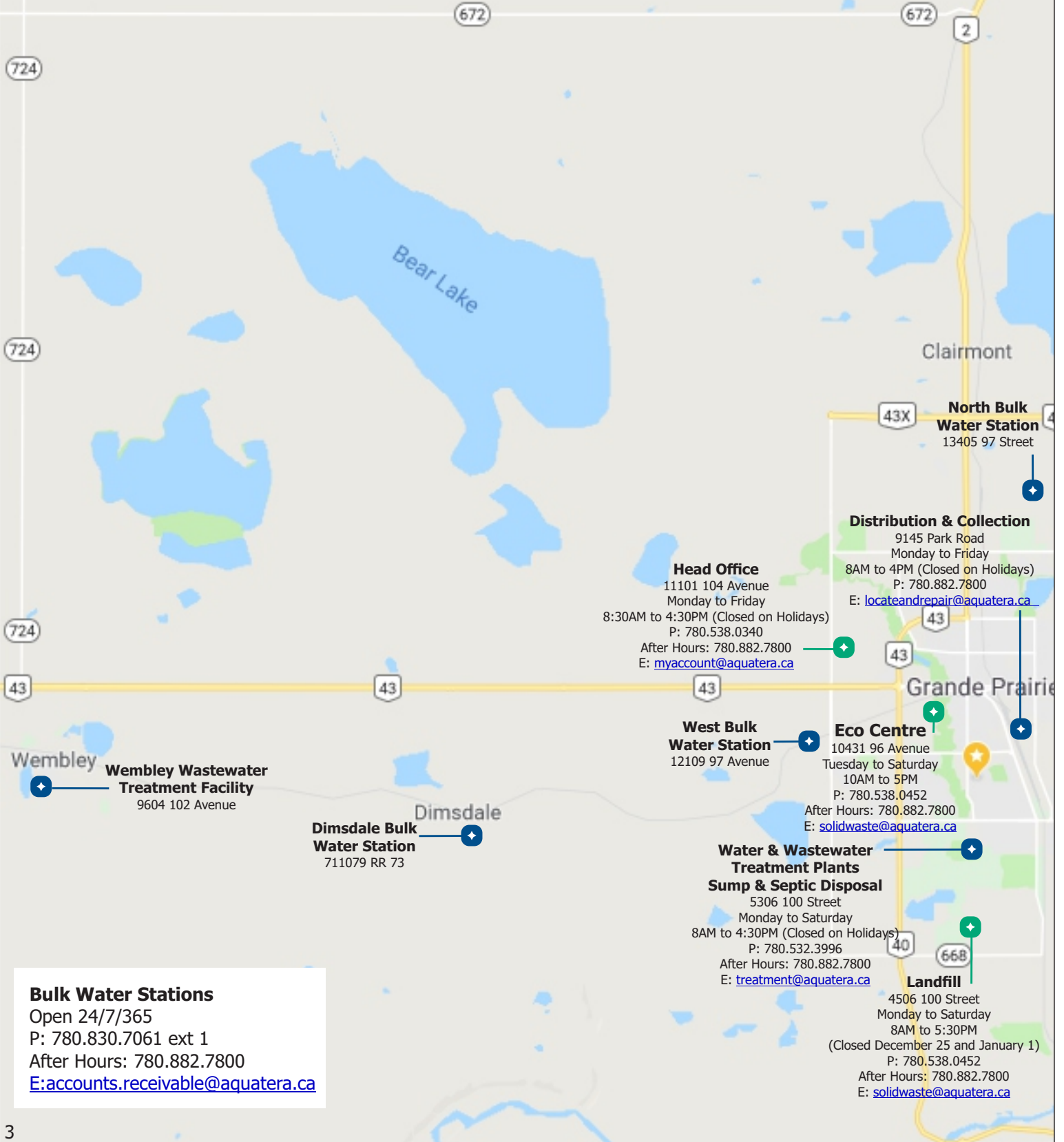
Town of Sexsmith - We provide water and wastewater treatment services. We also bill garbage collection and recycling services on behalf of the Town of Sexsmith.

Town of Wembley - We provide water and wastewater treatment services. We also bill garbage collection and recycling services on behalf of the Town of Wembley.

We have created this Resource Guide for Residential Customers to help you find everything you need to know about our services from garbage, recycling, water and wastewater, your responsibilities as a homeowner, and so much more! For more information, please visit us at [www.aquatera.ca](http://www.aquatera.ca)

Sexsmith Bulk Water Station  
10009 Elevator Road  
Sexsmith

# SERVICE LOCATIONS



**Bulk Water Stations**  
Open 24/7/365  
P: 780.830.7061 ext 1  
After Hours: 780.882.7800  
E: [accounts.receivable@aquatera.ca](mailto:accounts.receivable@aquatera.ca)

**North Bulk Water Station**  
13405 97 Street

**Distribution & Collection**  
9145 Park Road  
Monday to Friday  
8AM to 4PM (Closed on Holidays)  
P: 780.882.7800  
E: [locateandrepair@aquatera.ca](mailto:locateandrepair@aquatera.ca)

**Head Office**  
11101 104 Avenue  
Monday to Friday  
8:30AM to 4:30PM (Closed on Holidays)  
P: 780.538.0340  
After Hours: 780.882.7800  
E: [myaccount@aquatera.ca](mailto:myaccount@aquatera.ca)

**Wembley Wastewater Treatment Facility**  
9604 102 Avenue

**Dimsdale Bulk Water Station**  
711079 RR 73

**West Bulk Water Station**  
12109 97 Avenue

**Eco Centre**  
10431 96 Avenue  
Tuesday to Saturday  
10AM to 5PM  
P: 780.538.0452  
After Hours: 780.882.7800  
E: [solidwaste@aquatera.ca](mailto:solidwaste@aquatera.ca)

**Water & Wastewater Treatment Plants Sump & Septic Disposal**  
5306 100 Street  
Monday to Saturday  
8AM to 4:30PM (Closed on Holidays)  
P: 780.532.3996  
After Hours: 780.882.7800  
E: [treatment@aquatera.ca](mailto:treatment@aquatera.ca)

**Landfill**  
4506 100 Street  
Monday to Saturday  
8AM to 5:30PM  
(Closed December 25 and January 1)  
P: 780.538.0452  
After Hours: 780.882.7800  
E: [solidwaste@aquatera.ca](mailto:solidwaste@aquatera.ca)

# SOLID WASTE

## CURBSIDE COLLECTION



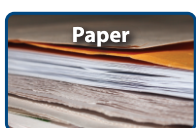
## HOW TO SEPARATE WASTE

### BLUE BAGS



Once a week, Aquatera collects residential recycling in blue bags. This includes paper, cardboard, hard plastic (#1-7) and some metals. You don't even have to separate them, you just need to make sure they are clean and free of grease and food particles. Once collected, your recycling is processed in a Materials Recovery Facility (MRF) that separates the items.

Recycling is placed curbside in blue bags versus bins as they are easy to see through to determine if the bags have contaminants and cuts down the space used curbside for collections. Make sure your blue bags are set out by 7 a.m. on your collection day. To find out your collection day, visit [www.aquatera.ca/services/curbside-collection-calendar](http://www.aquatera.ca/services/curbside-collection-calendar)



Paper



Cardboard & Boxboard



Metal Cans



Hard Plastics #1 - #7

### GARBAGE CART



Please ensure your garbage cart lid is closed and is placed at least one metre from parked vehicles, tagged garbage bags, trees, snow piles, and blue bags to ensure we can safely collect it. Accepted items include household waste, pet waste, and organic materials. All waste must be bagged before placing it in your garbage cart and collection begins at 7 a.m. on your collection day. To find out your collection day, visit [www.aquatera.ca/services/curbside-collection-calendar](http://www.aquatera.ca/services/curbside-collection-calendar)

### BAG TAGS

If you have more garbage than your cart will allow, you can purchase Bag Tags at the Aquatera Head Office, Aquatera Landfill, New Horizon Co-op, and Safeway.



### CLEAR BAGS



#### YARD WASTE

From April to November, Grande Prairie residents can place yard waste at the curb for collection.

- Place grass clippings and leaves in transparent/clear bags at the curb
- Each bag must weigh less than 20 kgs
- Bags must have no rips or tears
- Small branches must be bundled and tied and can be placed alongside the bags
- Maximum length is one metre and maximum width is 1/2 metre
- there is no limit to the number of yard waste bags placed at the curb

### COMPOST

Aquatera doesn't have a compost program, but that doesn't mean we don't use it. This means that when you toss out food, organic materials, and even pet waste, it goes to our Bioreactor Landfill and you don't even have to separate it! You can also keep your organic materials for



## HOLIDAY WASTE

### Halloween

Following Halloween, you can place your **pumpkins** at the curb in a transparent yard waste bag, and we will collect them to use in our Bioreactor Landfill. You can also drop them off at the Aquatera Landfill free of charge!

### Christmas

Aquatera collects natural **Christmas trees** at the curb. Trees must be cut to a minimum of four feet and free of tinsel, lights and decorations. You can also drop them off at the Aquatera Landfill free of charge! Artificial trees are not accepted for curbside collection but can be brought to the Landfill.

These services are available to all customers who have an Aquatera garbage cart and account in Grande Prairie.



## THE BREAK DOWN ON GLASS RECYCLING

Glass recycling is a hot topic. While most glass beverage bottles are accepted for our Bottle Donation Program at the Eco Centre, Landfill and both Recycle Plus I and Recycle Plus II Depots, we are not able to recycle all forms of glass.

While we actively seek markets and explore ways to recycle glass, unfortunately there currently isn't a market. We need the recyclables market to develop and provide options for recycling.

We encourage you to use glass jars and containers in other creative ways or opt for other recyclable options. For more information on recycling, please email us at [solidwaste@aquatera.ca](mailto:solidwaste@aquatera.ca)

## NESPRESSO CAPSULE RECYCLING

The Green Bag solution allows citizens of Grande Prairie to place their used aluminum Nespresso capsules in a fully recyclable green bag available from Nespresso, then place them by their blue bag at the curb or bring them to a drop-off point in the city. Once the bags are collected at the sorting centre, they are then sent to a Nespresso recycling partner that separates the coffee grounds from the aluminum. The aluminum is recycled and coffee grounds are transformed into a high-quality compost for local farms.



## Make The Change SINGLE-USE → REUSABLE ITEMS

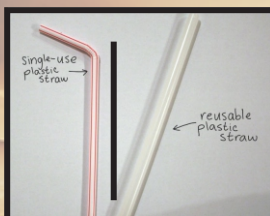
BOTTLED WATER VS REUSABLE BOTTLES



SINGLE USE VS REUSABLE PODS



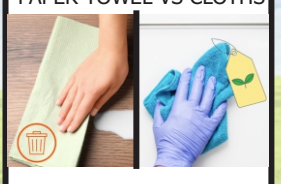
DISPOSABLE CUPS VS TRAVEL MUG



PLASTIC WRAP VS REUSABLE COVER



PAPER TOWEL VS CLOTHS



# PREVENT FRAUD

## SHRED CONFIDENTIAL DOCUMENTS

### RECYCLING TIPS

#### REDUCE

**AVOID** disposable and single-use items  
**BORROW** rather than buy  
**BUY** in bulk or second hand items  
**REDUCE** packaging where you can e.g. bring shopping bags vs plastic bags

#### REUSE

**CHOOSE** natural alternatives  
**REUSE** cooking water in your garden  
**REUSE** leftovers and create new meals  
**REUSE** old items to make something new

#### RECYCLE

**BUY** recycled and reusable products  
**CHOOSE** compostable items  
**RECYCLE** everything you can e.g. bottles, paper, etc.  
**REPAIR** items instead of tossing them



### What Happens to My Recycling?

1

Recycling that is collected curbside in the City of Grande Prairie is brought to Prairie Disposal. Prairie Disposal then bales it and sends it to the Emterra Group in B.C.

All recycling is collected from condominiums and multi-family residents by GFL is sent to the Winterburn facility in Edmonton, AB.

2

Materials are transported to these material recovery facilities (MRF's) either by single stream (unsorted) or multi-stream (sorted).

The materials are unloaded in bulk and put onto a conveyor belt where they are sorted.

3

Non-recyclable items are first manually removed. The process then continues using equipment such as rotating drum screens, magnetic separators, optical sorters and air classifiers to separate the materials into categories. These materials continue along for a final quality control clean-up and the sorted materials are baled together ready for shipping.

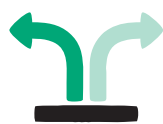
4

Once a full truck load of material is sorted and baled it is shipped off to end markets and processed into new raw materials. Many materials are pelletized or shredded but some are spun into fibre or crushed into fine particles. These raw material commodities are sold to manufacturers and turned into new products!

5

Many materials are recycled back to their original purpose, like plastic bottles and paper products.

Others are made into new products like furniture and car bumpers. Some materials, such as steel and aluminum cans, have no limit to the number of times they can be recycled back into new materials.



## AQUATERA ECO CENTRE

Located at 10431 96 Avenue, Grande Prairie, the Eco Centre accepts all blue bag materials, sorted and placed in the appropriate bins. Styrofoam, electronics, batteries, tires, propane tanks, household hazardous waste, and fluorescent lightbulbs are also accepted at this location. Items are required to be separated in the marked blue bins as each material type is separated and bulked in Grande Prairie and then sent to processing facilities that do not have a Materials Recovery Facility. Please ask before you place an item for recycling if you are unsure. For more information, visit [www.aquatera.ca/services/garbage-and-recycling/eco-centre](http://www.aquatera.ca/services/garbage-and-recycling/eco-centre)

## CONTAMINATES

Whether you are recycling in your blue bag or at the Eco Centre, you should be sure that all recyclables are free of contaminants including food, grease, and garbage.

Unfortunately, when an item is contaminated it is no longer recyclable and, if it encounters other items, those items will no longer be recyclable either. This means that they will be diverted to the Landfill.



## RISKY RECYCLING

Some items can be dangerous if they are not disposed of correctly and can be harmful to people and our environment.

### Batteries

Improper disposal can be dangerous to waste disposal workers and the environment. Properly dispose of your batteries at the Eco Centre and Landfill.



### Bullets and Ammunition

Improper bullet and ammunition disposal can be dangerous to workers and have a negative effect on the environment. Please dispose of your bullets and ammunition responsibly at the RCMP detachment located at 10202 99 Street, Grande Prairie.

*Note: Please keep bullets and ammunition secured in your vehicle and notify front counter staff. They will arrange to collect these items from your vehicle safely.*

### Household Hazardous Waste

To protect human and environmental health and safety, the Aquatera Eco Centre is in alignment with Alberta Environment and Parks' guidelines around household hazardous waste.



- Products must be properly sealed in their original containers with intact labels.
- If products are not in their original containers, customers must ensure the chemicals are safely and securely sealed, properly labelled, and not mixed with other chemicals.

The Eco Centre is continuously improving its site operations to ensure that customers can easily understand and identify proper disposal instructions for household hazardous waste. Disposal zones are clearly identified with signage to indicate how and where to properly dispose of waste. The Eco Centre will accept household hazardous waste in four categories:



### Propane Tanks

Propane tanks can be extremely dangerous to workers and the environment if they are not disposed of properly. Bring your propane tanks to the Eco Centre or the Landfill and they will be safely recycled.



## SHARE AREA AND SHARE SHED

Check out the Share Area at the Aquatera Eco Centre and the Share Shed at the Aquatera Landfill and you might find some great treasures and help to repurpose and reduce waste!



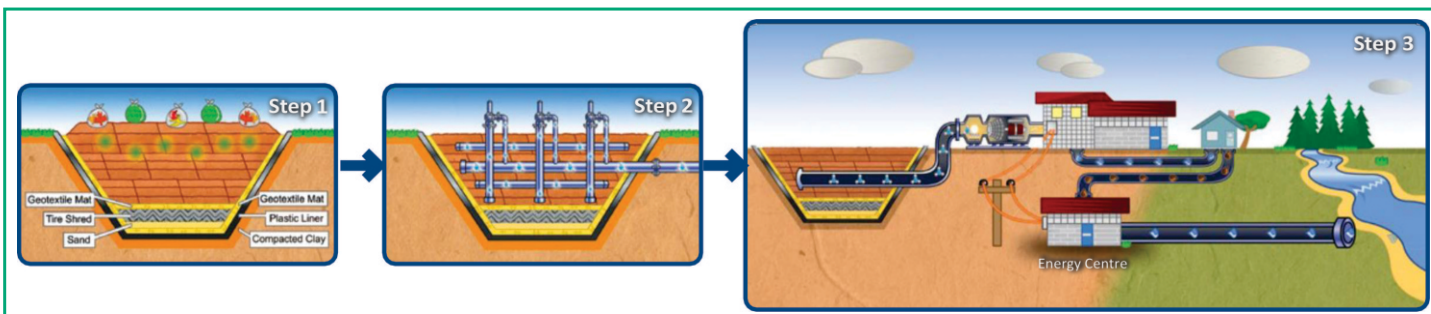
## AQUATERA LANDFILL

Too much to place at the curb? Bring waste directly to our Landfill located at 4506 100 Street, Grande Prairie (tipping fees may apply). For more information, please visit [www.aquatera.ca/services/garbage-and-recycling/landfill](http://www.aquatera.ca/services/garbage-and-recycling/landfill)

## LANDFILL GAS-TO-ENERGY PROJECT

Our Landfill isn't just an ordinary Landfill. It's called a Bioreactor Landfill. Using leading technology, we can capture naturally occurring methane gas from decomposing waste and convert it into energy to heat and power our Water and Wastewater Treatment Plants. Some key environmental benefits of this system include:

- Reducing Greenhouse Gas emissions by 63,000 tonnes on average annually - which is equivalent to removing 13,500 vehicles from our roads each year
- Producing an average of 15.2 million kwh of electricity, which is enough energy to power 14,000 homes per year
- Producing approximately 33,000 GJ of heat annually, which is enough to heat 200 homes per year
- Reducing Aquatera's overall power and heating costs
- Improving air quality and reducing odours at the landfill by minimizing the surface emission of methane gas



## LITTERING

Did you know that, under the provincial Traffic Safety Act, operators can be fined for transporting an unsecured load?

An unsecured load is any shipment of solid waste in or on a vehicle that is not covered, enclosed, tied down or otherwise secured, including waste contained in bags that could potentially spill onto roads.

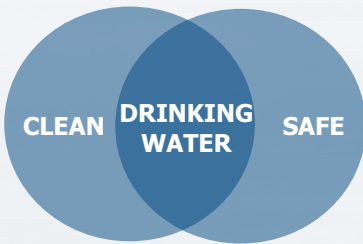


## WHERE DOES MY WASTE GO?

Unsure of how to properly dispose of your waste? Use our 'Where Does My Waste Go?' tool and we'll tell you all your disposal options. For more information visit [www.aquatera.ca/services/wheredoesmywastego](http://www.aquatera.ca/services/wheredoesmywastego) or email us at [solidwaste@aquatera.ca](mailto:solidwaste@aquatera.ca)



# WATER & WASTEWATER



Our **Drinking Water Safety Plan** ensures the safety of drinking water through the use of a proactive, comprehensive risk assessment, and risk management approach. This plan encompasses all aspects of our system including water source, treatment, storage, and distribution to ensure the delivery of clean, safe, reliable water. Our goal is to meet or exceed government standards, while educating our customers and communities on drinking water safety.

## TIPS FOR GOOD WATER QUALITY



Select a reputable plumber and professionals when installing appliances, cisterns and water tanks. When hauling water, ensure that you select reputable potable water hauling vendors. Research and get references where possible.



### Cold Water Taps:

Run cold water taps for at least three minutes, or until cold, when not used 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.

### Hot Water Taps:

When not used for six or more hours, run hot water taps for at least 15 minutes (40-gallon tank) or 30 minutes (80-gallon tank). This will ensure that all water in the hot water tank has been flushed, allowing for fresh new water to be heated.



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



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.



If you have a cistern, be sure to bolt down lids to avoid contamination of water supply.



Clean, inspect, and maintain all plumbing, home treatment, and water-use appliances such as ice machines, dishwashers, showerheads, sinks, faucets, toilets, cisterns, and water tanks regularly.

## CONTACT



[www.aquatera.ca/services/water-and-wastewater-treatment/drinking-water-safety](http://www.aquatera.ca/services/water-and-wastewater-treatment/drinking-water-safety)



[treatment@aquatera.ca](mailto:treatment@aquatera.ca)



780.532.3996

## RESOURCES



For information on the quality of drinking water, contact Alberta Environment's information line at 780.427.2700 or 310.0000 for toll free access, or Grande Prairie's Environmental Public Health Office at 780.523.7517



Canadian Drinking Water Guidelines  
[www.canada.ca/en/healthcanada/services/environmental-workplace-health/water-quality/drinking-water/canadian-drinking-water-guidelines.html](http://www.canada.ca/en/healthcanada/services/environmental-workplace-health/water-quality/drinking-water/canadian-drinking-water-guidelines.html)



Aquatera's Water Treatment Facility Virtual Tour  
[www.youtube.com/watch?v=VQkaoSeXx8k](http://www.youtube.com/watch?v=VQkaoSeXx8k)

# CHECK FOR LEAKS

## Leak Detection

Water leaks can cause considerable and costly damage to your home if they are not detected early and handled quickly. Luckily, there are some ways to detect if you have a leak in your home before the damage is too far gone. Check out the most common causes of leaks in your home and how to detect them.



### Toilets

The leading source of a leak in your home is your toilet because they use the most amount of water. Sometimes its easy to tell if a toilet is leaking because you will be able to hear it, but leaks can also be dangerously silent. There are several causes for these leaks, but the most common is due to the flapper valve not creating a tight enough seal to keep water from escaping.

### Detection

Conduct routine visual checks around your toilet to see if there are any signs of a leak such as puddles, mold, or mildew. You can also detect leaks using food colouring or dye tablets (dye tablets available at Aquatera for free).

Simply flush your toilet, remove the tank lid, and drop 10 drops of food colouring or one dye tablet into your tank. Let it sit for 30 minutes, without flushing. After 30 minutes, if you see coloured water in the bowl this indicates you have a leak. If the water is colourless, then you don't.



### Showers and Bathtubs

Shower and bathtub leaks are very common in the bathroom and, while they sound minor, can cause extensive damage if the source isn't repaired quickly. These leaks can be caused by easily fixable issues such as re-caulking, or something more serious such as damaged pipes behind walls and tile.

### Detection

You may notice visual signs of leaks quite easily such as standing water on the floor, lifting tiles or curling vinyl, peeling paint, water stains, mold, or mildew.

If you don't notice these signs but want to be proactive, there are a few simple tests you can use. If you have a glass shower door, splash water around the frame. Wait a few minutes to see if water starts seeping out – this will indicate any gaps around the frame or rubber gasket. You should also inspect the caulking around your shower and bathtub.



### Washing Machine

Laundry rooms have the second highest usage of water, coming in next to bathrooms, which makes them a common source of leaks in your home. Whether you have a front load washer or top load washer, leaks can occur at the front/top, back, or bottom. This can be a result of the machine being off-balance, over-filled, using too much detergent, loose or blocked hoses, or damaged water pumps.

### Detection

If your washing machine is leaking, you will know it! But you can prevent it from happening or address it as soon as it does happen. The most common source of leaks on washing machines are the hoses (internal and external) so be sure to check them to ensure the fittings are tightly secured and the hoses themselves are not defective.

Water pumps drain water from the tub after the washing cycle. They will have an outlet or a drain hose, so look for signs of leaks from the hose connected to the pump. If the hose is in good condition then the leak could be originating from the pump, in which case it will need to be replaced.



### Water Heaters

Water heaters most often leak when they have reached their life expectancy and the tank starts to disintegrate. A deteriorated tank leads to a slow leak or a sudden rupture.

### Detection

To determine if your water heater has a leak, there are five common sources to inspect: water supply lines, water heater nipples, temperature and pressure relief valve, drain line, and tank. In most cases, these issues can be easily resolved by replacing the lines, valves, nipples, and caps but if the leak is originating from the tank, the water heater can't be fixed and will need to be replaced. Be proactive and conduct monthly maintenance.



### Sewer/Sump Pump

Sewer/sump pumps are a homeowner's first line of defense against a basement flood. Unfortunately, they can fail, leading to leaks and costly damage to your home. The most common causes of leaks are cracked sump pumps, damaged hoses and clamps, and issues with the sump pit (size).

#### Detection

While some leaks will be obvious, not all leaks will be apparent, so it is important to conduct routine inspections, so you don't suffer from sewer/sump pump failure. Assess your sump pump for cracks, check your hoses and hose clamps for holes and damage, and examine your sump pit. If water continues to overflow from your sump pit then it is likely not big enough and, chances are your home is experiencing more water underneath it.



### Refrigerators and Dishwashers

Your fridge and dishwasher are two of the most important appliances in your home. After all, the kitchen is the gathering centre in most people's homes. While you may spend most of your time near them, these leaks generally occur out of sight so you may not even be aware of them.

#### Detection

To detect refrigerator leaks, inspect the water supply line and tube to ensure they are not damaged, and are securely attached to their connections. Check the back of the fridge a few times a year for any signs of moisture, wall damage or leaks.

For dishwashers, you will want to examine the hose, seals, and valves. Check under the dishwasher a few times a year (while it is running) for any signs of dampness or dripping water.



### Humidifier

Unfortunately, leaks can be quite common in humidifiers, particularly if they have not been well maintained. Leaks typically occur due to blocked drainpipes, clogged evaporator pads, and defective solenoid valves.

#### Detection

Check your drain pipes to see if there is a blockage or a kink. Not only could there be an air lock, but if the line is twisted, it won't drain properly. Inspect your evaporator pads for the formation of hard water scales. This can prevent the pad from absorbing water, and it must go somewhere. Examine your solenoid valve to ensure it is not damaged and it is properly adjusted.



### Faucets

Some faucet leaks are obvious and an easy fix, but that's not always the case. The most common locations for faucet leaks are the spout, the base of the faucet, and underneath the sink.

#### Detection

Leaks from the spout are usually visible if they have been there for a while, but you may not notice them in the early stages. If you suspect a leak, place a cup or bowl underneath the spout and check after a few minutes to see if there is water in it.

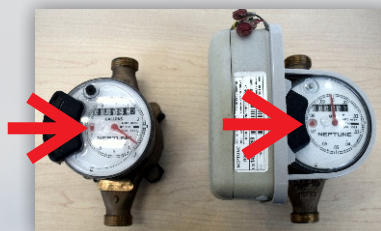
Leaks around the base of the faucet are less obvious because water is constantly splashing around the base. To check for a leak here, start by cleaning up all the standing water so you have a dry surface. Turn on the handles and check for water seeping out around the base.

Leaks under the sink often go unnoticed yet are one of the most damaging. Detect a leak by removing everything from underneath the sink, then run some water to see if it is leaking. If it is, check the water supply connections and sink drain connections to see if they are loose.

## HOW TO CHECK METERS FOR WATER USAGE

[www.aquatera.ca/services/metering-services/old-meters-vs-new-meters](http://www.aquatera.ca/services/metering-services/old-meters-vs-new-meters)

### OLD METERS



If orange triangle is spinning, water is flowing

### NEW METERS



Use a flashlight to view water usage

## Why should I not put fats, oils and grease down the drain?

It can plug your drain, lead to damage and cost expenses.

## Is it ok to pour fats, oils and grease down the drain as long as I...

### 1. Use the garbage disposal?

**No**, garbage disposals only grinds things before they pass into your sewer pipes.

### 2. Run hot water with soap down the drain after?

**No**, hot water with soap only gives the illusion it dissolves the fats, oils and grease, but eventually it cools and will clog your drain.

### 3. Pour liquid oil at room temperature down the drain?

**No**, liquid cooking oils float on top of wastewater and will stick to the pipes and will eventually build up.

**CONTAIN IT  
DON'T DRAIN IT**

Store your fats, oil and grease in an **empty can**. Let it harden and throw can in garbage.

## 4 P's

It might seem harmless to flush things down the toilet such as wet wipes, hair, or grease. But these items can be very damaging to our wastewater systems. When they are flushed, these items don't break down, get trapped, and they clog our pipes, leading to costly and disruptive repairs. They can also harmful to our waterways and can hurt our environment and aquatic life.

Remember, only the 4 P's can be flushed down the toilet: Pee, Poo, Paper (toilet), and Puke! To learn more about the 4 P's visit [www.aquatera.ca/blog](http://www.aquatera.ca/blog)

## FLUSHING AND HYDRANTS

At Aquatera, we maintain the watermains and **yellow** hydrants by flushing to help keep the water lines clear of corrosion, sediment and stagnant water in order to provide the highest quality water to our customers. During this time water may be cloudy or discoloured. To clear the discolouration, simply run your tap until discolouration is gone.

Maintenance and testing of **red fire hydrants** on private property is the responsibility of the property owner. Home and business owners are also responsible for clearing snow and ice from hydrants on or near private property. Aquatera is highly qualified to repair and maintain all fire hydrants in our service area. Let's keep our community safe and hydrants clear. Visit [www.aquatera.ca/services/municipal-services/hydrant-cart-rental](http://www.aquatera.ca/services/municipal-services/hydrant-cart-rental)



School and  
Youth Group  
Presentations

[www.aquatera.ca/community/school-presentations](http://www.aquatera.ca/community/school-presentations)



**AQUATERA FACILITY TOURS:**  
WATER & WASTEWATER TREATMENT PLANTS  
AND THE LANDFILL

[www.aquatera.ca/community/facilitytours](http://www.aquatera.ca/community/facilitytours)



Learn about Aquatera's

# Capital Projects

[www.aquatera.ca/transparency-growth/capital-projects](http://www.aquatera.ca/transparency-growth/capital-projects)



# Aquatera Harnesses Solar Power

The installation of solar panels at the Zone 3 Reservoir and Pump Station contributes to an innovative and cost-effective energy strategy. This project reduces the power costs and minimizes the environmental footprint in generating clean and renewable energy. The solar panels are expected to produce approximately 80 per cent of the power required at the Zone 3 Reservoir and Pump Station, greatly reducing the reliance on traditional power source.



**WATER QUALITY ISSUE?**



**NEED TO CLEAN OUT, RAISE, LOWER, OR REPAIR SERVICES?**



**SERVICE VALVE ISSUES?**



**QUESTIONS ABOUT YOUR WATER PRESSURE?**



**NEED DRIVEWAY OR SIDEWALK RESURFACING?**



**SEWER SMELL?**



**NEED LANDSCAPING OR FENCE RESURFACING?**

# OPEN DATA PORTAL

Aquatera is continuously improving our tools and resources to serve you better! The Service Request Portal is an online portal for customers and contractors to submit a service issue or line locate request. For more information visit [www.aquatera.ca/services/distribution-and-collection/open-data-portal](http://www.aquatera.ca/services/distribution-and-collection/open-data-portal)

# ADDRESS MOISTURE PROBLEMS

## IDENTIFICATION & SOLUTIONS

Mould will typically grow indoors if moisture is present and may result from:

- Showering or bathing, washing clothes or cooking, particularly if exhaust fans are not working properly, not vented outside, or not used.
- Infiltration of water from the outside through plumbing leaks, cracks in the foundation, floor, walls, roof, or any unsealed windows or entryways.
- Moisture condensation on cold surfaces, such as windows.
- Flooding (e.g., snow melt, storm surges, excessive rainfall).
- Overcrowding (e.g., too many individuals breathing, bathing, washing, and cooking).

Mould growth can be hidden and can grow behind walls or above ceiling tiles, therefore it is important to check for the presence of mould anywhere that is damp, and especially where water damage is known to occur.



In cases where a moisture or mould problem is suspected, a walk-through should be done of all rooms, including attics, basements, crawl spaces, and storage spaces. Look for stains or discolouration on floors, walls, window panes, ceiling tiles, fabrics and carpets; peeling paint and wrinkled wallpaper; cracks in plaster; warped wood; condensation; flooding; and for musty/earthy odours.

On the building exterior, look for obvious signs of issues with building integrity (such as damage that may allow water intrusion), or deteriorated materials or surfaces (including missing downspouts or staining).



Depending on the extent of the problem, or if strong, musty odours are detected but no clear signs of water damage or mould are seen, consider consulting with a professional. They can examine the condition and suggest a mitigation and remediation plan.

**Immediate action is important. Mould will begin to grow in an area with excessive moisture within 48 hours.**

## PREVENTION

- Use ventilation such as exhaust fans in kitchens and bathrooms, and air conditioning systems to reduce moisture levels.



- Use moisture resistant materials in areas likely to get wet (e.g., kitchen, bathrooms, laundry areas).

- Maintain relative humidity levels between 30% and 50%, using a dehumidifier as necessary, and make sure the windows are closed when the dehumidifier is running.

- Keep bedding and furniture away from outside walls for good airflow.

- Keep closets and storage spaces free of clutter, especially if near an outside wall.

- Use a vacuum with a high-efficiency particulate air (HEPA) filter, or a central vacuum vented outdoors.

- When storing items, use plastic bins instead of cardboard and consider removing any carpets from the basement floor.

- Check plumbing pipes for condensation, dry pipes and insulate them.

- Leave the washing machine door open when not in use so that any remaining water can dry to help reduce mould and bacteria growth inside the washing machine.

- Make sure that the washing machine drains directly into the laundry sink/ drain without dripping or splashing outside of the basin. Use pipe extensions to reduce any splashing and regularly check hoses and connections for leaks.

- Check that your clothes dryer vents to the outside, seal the joints in the dryer duct and clean the lint tray every time you use the dryer.

- Routinely inspect the outside exhaust vent and remove any built-up lint and make sure the outside vent is kept clear of obstructions, such as snow and foliage.

- Ensure rain, irrigation water, and snowmelt drain away from the building.

- Keep eavestroughs and downspouts clean of debris and ensure that the outflow runs away from the building and not into neighbouring foundations.

- Promptly repair leaks such as around windows, window frames, and sills; and dry moisture.

- Keep window coverings open to allow warm air to reach the windows.

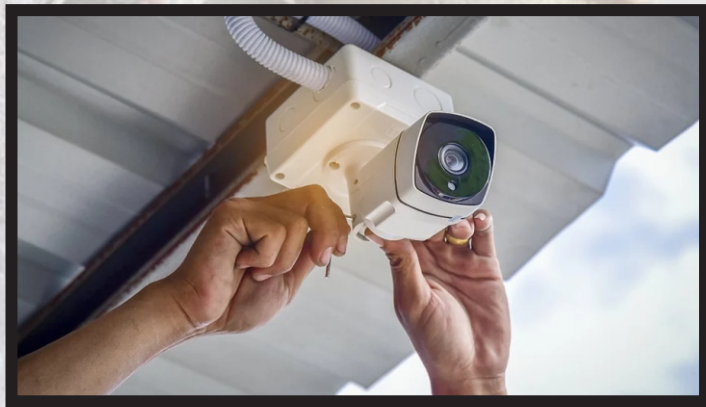
Heavy curtains or blinds can trap the cold and moisture and cause condensation on your windows.

- Never use bleach to clean up mould.

For more information visit [www.canada.ca/en/health-canada/services/publications/healthy-living/addressing-moisture-mould-your-home.html](http://www.canada.ca/en/health-canada/services/publications/healthy-living/addressing-moisture-mould-your-home.html)

# PROTECT OUTDOOR HOSES

**INSTALL AN OUTDOOR WATER FAUCET LOCK**



**INSTALL AN OUTDOOR MONITORING SYSTEM OR HAVE SOMEONE CHECK ON YOUR HOME IF YOU'RE AWAY**



**SHUT OFF WATER WHEN YOU'RE AWAY**



**NEVER POST ON SOCIAL MEDIA THAT YOU'RE AWAY**



**REPORT SUSPICIOUS ACTIVITY**





# PROTECT YOUR LINES

## Causes

When water freezes, it expands. As it flows through or gets trapped in a pipe, it is capable of freezing if it reaches temperatures below 0 C. This can cause blockages, cracks, breaks, or damage in your system. Common causes of frozen lines/pipes are:

- \* Faulty insulation around pipes
- \* Sudden drops in temperature
- \* Lack of water flow in an exposed drain
- \* Thermostat or heating malfunction in the home

Water and wastewater lines routed to unheated areas of the home are also at risk, even if your heating system is working properly. It's important to know where these pipes are to avoid costly and inconvenient problems.

## Signs

Detecting symptoms early symptoms can often be fixed with a simple solution and can help prevent a major future problem. Common signs that you have frozen lines/pipes:

- \* **Water is Present Where It Shouldn't Be:** Flooding, damp walls and ceilings, puddles, and sinkholes outside are signs of a problem.
- \* **Noises and Odour:** Sounds like gurgling coming from the pipes or any foul smell coming from your drainage system is a sign of a problem. Contact a professional to assess the situation.
- \* **Frost:** If frost is present on your pipes, they're frozen. This can be seen in pipes that are easily accessible, like under your sink or in a basement.
- \* **No Water Comes Out:** If you turn on your faucet and litter to no water comes out, you may have a frozen pipe or your line may be compromised.

## Prevention

- \* Know where the shut-off valve is in your home. In the event that pipes freeze or burst, you can shut off the water flow.
- \* Make sure that your water heater is working properly.
- \* Make sure that your pipes are properly insulated and/or have heat tape to keep the water lines from freezing, especially if they are exposed to outdoor areas. In extreme cold, run a little water through your faucets and this will help keep water moving and prevent freezing.
- \* Make sure to seal off any vents or areas that allow the flow of outdoor air. When it snows, clear the areas that collect snow, water, or ice around drains.

## Local Water Source

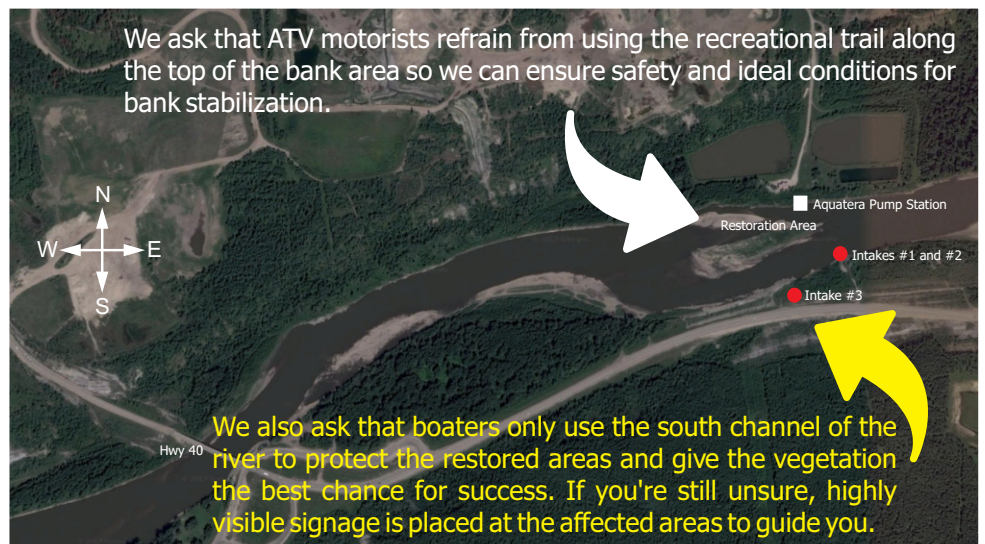
The water that Aquatera treats originates from the pristine Wapiti Lake in British Columbia. Your water travels 143 km to the Wapiti River, where we pump it to the treatment plant for processing.

## WATER SAFETY

Whether you are near or on the water, please take care and watch out for potential obstructions and water intakes. Check out the map to see where our river intakes are located so you can stay safe.

## PROTECTING OUR RIVER BANK

To protect this water infrastructure, three soil bioengineering techniques were implemented to prevent further erosion and stabilize the river banks. This technique has allowed us to create ideal conditions to promote revegetation, and reduce ponding and run-off into our river bank.



# SPRING TIPS

## SPRING RUN-OFF

As the snow begins to melt, tap water may take on an earthy smell and taste. This is due to warmer temperatures initiating the spring melt in the mountains, flushing a large amount of natural water into our watershed. The earthy taste, which may also be accompanied by a more chlorinated smell, is an annual occurrence and one we expect. We assure you that this is only temporary, and the water is completely safe to drink. To help with disinfection of the water, chlorine is used to ensure the water is safe for consumption. Both the chlorine and organic levels remain well within Canadian Drinking Water Guidelines and provincially-regulated levels. For more information, visit [www.aquatera.ca/services/water-and-wastewater-treatment/spring-run-off](http://www.aquatera.ca/services/water-and-wastewater-treatment/spring-run-off)

Tips to reduce the earthy or chlorinated smells in tap water: Run your tap a little longer before getting a glass or pitcher of water; Pour water from your tap into a water pitcher and let it sit on the counter or in the fridge; Add lemon, fruit, or ginger in your water pitcher.

## SPRING CLEANING

### 1. Break cleaning down into 10-minute chunks

Cleaning your whole house may be overwhelming BUT if you break it down to 10-minute intervals or a room at a time, it will make the job much more manageable.

### 2. Use all-natural cleaners or make your own

- 3/4 cup water
- 3/4 cup rubbing alcohol
- 5 to 10 drops essential oil like peppermint or lemon
- 1 squirt natural dish soap

This solution can be used on quartz, granite, marble counters, appliances, and sinks. Combine in a spray bottle, shake well and spray onto the surface, then wipe with a clean cloth.

### 3. Smelly trash?

Help keep your kitchen trash odours away by placing a few dryer sheets (new or used ones) on the bottom of the can. They will absorb spills and help mask odours.

### 4. The many wonders of baking soda

- Remove stains from reusable plastic containers with a little baking soda, water and a sponge
- Place a box in your fridge, pantry, drawers or closet or sprinkle in shoes to absorb any foul odours
- Get out pet odours in litter boxes, carpets and pet beds by sprinkling some baking soda, letting it sit for 15 minutes, then vacuuming up pet beds and carpets

### 5. Make shower easy-squeegee

Keep a squeegee in the shower and clean after each use. It will prevent stubborn stains from creeping up over time.

### 6. Cleaning toilets make you gag?

Invest in a swivel-head mop with a detachable pole, this will provide some distance between you and the toilet monster.

### 7. De-clutter

Clear out the tripping hazards and mess by bringing discarded items to the Aquatera Eco Centre or Landfill. For accepted items visit, [www.aquatera.ca/services/wheredoesmywastego](http://www.aquatera.ca/services/wheredoesmywastego)

# SUMMER TIPS

## **SMART IRRIGATION**

Water and wastewater charges reflect the amount of water you consume. If you compare this to another essential household expense, like groceries, you'll notice your grocery bill displays the cost of each item you purchased, GST, and any deposit fees that apply. That's it. What you don't see detailed on your grocery bill is what goes into calculating each item's shelf price: the cost of production, packaging, labels, distribution, wages and more.

Water and wastewater charges are like your groceries - you pay for what you need. Each month, we calculate the cost by multiplying the amount of water consumed (cubic metre) by the current water and wastewater rates. We can't differentiate between water that is coming out of your kitchen tap, water that is being flushed, or water that is being used to tend to your outdoor space, therefore all water is treated.

To uphold our Core Purpose of Growing Healthy Communities, we want to encourage our customers to conserve water. Therefore, we have come up with some smart irrigation tips and tricks to help you conserve water and save money during the summer months.

### **Pencil it in**

Create a schedule to meet the specific needs of your landscape. Remember, the needs of plants vary and this can also depend on other conditions such as time and weather.

### **Get in the Zone**

Divide your yard into zones so each zone can be watered separately, preventing over-watering on areas that do not require it, such as trees and shrubs.

### **Drop in the Bucket**

Use recycled/reclaimed water for small gardens and plants. Collect rainwater in a bucket or water from your sink or shower tap while you're waiting for the temperature to adjust. This way the water will not go down the drain and will be useful.

### **Watch the Clock**

Ensure you are watering in the morning to avoid water loss due to evaporation. The best time to water is early morning and in the evening when temperatures are cool. Watering mid-day can result in a loss of 30 per cent of water to evaporation.

### **Inspect Your Gadgets**

Inspect your system on a regular basis. Checking for leaks and damaged or clogged heads helps you conserve water and save!

### **Get Low**

Consider installing a low volume drip, spray jets/misters or micro-sprinklers to slowly irrigate and reduce overwatering, runoff, and evaporation.

### **Just What I Needed**

Water only when needed. Overwatering can result in shallow roots, weed growth, fungus, and disease.

### **That's a Wrap**

Using plumbers' tape to seal the faucet connection to the hose and the hose to the sprinkler will minimize the chances of a leak.

## Maintenance & Cleanup

### Prune Trees and Hedges

Trim overgrown areas and remove dead limbs before they are weighed down under snow. Thinning your tall trees now may save you roof repairs in the future.



### Tend to Your Garden

As the growing season ends, give your garden a clean sweep. Dig out old plants and add them to your compost pile or yard waste bags for curbside collection. Till the plot thoroughly to allow rainwater to pass through more easily.



### Lawn Maintenance

Fall lawn care now will yield maximum results in the spring. Aerate compacted soil or use a rake to remove thatch. Fertilize lawns to improve soil conditions for when spring growth begins. Mow grass blades to a max of 1/3 of its length and clear grass clippings, leaves, or dirt from your driveway, yard, patio, and deck.



### Clean Your Gutters

Clear leaves and debris from your gutters to avoid clogs and ensure proper drainage of your roof which could prevent costly leaks. Use a gloves and small garden trowel or if the dirt has solidified, soak it first to loosen it, then use a garden hose to rinse it out through the downspouts.



### Pool and Hot Tub Maintenance

Clean and drain pools and empty hoses to remove water that may cause pipes to burst in the winter months. Drain the lines and use winterizing plugs. Fill the skimmer line with antifreeze and place a skimmer guard to prevent costly damage from ice. Balance the water chemistry in hot tubs. Remove floating debris and leaves and place a cover to protect your pool and hot tub.



### Everything in it's Place

Don't forget to clean, inspect and drain hoses. Put away your tools, toys, boats so they are in good shape for next season.



### Winterize Rain Barrels

Drain water out and leave the spigot open. Make sure to remove the lid and anything else that's attached to the barrel. Then detach the barrel from gutter or downspout. Finally store your barrel upside down in a sheltered area.



### Winterize RV'S

#### Before you start draining

Consult your RV owner's manual. Be sure to remove any inline water filters. If you have a filter at the sink faucet, ensure you use a bypass hose once the filter has been removed.



#### Drain the System

Drain your black water and then your grey water at a sani-dump station. Then, drain your cold and hot water lines. Be sure to put the plugs back on after draining, or your antifreeze will drain out as well. Next, drain your hot water heater.

#### Bypass your hot water heater

There's no need to add antifreeze to the hot water heater, fresh, grey, and black water holding tanks. They are already drained, so there's plenty of room for any remaining liquid that might freeze. In the waterlines though, there is no room to expand.

#### Connect antifreeze to the water pump

You'll need to set up a temporary water pump bypass to get the antifreeze into your plumbing system. Have a few towels handy in case of spillage, and then disconnect the water pump from the fresh water tank. Attach the temporary bypass to the pump side, then place the other end into a jug of RV antifreeze. Run all water outlets and make sure the outside drain plug and all water taps are

### Winterize Boats

Consult your owner's manual. Prepare the engine and ensure all water has been drained. Apply corrosion protection to your engine. Add a fuel-stabilizing additive to your fuel system, then run the engine. Change your engine's fuel filters and any fuel/water separators in the system. Drain your boat's freshwater and add antifreeze to your plumbing systems. Remove drain plugs. Cover your boat or place it into winter storage.



# COMMUNITY CORNER

Aquatera takes great pride in Growing Healthy Communities. The Bottle Donation Program, Litter Pickup, and Sponsorship Programs are great ways to help our environment and support local initiatives.

## BOTTLE DONATION PROGRAM



In partnership with Recycle Plus we accept bottles and cans specifically for the purpose of giving back to our community. Items can be donated at the Aquatera Eco Centre, the Aquatera Landfill, or at either of the Recycle Plus I and Recycle Plus II Bottle Depots. This program has provided over \$1M to local charities.

It's so easy, you don't even have to wait in line! You can just drop your items, knowing that your quick trip has made a wonderful impact on our community.

To learn more about this program, eligibility requirements and to apply, please visit [www.aquatera.ca/community/bottledonationprogram](http://www.aquatera.ca/community/bottledonationprogram)

## LITTER PICKUP PROGRAM

It's important to us to keep our community clean and litter-free! The Litter Pickup Program is intended to do just that, while providing a sponsorship opportunity to local groups and organizations.

As soon as the snow melts and the conditions are safe, we sponsor local community groups in exchange for doing on-site litter pickup at our Landfill, along Highway 40, the Correction Line and Resources Road.

To learn more about this program, eligibility requirements and to apply, please visit [www.aquatera.ca/community/litterpickupprogram](http://www.aquatera.ca/community/litterpickupprogram)

## SPONSORSHIP PROGRAM

At Aquatera, we are proud and active supporters of many community-based events and initiatives in the communities we serve!

If you have an event or initiative that you would like Aquatera to attend or sponsor, please visit [www.aquatera.ca/community/events](http://www.aquatera.ca/community/events)

## WORK WITH US

Aquatera Utilities Inc. is honoured to be named among Alberta's Top Employers which recognizes employers who lead their industries in offering progressive workplaces and forward-thinking programs for their employees. For career opportunities, please visit [www.aquatera.ca/who-we-are/careers](http://www.aquatera.ca/who-we-are/careers)



One stop for everything you need to know

[www.aquatera.ca](http://www.aquatera.ca) 

# WIN OR GIVE!

Take the Aquatera Customer Satisfaction Survey and you could Win your water, Give water to a local, non-profit organization (with an Aquatera account), or anonymously to another Aquatera customer! Its YOUR choice!

To be eligible, you just need to:

- Be an active Aquatera customer
- Fill out the Win or Give survey
- Submit your survey by the last day of the quarter (March, June, September, December)

We will be randomly selecting four winners a year! Visit [www.aquatera.ca/transparency-growth/customer-engagement/win-and-give](http://www.aquatera.ca/transparency-growth/customer-engagement/win-and-give).

## WHAT'S ON TAP

Want to stay in the loop of everything going on at Aquatera? Subscribe to our quarterly newsletter for the latest news, updates, contests and special offers! Visit [www.aquatera.ca](http://www.aquatera.ca) and subscribe!

## LIVE CHAT

Aquatera is here to help! Visit [www.aquatera.ca](http://www.aquatera.ca) to chat with us online, Monday to Friday from 8:30 a.m. to 4:30 p.m.



Check out the Drop

# BLOG

[www.aquatera.ca/multimedia-and-stories/the-drop-blog](http://www.aquatera.ca/multimedia-and-stories/the-drop-blog)

Learn more about Aquatera and the team that brings you water, wastewater, and solid waste services. Be sure to check out Aquatera's social media for up-to-date information, contests and give-a-ways. Check us out at:



# PAYMENT INFORMATION

**Are you looking to open a new account, close your existing account, or transfer your services to a new address?**

Just answer a few simple questions on our online form and we'll take care of the rest! Visit [www.aquatera.ca/your-bill/open-close-transfer-account](http://www.aquatera.ca/your-bill/open-close-transfer-account)

## Billing

We have a variety of payment options at Aquatera including in-person, by mail, online, pre-authorized payments through your financial institution, and over the phone. For more details on all your payment options, please visit [www.aquatera.ca/your-bill/payment-information](http://www.aquatera.ca/your-bill/payment-information)

## In-person

Pay your Aquatera utility bill at our Head Office, located at 11101 104 Avenue, Grande Prairie, Alberta.

## By Mail

To ensure your payment is processed correctly, you must include the top portion of your bill with your payment or reference your Aquatera account number. If your payment is made on or close to your due date, we do ask that you contact us at [myaccount@aquatera.ca](mailto:myaccount@aquatera.ca) or 780.538.0340 to avoid collection fees or a disruption in your water service. Our mailing address is Aquatera Utilities Inc., 11101 104 Avenue, Grande Prairie, Alberta T8V 8H6.

## Online

Aquatera also offers an online payment option. To register for an online profile, please visit <https://myaccount.aquatera.ca/login>. An online account allows you to see your account details and balance, make one-time payments, and set up automatic withdrawals from your credit or debit account.

## Pre-Authorized Payments

Aquatera offers the convenient and environmentally responsible option of pre-authorized payments. Once enrolled in the pre-authorized payment plan, the amount due on your Aquatera utility bill will be withdrawn from your account on your due date. To register for pre-authorized payments, visit [www.aquatera.ca/your-bill/pay-your-bill/preauthorized-payments](http://www.aquatera.ca/your-bill/pay-your-bill/preauthorized-payments)

## Financial Institution

You can pay your Aquatera utility bill at most financial institutions in Canada. If your payment is made on or close to your due date, we ask that you contact us to avoid collection fees or a disruption in your services.

## By phone

Using the Interactive Voice Response (IVR), you can pay your utility bill over the phone in an automated manner by calling 780.538.0340 ext. 6

## UNDERSTAND YOUR BILL

[www.aquatera.ca/your-bill/understanding-your-monthly-payment](http://www.aquatera.ca/your-bill/understanding-your-monthly-payment)

## Get eBill Go Paperless

Sign up for e-Bill today and access your account anytime, anywhere; receive timely notifications when your new bill is available; and help us foster a greener environment by reducing waste. To sign up, visit [www.aquatera.ca](http://www.aquatera.ca)



**AQUATERA<sup>®</sup>**

**WATER EARTH INNOVATION**

[www.aquatera.ca](http://www.aquatera.ca)