

Your City. Your Water.

FALL 2021

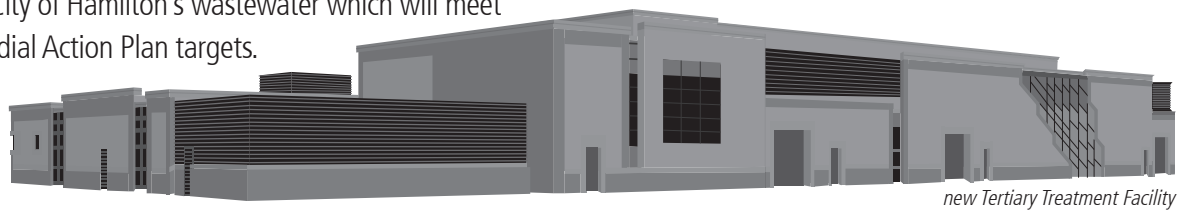
Welcome to the eighth edition of the Hamilton Water Newsletter.

In this newsletter you will find information on: The Woodward Wastewater Treatment Plant Upgrades · The 3Ps · Frozen Pipes · Water Meter Change-out Program · Service Line Warranties · Lead Awareness · Vacant Properties · Catch Basins · Property Contact Information

Keeping Things Flowing: The Woodward Avenue Wastewater Treatment Plant Upgrades

The Woodward Wastewater Treatment Plant upgrades represent the largest investment within the City of Hamilton's Clean Harbour Program. The upgrade project is a multi-phase, multi-year process that includes several sub-projects, each of which has its own specifications and timelines. Here's a snapshot of what's been happening lately at the Plant as part of the \$340 million multi-phase plan to upgrade the Woodward Wastewater Treatment Plant:

- 1. Main Wastewater Pump Station (MPS):** Construction of the new Main Pumping Station is nearing completion, providing a total capacity of 1,700 million liters per day. Start-up and commissioning of the new station is now underway. In 2022, all wastewater collection flow will be moved to the new MPS facility and the old facility will be demolished.
- 2. Electrical Power Centre/Chlorination:** The new Energy Power Centre and distribution loop system are now complete, ensuring sufficient power for all essential infrastructure at both the Woodward Avenue Water and Wastewater Treatment Plants. The old power systems and substations are being decommissioned and removed. The project is scheduled to be completed by the end of 2021.
- 3. Tertiary Treatment:** Construction of the new Tertiary Treatment Building and Chlorine Contact Tank are well underway, along with upgrades to the existing secondary treatment facilities. In 2022, the new Tertiary Treatment Facility will be online and provide enhanced treatment of the City of Hamilton's wastewater which will meet the Hamilton Harbour Remedial Action Plan targets.

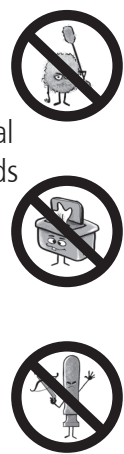


new Tertiary Treatment Facility

Learn more:
hamilton.ca/cleanharbour

Reminder: Only Flush the 3Ps

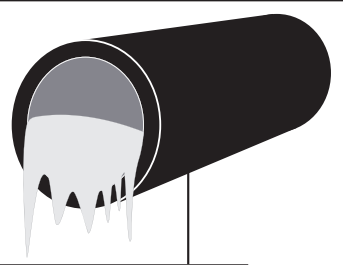
Like many older North American municipalities, Hamilton is dealing with unflushable items being flushed down the toilet. These items, such as feminine products, wipes, dental floss or even hair, cause damage to homes, neighbourhoods and the wastewater treatment system. In your home, even the smallest build up of unflushable items can have serious impacts such as basement flooding, clogged pipes or overflowing drains. The only materials that are properly treated and break down safely within the wastewater system are the 3Ps - pee, poo and toilet paper.







Learn more: hamilton.ca/ownyourthrone

Frozen Pipes

Frozen pipes can leave you with no water and costly repairs. Take precautions to help prevent your pipes from freezing this winter.



- 
seal air leaks
- 
install insulated pipe sleeves
- 
shut off & drain outdoor faucets
- 
disconnect outdoor hoses

For more tips on how to prepare visit: hamilton.ca/frozenpipes

Water Meter Change-out Program Learn more: hamilton.ca/watermeters

Your water meter is designed to provide many years of reliable service. Most residential meters last about 20 years but can wear out over time. The City of Hamilton has a water meter maintenance program that changes out over 7,000 residential water meters each year to stay within accuracy standards and ensure that they do not fail. If the City determines that your water meter needs to be replaced, you will be notified by a letter from the City and our current contractor Neptune Technology Group. The letter will contain a reference number located under your address and advise you to book your appointment with Neptune Technology Group. Meters are changed based on service life and not by district. Some residents in your neighbourhood may receive a letter while others may not. The water meter replacement is not optional, it's a requirement to maintain a functioning water service.



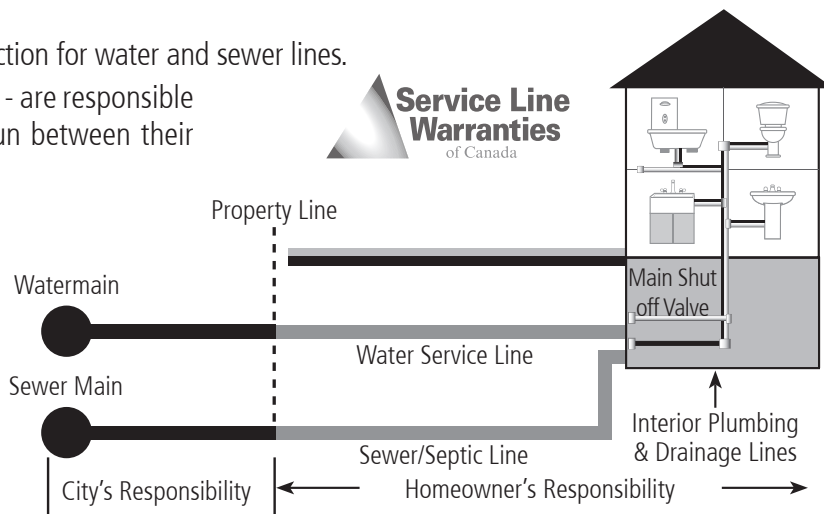
Service Line Warranties of Canada (SLWC)

SLWC offers Hamilton homeowners affordable optional protection for water and sewer lines.

Many homeowners are not aware that they - and not the City - are responsible for the private portion of the water and sewer lines that run between their homes and the property line.

It has now been over seven years since Hamilton became SLWC's first Canadian partner with:

- Nearly 12,000 enrollments
- Over 7,500 claims addressed by SLWC's network of local, licensed contractors at a cost of over \$3M with no claim denials
- 67 Ontario municipalities have now partnered with SLWC following Hamilton's success



EXTERIOR SEWER/SEPTIC LINE COVERAGE

\$8* per month or \$96* annually

Covers the cost of covered repairs to restore flow to leaking, broken or clogged sanitary sewer lines located outside the home to the property line.

EXTERIOR WATER LINE COVERAGE

\$6* per month or \$72* annually

Covers the cost of covered repairs to restore flow to frozen, leaking or broken water lines located outside the home to the property line.

INTERIOR PLUMBING & DRAINAGE COVERAGE

\$9* per month or \$108* annually

Covers the cost of covered repairs for frozen, leaking, clogged or broken water and sanitary sewer lines inside the home including drain lines connected to the main sewer stack.

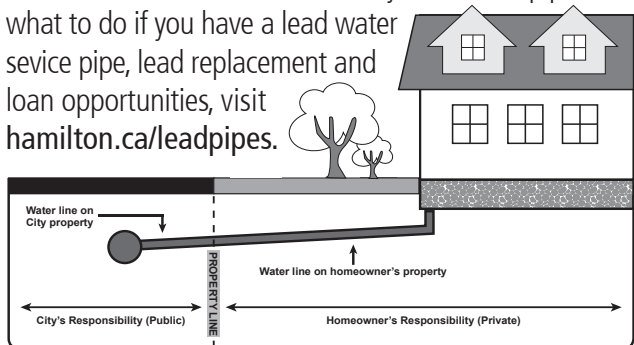
To view coverage availability, exclusions and Terms and Conditions, visit: slwofc.ca or call 1-855-326-4730

**Plus applicable sales tax*

Lead Pipe Awareness

If your home was built prior to 1960, you may have a lead water service pipe. Due to the health risks associated with lead, residential plumbing regulations changed after 1955 and banned their use. Lead is a highly toxic metal that can cause very serious health effects. It can leach into drinking water from lead water pipes, lead-based plumbing fixtures or lead solder. The longer water is in contact with lead, the greater the chance of lead getting into the tap water. In many areas the City adds orthophosphate to treated drinking water to prevent lead corrosion, but the best way to remove lead from your drinking water is to replace your lead service pipe.

For information on how to identify lead water pipes, what to do if you have a lead water service pipe, lead replacement and loan opportunities, visit hamilton.ca/leadpipes.



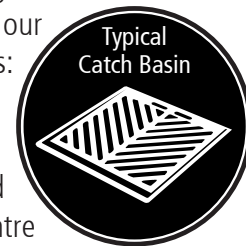
Vacant Properties

If your property will be vacant, please call 905-546-2489 within 24 hours of leaving to arrange for the City to turn your water off at the street. There is a turn off and turn on fee associated with this service but you will be protected from unauthorized water use of outdoor taps and water leaks that are not identified/addressed due to lack of occupants.

Keep Pollutants Out of Sewers

Catch basins and storm sewers in the roadways are NOT garbage cans. These sewers, in many cases, drain directly into our creeks, rivers and lakes UNTREATED. This means that any pollutants entering into the catch basin may end up in our waterways. You can help protect our environment and infrastructure by following these tips:

- Catch basins are for storm water only
- Put pet waste in the garbage
- Properly dispose of all household chemicals and hazardous wastes at a Community Recycling Centre
- Clear off the catch basin in front of your home by sweeping up and properly disposing of any debris buildup
- Do not use a hose to clean off sidewalks and driveways
- Keep lawn fertilizer off of any hard surfaces like driveways or sidewalks
- Do not sweep yard waste/grass clippings onto the street or into catch basins – instead sweep/rake and put in your yard waste bin for pick up



Property Owner Contact Information

Keeping you informed of changes or disruptions to your water service is important to Hamilton Water. In times of an emergency, having the most up-to-date contact information is vital. Alectra Utilities handles all billing for Hamilton Water. To ensure we have your most up-to-date contact information, please call Alectra Utilities at (905) 522-9200 to make sure your information is current. *Please Note: Neither Alectra Utilities nor the City of Hamilton sells any of your information to third-party companies.*