

**When does this ban take place?**

This ban is effective immediately.

**Does this affect indoor water use?**

No, if residents comply with the outdoor water ban, sufficient capacity exists to meet normal internal water use in the affected areas. While work is in progress, a number of smaller watermains will service the communities so residents will be able to continue normal day-to-day activities such as taking showers, washing laundry and using the dishwasher.

However, the City encourages indoor water efficiency for all residents.

**Why is the outdoor water ban necessary?**

Unfortunately, as the summer months approach and water demands increase, the smaller water main will not meet outdoor water supply demands.

**What does an outdoor water ban mean?**

Residents and businesses are being directed not to use water for any exterior water uses such as watering lawns, filling pools and hot tubs or wash their vehicles.

**Can I fill a watering can indoors to water plants outdoors?**

No, this is considered outdoor use.

**Does this mean that I cannot fill my backyard pool or water any new plants or sod once I've landscaped my property?**

Yes.

**Who does this affect?**

The ban affects residents and businesses in Barrhaven, Manotick and Riverside South that are serviced with City water. See map of affected areas.

**Will there be any exceptions?**

No.

**How will the City ensure that people are respecting the ban? Will there be fines?**

Yes. City staff will be requesting Council provide the authority to issue fines to businesses or residents not complying with the ban.

**What happens during a fire or similar incident? Will the fire department be able to appropriately battle a fire?**

Yes, with full compliance with the outdoor watering ban, sufficient capacity exists. Ottawa Fire Services has been informed of the project. If the ban is respected, then there will be sufficient water supply in case of fire.

Ottawa Fire Services has contingency plans in place in the event of a water shortage that will ensure service to residents.

**Does this ban include city facilities?**

Yes. The following parks in Barrhaven will be affected:

South Nepean Park, 700 Longfields

- Greenbank Park, Greenbank
- Kilbirnie Park, 665 Kilbirnie Drive
- Teirney Park, 50 Heritage Glen Drive
- Chapman Mills Park, 39 Windhurst
- Mountain Meadows, 3740 Mountain Meadows, Riverside South
- Four Seasons, 4386 Spratt, Riverside South
- Claudette Cain, 660 River, Riverside South

**What happens during a heat wave? How will my children keep cool?**

Unfortunately, during this period, residents will not be able to rely upon local outdoor pools or splash pads for relief.

**What about businesses that require outdoor use of water?**

This ban applies equally to all outdoor water uses.

**Will there be any traffic interruptions?**

Yes, during construction southbound traffic on Woodroffe Avenue, especially around the West Hunt Club and Woodroffe intersection will be affected. Information on the traffic impact will be provided.

**Are other areas of the City affected?**

No. This situation applies only to the Barrhaven, Riverside South and Mantiack service area.

**Can capacity be re-directed from other areas in the City to address this situation?**

No. City staff have assessed all other options and no other opportunity exists to bring in sufficient drinking water to satisfy this situation.

**Does a similar risk exist elsewhere?**

City staff have begun plans to conduct similar condition assessments of pipes of similar age and material of construction.

**Why can't we have partial water restrictions or a rotating plan?**

The back-up water supply system currently in operation is not capable of safely meeting this increased water demand.

**Why can't we water overnight?**

The back-up water supply system uses this overnight period to bring reservoirs back to safe operating levels. Any increases in water demand, even if done overnight, prevents the restoration of safe reservoir levels for the next day's demand.

**What are the consequences of non-compliance on the water system, even partial outdoor use?**

If the outdoor water ban is not strictly complied with, the increased spring or summer demand on the limited water supply could cause reservoir levels to fall dangerously low allowing the distribution system to depressurize. This could result in contamination of the drinking water distribution system and would require a boil water advisory and even more restrictive indoor water use requirements. In this situation, further water restrictions would need to be put in place,

including the possibility that only bottled water would be used while the water system is sanitized and restored.

**Should I drink bottled water?**

No, that is unnecessary. Drinking water remains safe, and will continue to be so as long as residents and businesses eliminate outdoor water usage.

However, as part of the City's "Are you Ready?" emergency preparedness program, it is recommended that all residents in Ottawa have four litres of bottled water stored per person for drinking, cooking and hygiene purposes.

**Why did we not replace the pipe sooner, during the off-peak period?**

Staff have been working continuously to develop, design and implement a suitable replacement solution that would not impact the water supply. Unfortunately, none of the possible repair solutions resulted in any faster solution.

**Is the pipe a failure of the City to fix core infrastructure?**

No, this is a premature and unforeseen failure of existing infrastructure.

**Can I water my tree? If no, what tips do you have?**

No, residents cannot use City water to water trees, lawns or gardens. In order to have water on hand for trees and other plants, use a rain barrel to collect water and water by hand with a watering can.

**Can I water my outdoor plants and garden? If no, what tips?**

No, residents cannot use City water to outdoor plants or gardens. In order to have water on hand for trees and other plants, use a rain barrel to collect water and water by hand with a watering can. Water cannot be taken from indoors for use outdoors.

**Can I fill my outdoor pool or hot-tub?**

No. The ban extends to the pools and hot-tubs. However, the City has developed a 'Top It Up' program to assist owners of private pools and hot tubs to replenish water lost through the summer. Please call 3-1-1 or email <mailto:info-water@ottawa.ca> to schedule an appointment to top up your pool or hot tub.

**Can I fill my indoor pool or hot tub?**

No. However, you can take advantage of the Top it Up program. Please call 3-1-1 or email [info-water@ottawa.ca](mailto:info-water@ottawa.ca) to schedule an appointment to top up your pool or hot tub.

**Should I defer my tree planting or landscaping plans?**

The ban restricts all outdoor watering. Speak to the company with whom you have or are planning on purchasing tree plantings or landscaping services from to determine these plants hardiness to the outdoor watering ban.

**Can I draw water from the Jock River?**

Yes, the watering ban applies only to services obtained through the City's drinking water supply system. Residents are allowed to draw up to 50,000 litres of water per day, per resident. The City asks residents who do this to respect private property and to be safe.

**Can I take water from the stormwater ponds?**

No, unfortunately these site have not been designed for safe access by persons for water-taking purposes; their access would be considered a health and safety hazard.

**Are there drought resistant plants I can purchase in the short term?**

It is recommended residents should consult with their local garden centre.

**Are our local golf courses affected or closed?**

No. The outdoor watering ban applies only to water drawn from the City's water distribution system. Golf courses have their own, independent water supply for irrigation purposes.

**Should I still patronize businesses in the area (e.g. coffee shops, restaurants, gyms, spas)?**

Yes. Drinking water quality remains high in the affected area and residents are encourage to patronize their local businesses.

**Is the failure the result of too much growth in the area?**

No. The ban is due to a premature failure of a critical piece of infrastructure.

**Why don't you curb housing growth in the area in the interim?**

The outdoor watering ban has taken into consideration community growth projections for the impacted service area. With strict compliance to the outdoor watering ban, sufficient capacity remains to provide indoor drinking water service to this additional demand without jeopardizing the service capacity.

**What are the City facilities doing in the affected area to help with the ban?**

As with all businesses and residences within the affected zone, all of the City's facilities within the affected area will be subject to the outdoor watering ban. They have also been asked to consider other means of reducing their water demand beyond the outdoor watering restrictions.

**What are the schools doing? Are the water fountains being turned off?**

The ban only includes the use of outdoor water only. Drinking fountains will not be turned off. Local school boards will be contacted regarding the ban and they will be informed of the outdoor water ban.

**Are local sports fields affected? Are sports leagues affected?**

The outdoor water ban applies to all water taken from the City's drinking water system. Some sports facilities have provided their own independent supply of water for field irrigation. This ban does not apply to these facilities.

**What are you doing in the long term to address the situation?**

A third water supply into the affected area is nearing completion. This third feed will ensure there is long term clean water for the area that will meet all peak summer water demands. A redundancy pipe is also under construction that will be able to act as a back up in the future so that any construction can proceed without affecting water service levels.

**Why can't the Riverside South pipe be connected to Riverside South to take some pressure off the system?**

Construction is currently underway to connection a third drinking water supply into the affected area. This redundant supply will only be complete in late October 2011. While considered as a possible alternate solution to the current situation, it is not possible to accelerate this project to the point that the second supply would be commissioned earlier than the repair work currently underway.

**Why are the commercial car washes not closed?**

While many commercial car washes recover and recirculate the majority of their water for car washing purposes, commercial car washes will be asked to support this situation through a voluntary reduction in their use of the City's water.

**I live in Ward 22, but in the Leitrim and Findlay Creek area, so am I affected?**

No. Only the Barrhaven, Riverside South and Manotick areas serviced by City water are affected. All other areas are provided drinking water through other supply pipes. Reducing water demand in these other areas will not improve the supply condition within the affected area.

**How will you keep the water at the Walter Baker and Manotick pool filled?**

These pools will be topped up under the Top it Up program.

**Why did the City not build a separate water service for Riverside South from the start?**

At the time, the most cost effective means to provide water services to this community was to extend the water main down from Woodroffe Avenue. It is standard industry practice to provide water services in a cost effective and timely basis.

There is also a secondary water main into the affected communities, which is providing the current water needs of the community. However, this water main is significantly smaller than the primary water main down Woodroffe Avenue and can only accommodate indoor water use.

**Will there be further information made available?**

City staff will be monitoring the situation very closely over the period. Updates will be provided regularly.

**How can I keep up to date on developments? Is there a website? Is there an email subscription list?**

The City will provide updates to residents throughout the period of the ban through a series of measures including updates on its web site, media, radio and newspaper advertisements. Residents with specific questions can also call 3-1-1 or email [info-water@ottawa.ca](mailto:info-water@ottawa.ca).