



What to do if your tap water is discoloured

Is your tap water discoloured? Is it brown or red (rust-coloured)? Normally this situation won't last long and it is easy to eliminate by following a few steps before consuming the water.

Discoloured water is an aesthetic issue but is safe to drink and does not pose a health concern. Discoloured water (yellow, red, brown or grey) is generally caused by iron oxidation, creating rust in the drinking water lines. When equipment is inspected, or repair work is done on the distribution network, rust particles may come loose, causing the water to become discoloured.

Follow these steps

- Open the cold water tap. If in a house, use the bathtub tap, or if not, then the kitchen sink. If your building (e.g. a store) doesn't have a bathtub or kitchen sink, use whatever tap is available.
- If the tap has an aerator, first unscrew the tip to remove it
- Let the cold water run until it is clear. Now you can drink it.
- To prevent staining clothing or damaging an appliance, be sure the water runs clear before doing your laundry or using an appliance that uses water.

Does the discolouring persist?

If the water is still discoloured, please call the Public Works Office at (705) 429-2540.

Why is the water discoloured?

Water can become discoloured when work is done on the water distribution system:

- Change in direction or speed of water flow in lines
- Opening of fire hydrants or valves
- Repair, maintenance or construction work