

# FAQs about our water quality

## Where does the water in our taps come from?

The **AMWSC** supplies bulk water to the City of Abbotsford and the District of Mission, who in turn, distribute the water to their respective customers. The **AMWSC** water system is operated by the City of Abbotsford.

The water supply system includes two surface water sources (Norrish Creek and Cannell Lake), 19 groundwater wells, two water storage reservoirs (Maclure Reservoir and Mt. Mary Ann Reservoir) and 86 km of high pressure, steel water transmission.



## How does the water get cleaned to drink?

Norrish Creek Water Treatment Plant filters the water using two different methods: Slow Sand Filtration and Ultra Filtration Membranes.

## How does slow sand filtration work?

Raw water flows through a layers of sand and gravel, where it not only gets physically filtered but biologically treated. Both sediments and pathogens are removed.

## How do ultrafiltration membranes work?

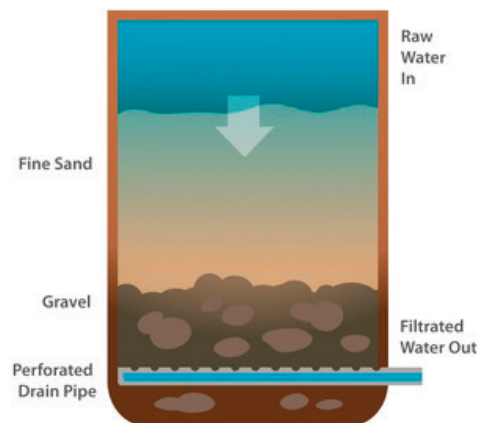
Ultrafiltration membranes resemble long strands of spaghetti that are hollow on the inside. The membrane wall is made from a polymer composite that has billions of tightly controlled microscopic pores that are 0.02 microns nominal in size. Water naturally flows through the pores from the outside-in through the membrane wall under very low pressure. The pores physically block particles, turbidity and pathogens such as bacteria, viruses and cysts.

**Our local water exceeds national drinking water standards!**

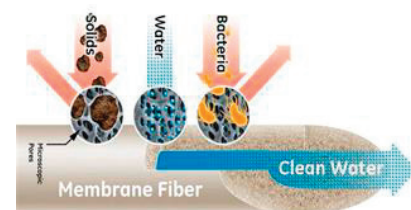
## How do we disinfect the water?

A. Chlorine and ammonia are added to create chloramines for disinfection; soda ash is added to raise pH. Chloramines are used because they provide longer-lasting water treatment than free chlorine as the water moves through pipes to consumers. This type of disinfection is known as secondary disinfection. Chloramines have been used by water utilities for almost 90 years and their use is closely regulated.

### SLOW SAND FILTRATION



### ULTRAFILTRATION MEMBRANES



our  
water  
matters

**Do Your Part. Conserve & Reserve.**

[www.ourwatermatters.ca](http://www.ourwatermatters.ca)  
For more information: 604-864-5514

# our water quality



## Why does my drinking water look cloudy (frothy or milky)?

Most often, cloudy water is caused by air bubbles. The air is naturally dissolved in the water as it travels to you in pipes under pressure. When you turn on your tap, releasing the pressure, the air escapes from the water. You can confirm that cloudiness is indeed air by filling a glass with the water and waiting a bit. After some seconds or minutes, the water should clear, starting from the bottom to the top. Air in water is completely harmless.

### Did you Know?

Our water is considered soft (<10 ppm calcium carbonate). \*Residents in the Sumas Prairie or south of Highway 1 may occasionally receive moderately hard water when the wells are operating.

## How do we ensure our water is safe to drink?

The **AMWSC** reports to Fraser Health who oversees our drinking water quality.

Abbotsford and Mission's drinking water undergoes thousands of quality tests each year to ensure that customers are provided with clean and safe water.

Residents can take pride in their drinking water - it continually meets or exceeds quality standards set out in the BC Drinking Water Protection Act and the Canadian Guidelines for Drinking Water Quality.

Residents can get detailed water quality reports published annually and key water quality monitoring data is posted monthly on [ourwatermatters.ca](http://ourwatermatters.ca)

Testing is a very important part of the water system and ensures everyone has clean and safe drinking water.

Tests are run on weekly, monthly and on an annual basis. We run tests for: turbidity and ultraviolet transmittance (UVT), nitrates/nitrites, e. coli, coliform, disinfection monitoring, trihalomethane and haloacetic acids, cryptosporidium, giardia and deterioration of our pipes.

**More details about these tests can be found at [www.ourwatermatters.ca](http://www.ourwatermatters.ca)**

### Did you Know?

The AMWSC performs over 10,000 water quality tests every year.



**Residents can get detailed water quality data on [ourwatermatters.ca](http://ourwatermatters.ca)**

## What is Turbidity

Turbidity is the amount of dirt that is floating in the water; AMWSC's goal is to deliver water with less than 1.0 NTU (Nephelometric Turbidity Units). Filtration removes all small particles resulting in low turbidity.

## Bacteria and Viruses

There are many bacteria and viruses that naturally exist in water. Filtration and disinfection remove or kill these germs.

Abbotsford  
Mission  
Water & Sewer Services

For more information: [www.ourwatermatters.ca](http://www.ourwatermatters.ca)  
Conservation Hotline: 604-864-5514