

## WATER RESTRICTIONS – FREQUENTLY ASKED QUESTIONS

Why is it important to follow the Water Restriction By-Law?

During summer months, water use can increase by up to 50% putting additional strain on our water supply and the infrastructure (water pumps, treatment plants) used to carry water to and from its destination. The City of Pembroke's Water Restriction By-law was implemented to help reduce water use peaks and limit usage to lessen strain on our water supply and infrastructure.

Do all municipalities have a water restriction program?

Most Ontario municipalities run a water restriction program.

Who is affected by water restrictions?

All City of Pembroke Water Customers and all Township of Laurentian Valley users of the Pembroke Drinking Water System, must comply with watering restrictions according to the By-law.

Why do City crews let out water from the fire hydrants during restrictions?

In some situations, critical water main flushing activities may take place in order to restore water services to customers. After a repair has been done to a water main, the pipes must be flushed out to remove any sediment and contaminants in the pipes. This is to ensure the water meets all water quality requirements and legislation.

The water coming from the hydrants is carefully monitored and controlled to ensure that only the minimal amount of water needed is used. All City crews are aware of the water restrictions and do their best to limit water use.

When do watering times come into effect?

The Water Supply Regulations are in effect from May 15th to September 15th in every year unless otherwise stipulated by Council or the Chief Administrative Officer if time is of the essence.

Why are we required to water our lawns at certain times?

The City of Pembroke asks that residents only water outdoors between 6 to 10 in the morning and 6 to 10 in the evening. Having specific watering times allows the City of Pembroke's water treatment facility to replenish the reservoirs during the overnight and daytime hours. The designated watering times also encourage watering during the coolest parts of the day, when the least amount of evaporation (due to the sun) will occur.

When can I water?

You can water according to the odd/even rule. The odd/even rule means that you can only water outdoors between 6 to 10 in the morning and 6 to 10 in the evening on days that correspond with your house number.

For example, if your home address is an odd number, water on any odd numbered calendar days and if your home address is an even number, water on even numbered calendar days.

What is considered wasting water?

Wasting water anytime of the year is completely restricted. If you waste water or break the Water Restriction By-law, you could be issued a fine by municipal by-law enforcement officers. Apartments, businesses, and other institutions are expected to comply with the Water Restriction By-Law.

Wasting water includes:

- Permitting an irrigation system to run during a rainstorm;
- Permitting water to pool or run-off any lawn, garden, or to other outside plant;
- Allowing a tap or hose to run unnecessarily;
- Damage or deterioration of any water-using appliance that results in water waste;
- Operating a fountain or pond without re-circulating water;
- Directing water onto a paved surface, including driveways, sidewalks, or roadways during irrigation;
- Washing any vehicle or the outside of a building with the use of a hose not equipped with a shut-off nozzle;
- Use of flowing water instead of dry sweeping to remove loose debris from a residential driveway.

Can I water my newly planted sod?

Yes, newly laid sod on any property may be watered for a period of two weeks after the sod is first laid.

Can I water my newly planted garden?

Yes, newly planted sod replacement, trees, ornamental shrubs and newer gardens can be watered while being installed and during the following 24 hours after the completion of installation.

Can I use a held-held watering can to water my garden when it's not my allowed watering day?

Yes. Property Owners may use water not connected to the municipal water supply to water lawns and gardens at any time (rainwater collected in buckets, barrels or cans).

Can I water my lawn if it is being treating with pesticides or fertilizer?

Yes, if your lawn is being treated with any pesticide, herbicide spray or fertilizer which requires water while being treated and during the next following 24 hours after the application.

Can I use water to fill hot tubs, or garden ponds?

Property owners may fill up hot tub and garden ponds on alternate days (based on odd or even address) with time restrictions.

Can I use water to fill my swimming pool?

Yes. Property owners may use water for a newly installed swimming pool or pool liner repairs which require water while completing pool installation or repair.

Property owners may only top-up permanently installed residential swimming pools on

alternate days (based on odd or even address) with time restrictions.

Can I use water to fill wading pools?

Yes, top-up restrictions are limited to permanently installed residential swimming pools.

Will Splash Pads remain open during water restrictions?

Yes, Splash pads will remain open during water restrictions.

Can I wash my Vehicle or Boat?

Property owners may only wash vehicles or boats on alternate days (based on odd or even address) with time restrictions.

Can I wash outdoor surfaces or the exterior of my building?

Property owners may only wash outdoor surfaces or the exterior of a building on alternate days (based on odd or even address) with time restrictions.

Can municipalities water hanging flower pots on days other than designated?

Short answer is yes, but they should remain sensitive to public perception. It is recommended that watering trucks with non-potable water be used. In other words, the water used should be pumped from surface water sources and wastewater treatment plants (if approved).

Are sports fields exempt from the watering schedule?

Municipal sports field watering is exempt from the City of Pembroke's water restrictions.

My neighbour is not using water in accordance with the By-Law. How do I report this offence?

If you know your neighbour, you may want to make them aware of the Water Restriction By-law. Otherwise, call the Operations Department at 613-735-6821, Extension 1410.

How does the City of Pembroke enforce the Water Restriction By-Law?

The City of Pembroke's policy is to provide education, information and warning notices to encourage compliance with the Water Restriction By-Law.

However, the Water Restriction By-Law 2012-61 allows for enforcement through set fines or the issuance of a summons by Municipal By-Law enforcement officers.

What are the penalties faced when a person contravenes the Water Restriction By-law 2012-61?

A person who contravenes this by-law commits an offence, and is subject to the following fines:

For an offence of interrupting any officers, contractors, agents or servants in exercise of duty \$125.00;

For an offence of wasting water a person will face a fine of \$125.00;

For an offence of lending, selling, or disposing of water without permission a person will face a fine of \$125.00;

For an offence of permitting water to be taken or carried away a person will face a fine

of \$125.00;

For an offence of altering a meter a person will face a fine of \$125.00;

For an offence of laying pipe without permission a person will face a fine of \$125.00;

For an offence of watering when prohibited a person will face a fine of \$150.00;

For an offence of watering during additional restrictions a person will face a fine of \$150.00.

Is the City of Pembroke required to issue an official warning to me before it can charge me for violating the Water Restriction By-Law?

No. By-Law Enforcement Officers may lay charges without warning. However, the City of Pembroke's policy is to provide education, information and warning notices to property owners as a courtesy. If water use violations are observed after a warning has been issued, charges will be laid.