



Your Drinking Water - Part One

Where does it come from? Do we have good quality water?

Our Water Comes From Wells, Not the Lake

- » The Town has 7 ground water wells. The wells collect water from underground aquifers in and around the Town. The water from the wells supply our two water treatment facilities, known as Water Reservoirs:
 - North Water Reservoir: This is our newest reservoir servicing up to 30,000 residents. It may be expanded to serve up to 60,000 residents
 - South Water Reservoir: This reservoir was built in the 1980s. We are upgrading it so that it can continue to receive raw well water and distribute treated water to residents

How Does the Water Get to My House?

- » Once your water is treated in the Water Reservoirs, it is distributed through water mains and water service lines to homes and businesses

Our Water Quality

- » Alberta Environment and Parks classified our 7 wells as High Quality Ground Water
 - This classification means the Town must disinfect and monitor water quality on a regular basis
- » Water quality standards are set by Health Canada and Alberta Environment and Parks
 - The Town makes sure our water quality meets standards by monitoring the water system daily, weekly, monthly and annually
 - We monitor treated water before it enters the distribution system, and at random locations throughout the distribution system

Questions?

- » Environmental Services: 403 887 2800



Your Drinking Water - Part Two

How is water treated? Why do we have hard water?

Our Water Comes From Wells, Not the Lake

- » The Town has 7 ground water wells. The wells collect water from underground aquifers in and around the Town. The water from the wells supply our two water treatment facilities, known as water reservoirs

How is Water Treated?

- » We disinfect our water with chlorine to kill bacteria in the reservoir and water mains
- » Chlorine residual is how much chlorine is left after bacteria is killed
- » Our chlorine residual is less than many other cities:
 - Red Deer: 2.00 - 2.24 mg/L
 - Edmonton Chlorine: 1.75 - 2.15 mg/L
 - Sylvan Lake: 0.90 - 1.25 mg/L
 - Residual data from Oct - Nov 2021

Do we have hard water?

- » Our water has a hardness level between 184 - 317 mg/L
- » Hardness level changes depending on the area of Town
- » Edmonton hardness level: 185 mg/L
- » What makes our water hard?
 - Hardness levels differ between communities based on where the water comes from
 - Our water comes from wells fed by underground aquifers. These aquifers run through naturally occurring sedimentary rock and limestone, and it is the stone formations that create water hardness
- » Are you considering installing a water softener?
 - How you set up your water softener depends on what part of town you live in. Check our water quality analysis report before purchasing a softener: sylvanlake.ca/water-sewer

Questions?

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Your Drinking Water - Part Three

How do we make sure your water is safe?

Regular Testing

- » Our water system operators sample and test water regularly. Some of the things we test for include:
 - **Turbidity:** if the water is cloudy, and why it is cloudy. It can indicate if water is polluted by things like silt, microorganisms, or other dissolved materials.
 - **pH:** how acidic or basic the water is. pH can tell us how easy it is for materials to dissolve in the water. Those materials can be good for us or can hurt us. pH helps us figure out how easy it is for those materials to be absorbed by living things. pH also can tell us how well our water treatment chemicals are working. pH is monitored 24 hours a day.
 - **Bacteria:** we look for bugs that can make us sick, such as E. coli and other bacteria
- » We watch the test results carefully so we know that our treatment and distribution processes are working to keep residents safe

Yearly Testing

- » Every year, we take a potable water analysis sample
- » We send the sample to an International Standard Organization (ISO) Laboratory
- » This test tells us what materials are in your water
- » It makes sure that our water is within the ranges set by Health Canada and Alberta Environment

Questions?

- » Environmental Services: 403 887 2800

What is Wishcycling?

Putting non-recyclable items in the recycling, and hoping it gets recycled.

For example, putting plastic bags into recycling*



Why is it a problem?

While well-intentioned, wishcycling contaminates the recycling process. If the Town's recycling load becomes too contaminated, it goes to **landfill instead**. Thankfully, this hasn't happened yet!



What can I do?



Follow the recycling guide



Ditch plastic, get reusable bags*



Download the GoGreen App Today!

www.sylvanlake.ca/collection

*The Federal Government banned single use plastics (including plastic bags), starting in 2022

