
Resident's Information Sheet Water Distribution

Mountain View Regional Water Service Commission (MVRWSC) is responsible for the supply of treated water to the Town and for ensuring that the water is of the required quality as determined by Provincial standards.

The Town of Bowden is accountable for ensuring that the public responsibilities that apply to the safe supply of drinking water, monitoring, testing and reporting are met.

Operating standards and procedures are required by Alberta Environment to ensure that practices are in place that cover two broad areas:

- i. ensuring that contaminants are not introduced and that chlorine levels are maintained throughout the distributed water system***
- ii. ensuring that a water quality monitoring system is in place, documented operating practices exist, and emergency procedures exist to respond to adverse water quality conditions and emergencies***

In this respect the Town of Bowden has a documented Drinking Water Safety Plan. Water quality is tested twice daily. In addition, a water sample is sent weekly to a Government laboratory for bacteriological analysis.

Furthermore, there is a requirement for the Town of Bowden to submit monthly statistical reports to Alberta Environment and incident reports whenever there are significant occurrences outside of normal operations.

There may be instances however when the water quality or mains pressure is temporarily affected by other factors such as:

- a problem with the supply of treated water received from MVRWSC***
- a break in a water main within the Town***
- maintenance of equipment within the Pump House / Reservoir***
- servicing work conducted on water shut off valves, street valve boxes and fire hydrants***

Residents should monitor the Town's website and Facebook page for notices of any planned disruptions or known issues. Please note:

- if water discolouration occurs residents should run water from all taps / faucets within their properties for a period of at least 10 minutes or until the water quality improves***
- water pressure fluctuations are automatically notified to Public Works via SCADA reporting***
- most abnormal situations in the water supply within the Town will affect more than one property. If water quality or low pressure exists within a single property this is unlikely to be a problem within the Town's distributed network. This may be a result of issues with the water lines & pipes within the property itself.***

The Town will however investigate all matters reported that merit attention or investigation.

If you have any questions or experience any abnormal occurrences, then please contact the Town Administration Office on 403-224-3395 (normal office hours are 8.00am until 4.00pm).

If an issue arises outside of office hours, then please call Public Works on the "on call" number; 403-224-3621