



Municipal Water Use and Restrictions Guidelines

Guidelines for water use:

For those connected to our utility system, the Town of Woodstock delivers fresh clean drinking water on demand and provides efficient and sanitary removal and treatment of wastewater. While we have sufficient capacity in place today, residents conserving on water usage has many positive impacts.

- Less water used means less energy required to pump, treat and distribute both the drinking water and the resulting wastewater.
- Less water used means less wear and tear on our infrastructure, including pumps, water treatment, and wastewater facilities, resulting in less maintenance and replacement costs.
- Less chlorine is used to treat both the drinking water and the wastewater, resulting in lower costs and fewer environmental impacts.
- Less demand can delay the need for costly infrastructure expansions.

Reducing your water usage on a day to basis can be as simple as following some of the suggestions below:

- Do not overwater your lawn. 2-3 cm per week is generally plenty and is best applied in early morning or later in the evening.
- When using your washing machine or dishwasher, make sure they are full.
- Keep a container of our fresh clean water in your fridge rather than running your tap to get cold.
- Turn off the faucet when brushing your teeth. This can save up to 3 gallons each time you brush.
- Check your toilets for leaks, as this can be the single largest source of wasted water in your home.
- Think water conservation when you replace fixtures (e.g. low flow toilets, shower heads, etc.)

Water Restriction Guidelines

Despite our best efforts, there will occur times when water use restriction is crucial for managing water resources during periods of drought, high demand, or other circumstances that may strain water supplies. Our water restriction protocol is a tiered system, based on the severity of the water shortage that provides guidelines on how and when these restrictions should be enforced.

Our goal as a municipality is to respond to water shortages in a fair and efficient manner while minimizing disruption to daily life. Use of this protocol will be based on the severity of the situation, ensuring that water conservation efforts are proportional to the crisis at hand and are imposed gradually based on the severity of the water supply situation. The aim is to protect essential infrastructure and ensure potable and equitable access to water for residents and businesses.

Objective:**Key Considerations:**

- **Water Supply Status:** Includes water supply conditions, infrastructure status, and weather forecasts.
- **Consumption Monitoring:** Regular assessment of water usage to determine current levels of demand.
- **Public Awareness:** Communication with residents about the necessity of water conservation.
- **Exemptions:** Certain categories of users (e.g., hospitals, fire services, essential industries) may be exempt from some restrictions, as deemed necessary.

Water Restriction Levels**Normal Water Use (No Restrictions)**

- **Condition:** Normal water supply, no significant risk to future water availability.
- **Guidelines:**
 - Water conservation is encouraged but not mandated.

Level 1: Voluntary Water Use Reduction

- **Condition:** Early signs of water shortage or strain on the water supply.
- **Guidelines:**
 - Voluntary reductions in water use are encouraged:
 - Residents should reduce outdoor water use and limit lawn watering and car washing. If necessary, outdoor watering should be limited to early morning or late evening to reduce evaporation
 - Business and Institutional users should implement water-saving measures.

Level 2: Mandatory Water Use Restrictions

- **Condition:** Severe risk of water shortages, requiring immediate action to ensure supply. Water use limitations are in effect for residential, commercial, and industrial.
- **Guidelines:**
 - Outdoor Watering:
 - **Residential:** Outdoor watering is restricted to one day per week, to a maximum of two hours, and is allowable only for food production, or newly planted shrubs or trees.

- **Commercial:** Outdoor watering is for essential needs only (e.g., food production, public health).
- **Non-Essential Water Use is Prohibited.** Activities like filling pools, washing cars, or non-essential cleaning of sidewalks or driveways is restricted.
- The Utility team may conduct residential and commercial water audits to help large consumers reduce water use. Building owners are expected to cooperate with the Utility team to help reduce water usage.
- **Enforcement:** Fines may be issues for non-compliance. Residential, commercial and industrial users could face fines up to \$750 per day.

Level 3: Emergency Water Use Restrictions

- **Condition:** Critical water shortage that poses a serious risk to public health and safety and/or infrastructure. **Severe water use restrictions are in place for residential, commercial, and industrial.**
- **Guidelines:**
 - **All outdoor watering is prohibited.** This includes all outdoor irrigation, including residential, commercial, and municipal landscapes, washing of vehicles, filling of pools or fountains and other non-essential uses of water.
 - **Residential Restrictions:**
 - **Limited Indoor Use:** Indoor water use such as washing clothes or dishes is restricted and should be limited to essentials.
 - **Commercial and Industrial Restrictions:** Large-scale users must reduce water consumption by at least 50% from normal levels. Essential businesses (e.g., hospitals, food processing) may be exempt.
 - **Public Services:** Water supplies at public facilities such as parks and recreational areas may be closed to reduce water use.
- **Enforcement:** Fines may be issues for non-compliance. Residential, commercial and industrial users could face fines up to \$1500 per day and/or water shut off for repeated non-compliance.

Level 4: Critical Water Shortage / Emergency Response

- **Condition:** Water supply is critically low, or shut off, and the municipal supply cannot meet essential needs.
- **Guidelines:**
 - **Strict Water Rationing:** Protocols may be put in place to enforce strict limits on time-of-day usage.
 - **Shutoff Measures:** Temporary water shutoffs may be necessary for residential, commercial, and industrial users.

- **Priority access** will be given to essential services (healthcare, firefighting, sanitation) and vulnerable populations.
 - **Emergency water sources** such as water trucking or bottled water may be made available. Locations for any emergency water supplies will be communicated by the Town of Woodstock Administration.
 - **Monitoring public notifications is critical.** The Town of Woodstock will be providing frequent updates on water use limitations, supply status, and emergency plans via local media, social media, and direct communication channels. Residents, commercial and industrial users are expected to stay up to date with communications and adhere to all guidelines.
 - **Enforcement:** Fines may be issues for non-compliance. Residential, commercial and industrial users could face fines up to \$3000 per day and/or water shut off for repeated non-compliance.
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Communication Plan

- **Public Notifications:** The Town will use multiple communication channels (e.g., website, social media, local newspapers, community centres, radio, etc.) to inform the public about the restriction levels and guidelines.
- **Town Office Phone Line:** Residents and businesses can ask questions, report issues, or request assistance by contacting our Utility Department Clerk by phone or email.
- **Water Use Alerts:** Emergency automated text messages or emails may be sent to water customers when restrictions change or when there are critical updates.