

Being Prepared: Drinking Water During Extreme Weather Events

Halifax Water is dedicated to maintaining high-quality water services during extreme weather events. Our large water supply plants can operate with backup generators for extended periods.

Water Service May Still Be Impacted for Some Customers/Residents

- **Large apartment/condo buildings** may experience changes in water pressure or a loss of water service during power outages, as their private plumbing system's electrical booster pumps may not function without a backup power supply.
- **Small communities outside the urban core** served by Halifax Water may experience water pressure reduction or loss of service during power outages. Unfortunately, these smaller water supply plants cannot run on backup generator power for extended periods.
- **Residents with private wells or surface water sources** should be prepared for potential interruptions in water supply and contamination risks during power outages, and they are advised to maintain a 72-hour supply of drinking water.
 - Private wells and surface water supplies are not operated or tested by Halifax Water. We do not have information on the quality or safety of private water supplies. It is highly recommended that residents be vigilant and use the resources of the Government of Nova Scotia.
 - Residents can find information on private wells in Nova Scotia at the following links:
 - www.novascotia.ca/nse/water/privatewells.asp
 - novascotia.ca/nse/water/docs/FACT.SHEET.Well-Water-After-a-Flood.pdf
 - Residents can find information on surface water quality in Nova Scotia at the following link: www.novascotia.ca/nse/surface.water/docs/SurfaceWaterQA.pdf

Take Precautions

- In advance of significant storms, all customers are encouraged to set aside a 72-hour supply of drinking water for each person in the household.

Customer Concerns

To ensure that any and all customer concerns are tracked and triaged appropriately, please direct concerns from individual residents/property owners to our 24/7 Emergency Line at 902-420-9287 or customercare@halifaxwater.ca.

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FAQs

- 1. How does Halifax Water ensure high-quality water services during extreme weather events?**
 - a. Halifax Water is committed to maintaining high-quality water services during extreme weather events by utilizing large water supply plants with backup generators for extended periods.
- 2. How can large apartment/condo buildings be impacted during power outages?**
 - a. Large apartment/condo buildings may experience water supply issues during power outages, as electrical booster pumps, an important part of the building's plumbing system, may not function without a backup power supply.
- 3. Why might small communities outside the urban core face water service challenges during extreme weather?**
 - a. Small communities outside the urban core that receive water service from Halifax Water may experience water pressure reduction or loss of service during power outages, as their smaller water supply plants cannot run on backup generator power for extended periods.
- 4. What precautions should residents with private wells or surface water sources take during extreme weather events?**
 - a. Residents with private wells or surface water sources should be prepared for potential interruptions in water supply and contamination risks during power outages. It is recommended to have a 72-hour supply of drinking water.
- 5. Does Halifax Water operate private wells or surface water supplies?**
 - a. No, Halifax Water does not operate private wells or surface water supplies. These sources are not tested by Halifax Water, and residents are advised to use resources from the Government of Nova Scotia for information on water quality and safety.
- 6. Where can residents find information on private wells and water safety in Nova Scotia?**
 - a. Residents can find information on private wells in Nova Scotia at the following links:
 - b. www.novascotia.ca/nse/water/privatewells.asp
 - c. novascotia.ca/nse/water/docs/FACT.SHEET.Well-Water-After-a-Flood.pdf
- 7. Where can residents find information on surface water quality in Nova Scotia?**
 - a. Residents can find information on surface water quality in Nova Scotia at the following link: www.novascotia.ca/nse/surface.water/docs/SurfaceWaterQA.pdf
- 8. What resources are available for residents to prepare for extreme weather events in Halifax?**
 - a. Residents can find tips and information on preparing for extreme weather events in Halifax at www.halifax.ca/fire-police/fire/emergency-management/emergency-preparedness/hurricanes.
- 9. How long can Halifax Water's large water supply plants operate using backup generators during power outages?**
 - a. Halifax Water's large water supply plants can operate using backup generators for extended periods to ensure continued high-quality water services.
- 10. What should residents do if they experience a loss of water service during extreme weather events?**

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- a. Residents experiencing a loss of water service during extreme weather events should contact Halifax Water's 24/7 emergency line for assistance at 902-420-9287.
- 11. Can residents request information on the quality or safety of their private water supplies from Halifax Water?**
- a. Private wells and surface water supplies are not operated or tested by Halifax Water. We do not have information on the quality or safety of private water supplies. It is highly recommended that residents be vigilant and use the resources of the Government of Nova Scotia.
- 12. How can residents stay vigilant regarding the safety of their private water supplies?**
- a. Residents can stay vigilant by regularly accessing information from the Government of Nova Scotia and following recommended guidelines for private well and surface water safety.