



Water and Waste Department • Service des eaux et des déchets

2018 Water Main Cleaning Program

What are water mains?

Water mains are underground pipes that carry water from pumping stations to your street.

Why do you clean water mains?

Cleaning the mains helps preserve the quality of water as it passes from our drinking water treatment plant to your taps.

How do you clean water mains?

We force water through the water mains at a high speed and discharge it through hydrants into sewers. The fast moving water scours and cleans the mains. We leave the hydrants open until the water runs clear.

When do you clean the water mains?

We clean water mains in different areas of the city every year. Cleaning crews work from 8a.m. to as late as 11p.m.

Why do you clean water mains on weekends and holidays?

Water Services crews work every day of the year except Christmas Day. As well as cleaning the water mains, they repair water main breaks, inspect and maintain fire hydrants, and replace water meters.

How long will it take to clean the water mains on each street?

It takes about 30 minutes to one hour to flush the water mains on each street.

How will I know when you are cleaning the water main on my street?

To find out when we expect to clean the main on your street, check our cleaning schedule at www.winnipeg.ca/WMC or contact 311.

Upon request only, our staff can contact you by phone just before we are about to start cleaning. We will let you know approximately when the work will begin and how long we expect the work to take. To request this service, contact 311.

Will I notice anything about my water after you have cleaned the water main?

Immediately after cleaning, the water may be discoloured, cloudy or smell of chlorine.

- **Discoloured water**

Water is sometimes discoloured after water main cleaning, but this should not last long. Do not use discoloured water for any purposes that require clean water, (e.g., preparing food and beverages, laundry). This recommendation is because discoloured water does not taste, smell or look pleasant, and it can stain clothes. Health officials do not believe that drinking discoloured water would pose a health risk.

- **Cloudy water**

Water is cloudy when air gets in it and makes tiny bubbles. These bubbles are harmless and will disappear if you let the water sit for a few minutes.

- **Chlorine smell**

We add enough chlorine to the water to keep it safe. You can easily get rid of the chlorine taste and smell by filling a container with water and keeping it in the fridge for drinking – much of the chlorine will leave the water overnight.

Are you monitoring the water quality during the cleaning program?

Yes, our laboratory staff will randomly collect samples and test water quality from hydrants during the cleaning program.

Where can I get more information?

For more details on the program, water quality, or to find out when we expect to clean the mains on your street:

- visit our website at winnipeg.ca/WMC
- Call 311 or email 311@winnipeg.ca