

# Drinking Water Update

Town of Strathmore - July 30, 2009

Thank you for your patience during the taste and odour situation in Strathmore. We understand the inconvenience this is causing residents however EPCOR continues to closely monitor and test your drinking water to ensure that it remains safe to consume.

## Q. Is my water safe to drink?

Yes, EPCOR has conducted rigorous testing on the drinking water and source water and will continue to do so until the algae bloom dies off and the taste and odor issues are no longer an issue. The treated drinking water met or exceeded all drinking water regulations and guidelines and is safe to drink.

## Q. Why does my water have such a strong odour and unpleasant taste?

The taste and odour problems in Strathmore's treated water are related to the growth of algae in the raw water reservoir and in the WID canal supply system. The algae release compounds that are not harmful to human health but can be detected by the human nose at extremely low levels. Copper Sulfate has been used in the past to control Algae blooms however as of 2006 Alberta Environment have banned the use of this product in drinking water supply systems. Unfortunately there is no replacement for copper sulfate at this present time.

## Q. Why can't the water treatment process remove the taste and odour?

The Town currently has a conventional clarification, filtration and disinfection treatment system. Taste and odour is traditionally treated with a carbon feed system.

## Q. Is this problem unique to Strathmore?

Algal blooms are a seasonal problem that affects many water systems to varying degrees and warmer temperatures throughout July, August and September have contributed to this growth. This is a common problem in Alberta for lake or reservoir water supplies.

## Q. What can we do to improve the taste or eliminate the odour?

Fill pitchers of water and place them in the fridge. Keeping the water cold will reduce the poor taste and odour. You can also add some lemon wedges to the water.

## Q. How long is this problem expected to last?

There are no definite timelines for complete removal of the algal blooms, however, cooler temperatures will contribute to reducing or eliminating algal bloom growth and associated taste and odor.

## Q. Who do I contact for additional information?

Visit the EPCOR and Town of Strathmore websites at [epcor.ca](http://epcor.ca) and [www.strathmore.ca](http://www.strathmore.ca), or contact EPCOR Operations at 403-934-9440

