

BOIL WATER ADVISORY FREQUENTLY ASKED QUESTIONS

Is all of Aylmer affected by the advisory?

Only people in the affected area ([see map](#)) need to boil their water. If you live in an area not included in the highlighted area or in the list of street, you are not impacted.

The following streets are affected by this Boil Water Advisory: Pierce Ave, Oak St, McGregor Ave, Davis Ave, Elm St, Lawrence Cres, Forest St, Spruce St East and West, Parkview Heights, Maple St East and West, Myrtle St, Cedar St, Walnut St East and West, Chestnut St East and West, Murray St, Queen St North, Water St, Elgin St, North of Talbot St, Victoria St North, Gerard St, Linden St, Warren St, North St, William St and John St North.

What is the timeline for lifting the boil water advisory and repairing the water main?

1. Repairs on the water main are complete. The water conservation request is lifted.
2. The boil water advisory is targeted for lifting as soon as possible per regulations (details below)
3. Residents may see staff around the break site in the next week as additional improvement work is being considered. Water services are not anticipated to be impacted.
4. Residents can anticipate a scheduled update on December 24th by the evening.

Why do we have a boil water advisory in Aylmer?

A major water main broke near the intersection of Parkview Heights and Chestnut Street West. The break was identified December 21, 2024 around 3:00am, and Town staff began actively working to repair the issue immediately.

In accordance with the regulations, the Town reduced the pressure and flow through the effected area and immediately began making preparations for the repair. The cold weather, size, and location of the main necessitated careful planning. Repair crews secured the break around 10:30pm on December 21, 2024.

As a result on repairs in the evening of December 21, 2024, some residents experienced a temporary loss of water service. Town of Aylmer staff reported the outage to Southwestern Public Health (SWPH) and the provincial spill action centre. Based on the findings, SWPH issued a boil water advisory as a precautionary measure on December 22, 2024 at 6:59AM.

I am affected by the boil water advisory, what do I need to know about using the water?

Please refer to the boil water FAQ on the Southwestern Public Health website for additional information on best practices during a boil water advisory: <https://www.swpublichealth.ca/.../boil-water-advisory-faq...>

How long will the boil water advisory be in effect?

This advisory measure is in place until such time as bacteriological tests prove the water to be safe.

Now that consistent water pressure is maintained in the area, staff prepared water samples for testing. It takes 24 hours for a lab to process samples for drinking water. This delay is necessary to allow the sample to incubate.

This advisory will remain in effect until two sets of water samples (taken 24 hours apart) indicate there is no further risk to the public.

Staff are expediting this process and targeting a lifting of the Boil Water Advisory as soon as possible.

Is the main break complete, and is the conserve water request being lifted?

The crew secured the break in the late evening of December 21, 2024, and staff worked to restore consistent pressure to the area impacted by water service outages.

The water conservation request is now lifted, effective December 22, 2024 at 12:00PM.

Residents may see staff around the break site in the next week as additional work is being considered. Water services are not expected to be impacted. Further work is not anticipated to impact residents.

How did you let people know about the boil water advisory, and water conservation request?

Town of Aylmer staff, with the assistance of the Aylmer Fire Department volunteer firefighter, worked to notify citizens about the boil water advisory as soon as it was announced. Information was shared with the public using a variety of traditional and digital channels.

- Notices were distributed directly to affected households. Thank you to our volunteer firefighters for assisting with this distribution.
- Commercial Businesses in the impacted area were contacted directly
- Notifications were posted to Facebook page and website
- A push notification was sent to approximately users of the Voyant Alert app within the impacted area.
- Media releases were posted to the Town websites and distributed to local media, Aylmer & Area Chamber of Commerce
- Incident messaging was added to the Town's phone system
- Pop up notifications and information pages were placed on the Town website

What can you do to assist?

We appreciate your cooperation and patience as we work to resolve these issues. You can assist by:

1. Following the Town of Aylmer post on the subject for updates
2. Share updates with impacted family members and friends who may not regularly seek out updates
3. Follow public health guidance and adhere to the boil water advisory if you are in an affected area.
4. If you notice your water is discolored, run taps for several minutes until water runs clear. Do not use discolored water for drinking, cooking, or bathing.
5. If you have persistent issues or any outage, contact the Town here:
<https://portal.laserfiche.ca/j4889/forms/Service-Request-Form>

What have water services staff done to correct the issue?

Since the break was identified on December 21, 2024, around 3:00am, staff have been working to address the issue. The crew secured the break in the late evening of December 21, 2024, and staff worked to restore consistent pressure to the area impacted by water service outages.

Water staff are additionally facilitating bacteriological tests to prove the water to be safe.

Residents may see staff around the break site in the next week as additional work is being considered. Water services are not expected to be impacted. Further work is not anticipated to impact residents.

What was the cause of the break?



The Corporation of the Town of Aylmer
46 Talbot Street West, Aylmer, Ontario N5H 1J7
Office: 519-773-3164 Fax: 519-765-1446
www.aylmer.ca

The watermain was an older 8” diameter ductile iron pipe that appears to have broken in two locations in very close proximity to each other.

The main is not on the road allowance and is located in the parks system in a parking lot. It is likely the extreme cold affected the shallow pipe.

Who is responsible for water distribution in Aylmer?

The Town of Aylmer is responsible for Aylmer’s water system. Routine maintenance (e.g. flushing) is done by the Town of Aylmer’s Operations department.

You can learn more about [Aylmer’s water system in the Annual Drinking Water System Summary Report \[LINK\]](#).