






**PLEASE
READ**

EMERGENCY WATER OUTAGE

We attempted to contact you because your water was shut off for an emergency repair.

DATE _____ TIME _____ AM/PM

What should I do?

-  Shut off power to any appliances that could be damaged by water loss (eg. ice makers, humidifiers).
-  Turn off all faucets until repairs are complete.
-  Continue to use your toilets by pouring water directly into your toilet bowl.

Where can I get water?

During repairs a water wagon will be parked nearby to provide safe drinking water.



The wagon may be temporarily removed for refilling.



A pass will be provided in this space so your household may shower at a City of Calgary recreation centre during repairs. Please see the door hanger left by our crews for your pass.

Show this door hanger to recreation centre staff for entry.
Valid for seven days from the date of this notice (see above).

How do I get water?

1



Use a clean container

2



Go to water wagon

3



Press down on lever to begin flow of water



When the water comes back on

It's **IMPORTANT** to flush your system to clear any debris:

1. Wait one hour after water pressure returns to normal.
2. Flush your water lines by turning the bathtub tap on cold for ten minutes. Then turn all other faucets to cold for five minutes.
3. Clean and disinfect all faucet screens, first with soapy water then in a bleach solution (one part bleach to nine parts water) for ten minutes.
4. Follow your fridge's instructions to disinfect water filters and throw out all ice cubes made by your fridge's ice maker.

When should I call 311?

- If you cannot use the water wagon.
- If the water wagon is broken or empty.
- If you have questions about the repair status.
- If your water is not clear after flushing.



Need more information?

Visit calgary.ca/wateroutages for water wagon locations and updates on repairs.

Access these instructions online in Arabic, Chinese, Hindi, Punjabi and Urdu.

