

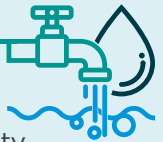


# WATERLINE

2025



## About Water and Wastewater services in Oxford County



Oxford County is responsible for the management, maintenance, and long-term capital planning for the County's water and wastewater systems. Oxford County operates all treatment plants for water and wastewater.

The City of Woodstock and the Town of Tillsonburg operate portions of their water distribution and wastewater collection systems. Oxford County operates and maintains these systems in the remaining area municipalities and select portions of the City of Woodstock and Town of Tillsonburg.

This newsletter is distributed to homes in Oxford County but is intended for customers of Oxford County Water and Wastewater Services only.

### Contact us

**Oxford County**

1-800-755-0394 | water@oxfordcounty.ca



[oxfordcounty.ca/water-wastewater](https://oxfordcounty.ca/water-wastewater)

## Introducing Waterline



Welcome to Waterline! This newsletter is an update for customers of Oxford County's municipal water and wastewater services. It will replace other mailed notices through the year, such as watermain flushing and outdoor watering notices, so please keep it handy for reference.

You can help us understand if this is a helpful way to receive information. We'd also love to hear your thoughts and suggestions. Please help us by scanning the QR code at the top right or by visiting [www.surveymonkey.com/r/waterline2025](https://www.surveymonkey.com/r/waterline2025) to let us know if you read this newsletter. By replying, you'll have a chance to win a free rain barrel delivered to your home.

To send questions or comments at any time, email [water@oxfordcounty.ca](mailto:water@oxfordcounty.ca).

## Water rates



**New water and wastewater rates take effect starting January 1, 2025.**

Water and wastewater rates are set during the annual budget process and vary depending on where you live and the water/wastewater systems that serve your area.



Scan the QR code or visit our website to learn more about the rates for your community and to check out the water/wastewater calculator to estimate your monthly bill.

[oxfordcounty.ca/water-wastewater](https://oxfordcounty.ca/water-wastewater)

*Customers of Oxford County Water and Wastewater Services only.*



# Summer water conservation program

May 1 - September 30, 2025

Oxford County relies entirely on groundwater for its water supply. Compared to other communities near rivers or lakes, groundwater supplies take much longer to replenish and are more vulnerable to overuse.



**!** Note: further restrictions may occur with excessive water use or when dry conditions cause water shortages.

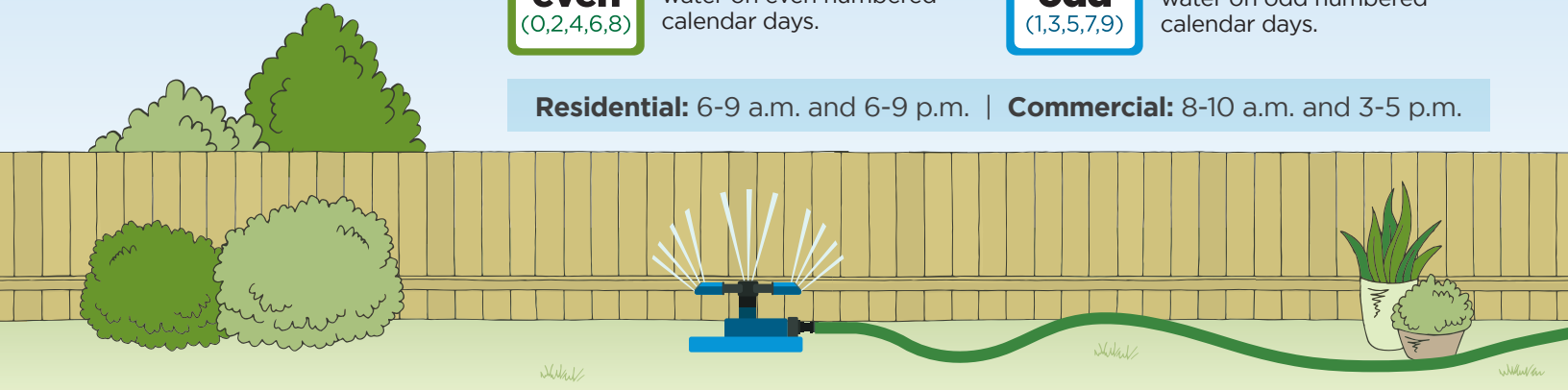


**Even numbered addresses**  
water on even numbered calendar days.



**Odd numbered addresses**  
water on odd numbered calendar days.

**Residential:** 6-9 a.m. and 6-9 p.m. | **Commercial:** 8-10 a.m. and 3-5 p.m.



## What to flush

Help prevent problems in your pipe by flushing only the 3 Ps: pee, poo and paper.



Sewage backups and overflows can damage properties and create environmental and health hazards. Cleanup and repairs are unpleasant and expensive, and the property owner is usually responsible for covering the costs.

**Food and grease** clogs drains, sending wastewater back up through your plumbing. Oxford County offers free grease collection cups to residents. Once full, they can be added to your garbage bin. Pick yours up at any Oxford County Library branch, the Waste Management Facility, or the Oxford County Administration Building.

**Chemicals, paints, motor oils and other pollutants** are dangerous and don't belong in our sewers. Take these materials to one of the Oxford County hazardous disposal centres instead:

[oxfordcounty.ca/wasteline](http://oxfordcounty.ca/wasteline)

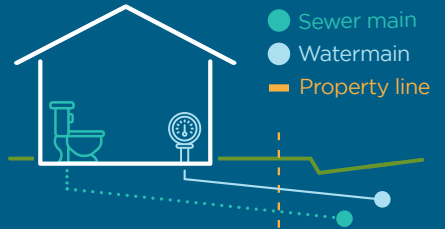
◀ Approximately 3 metres of unflushable materials were removed from the Woodstock Wastewater Treatment Plant last month. Any wipes, whether they are labelled flushable or not, can damage pumps, grinders and other equipment.

## Water and sewer pipe ownership

When plumbing-related repairs are needed, who is responsible for what?

Oxford County is responsible for and maintains the section of water and sewer pipe running from the mains to the property line and water meter.

Homeowners are responsible for the section of water and sewer pipe running from the property line into the home or residence.



## Spring/fall watermain maintenance

Learn more by scanning the QR code or by visiting: [oxfordcounty.ca/watermainflushing](http://oxfordcounty.ca/watermainflushing)



With 100% groundwater as Oxford County's drinking water source, mineral build-up in the water distribution system is common. Regular watermain flushing and swabbing helps maintain drinking water quality by removing build-up and mineral deposits in the distribution system.

Oxford County flushes and swabs watermains twice a year. Please check online information for Woodstock and Tillsonburg.



The full maintenance schedule is posted online approximately one month in advance at [oxfordcounty.ca/watermainflushing](http://oxfordcounty.ca/watermainflushing)

### Getting ready for watermain flushing

#### BEFORE

- Complete tasks that use tap water in advance (i.e., showering, laundry).
- Set aside tap water for drinking, cooking and other household uses.

#### DURING

- Avoid using water to prevent drawing discoloured water into your pipes.

#### AFTER

- If you experience discoloured water, run cold water for 10 minutes or until the water runs clear. This could be done from an outside tap or laundry faucet if not connected to a water softener or filter. **Tip:** You can continue to use your garden hose to water your lawn or garden while completing this step.
- Resume normal use.

#### NEW:

**Interactive map to track flushing crews by neighbourhood**

**When will flushing take place in my neighbourhood?**  
Now you can check the interactive map to see the status of watermain flushing in your community.

Visit [oxfordcounty.ca/watermainflushing](http://oxfordcounty.ca/watermainflushing)



For additional instructions on how to prepare for watermain maintenance, visit [oxfordcounty.ca/watermainflushing](http://oxfordcounty.ca/watermainflushing)