
City of Welland declares Adverse Water Quality incident following a watermain break on Glen View Avenue

FOR IMMEDIATE RELEASE

November 25, 2022

Welland, ON – In the early evening of November 24, while contractors were excavating for a sanitary sewer, a watermain stub on Glen View Avenue was compromised, leading to water shutdowns for 15 residential properties.

The watermain was thoroughly flushed, chlorine residuals remained high, and microbiological samples were taken. While water is shut off, City staff is sourcing and supplying bottled water for those residents affected.

“Out of an abundance of caution, we shut the watermain down,” said Sherri-Marie Millar, director of infrastructure services. “We understand the inconvenience this causes residents, and we are doing everything we can to minimize the disruption.”

It is expected to take approximately 48 hours for the pipe to be repaired and recommissioned.

Niagara Public Health and the Ministry of the Environment, Conservation, and Parks (MECP) are satisfied with the City’s plan to address the incident.

Once the work is complete, residents should remove screens from their faucets, turn on a cold water tap close to the water meter in their home, and let it run until the water is clear, at least 10 minutes. Then, run each cold water tap in your home for at least five minutes before using it.

For affected residents, they can call 905-735-1700 x3000 if they have questions or concerns.

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