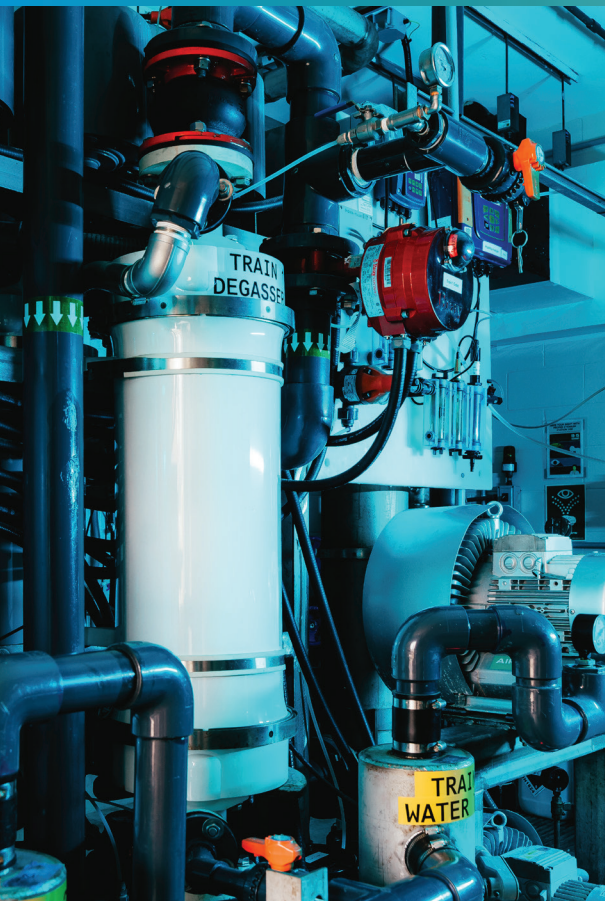


WATERLINE

2026



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 respective 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 systems.

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



www.oxfordcounty.ca/water-wastewater

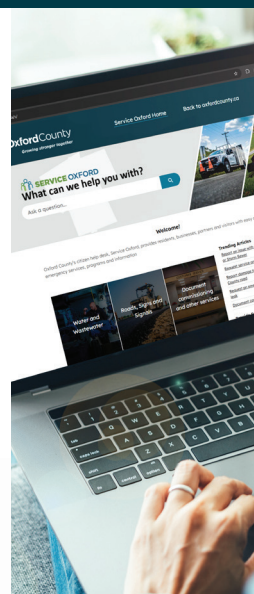
About Waterline



The Waterline newsletter is an update for customers of Oxford County's municipal water and wastewater systems. It provides updates on services and programs such as watermain flushing, outdoor watering, etc. Please keep it handy for reference this year.

You can help us understand if this is a helpful way to receive information. Let us know your thoughts and suggestions by scanning the QR code above with your mobile device, or by visiting www.surveymonkey.com/r/Waterline2026. For your feedback, 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.



Service Oxford online portal

NEW

Oxford County's citizen help desk, Service Oxford, provides residents, businesses, partners and visitors with centralized access to non-emergency County services, programs and information. Service requests related to water and wastewater services can be submitted through the Service Oxford online portal at:

www.oxfordcounty.ca/serviceoxford



Emergency notifications



Emergencies or service interruptions can happen at any time. Enroll in our e-alert system today for automated urgent updates, such as boil water advisories, at www.oxfordcounty.ca/ealerts



Water conservation program

May 1 – September 30, 2026

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.

Oxford County By-law No. 4193-2002 permits outdoor water use (by hose or attachment) every other day to ensure an adequate water supply for all residents.



Even numbered addresses

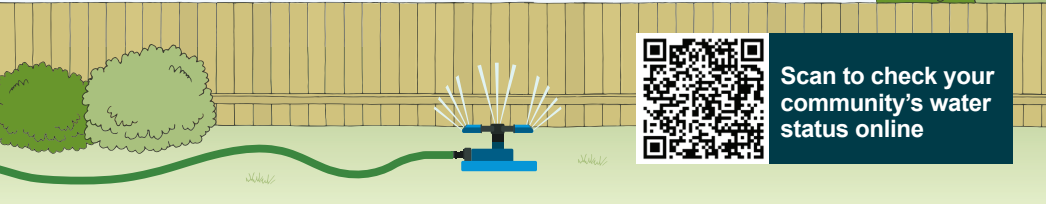
water on even numbered calendar days.



Odd numbered addresses

water on odd numbered calendar days.

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



Annual reports

Did you know that each year specific reports on the performance of each water and wastewater system are posted online?

Annual reporting is required by the Ministry of Environment, Conservation and Parks. You can learn about the testing, treatment and performance of your community's water and wastewater system online at www.oxfordcounty.ca/w-ww-resources

Water



Wastewater

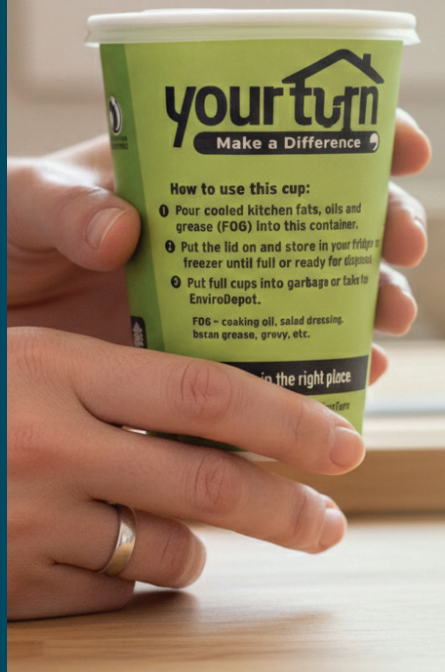
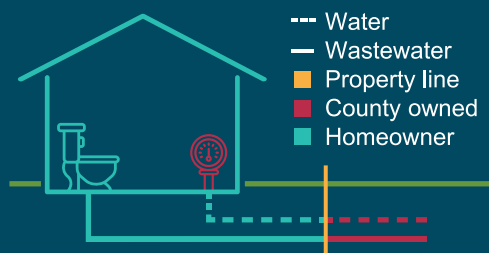


Water and sewer pipe ownership

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.



What to keep out of toilets and drains

- Help prevent plumbing problems by flushing only the 3 Ps: pee, poo and paper.
- Food and grease clogs drains, sending wastewater back up through your plumbing. FOG cups collect fat, oil and grease from cooking and can then be discarded in your green bin or garbage when full. Available **FREE** at Oxford County Library branches, 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. Please take these materials to one of the County's hazardous disposal centres.

Spring/fall watermain maintenance



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 in Blandford-Blenheim, East Zorra-Tavistock, Ingersoll, Norwich, South-West Oxford and Zorra. Maintenance schedules are posted online approximately one month in advance at www.oxfordcounty.ca/watermainflushing

To find information on watermain maintenance for Tillsonburg and Woodstock, visit: www.tillsonburg.ca/fallflush or www.cityofwoodstock.ca

Preparing for watermain flushing

BEFORE

- Carry out tasks that use tap water ahead of time (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

- Resume normal use. If you have discoloured water, run cold water until the water runs clear. This can be done from an outside tap or laundry faucet if the tap is not connected to a water softener or filter. You can water your lawn or garden during this step.

For more information or to check live flushing activity in your community, visit www.oxfordcounty.ca/watermainflushing