



Know Your Water Quality

Access the City of Brantford's 2021 Water System Annual Summary Report (available March 31, 2022) by visiting brantford.ca/WaterQuality

Facts About
the City's
Water System

2021
Water Quality
Results

HOW TO REACH US

Please call Customer Service at 519-756-1360 if you have a water emergency, billing issue or other questions.

REASONS TO CALL

- low water pressure
- water main breaks
- no water
- leaks
- water quality issues



brantford.ca/WaterQuality

519-759-4150

What **NOT** to flush down the toilet

Flushing certain items causes significant problems at the City's wastewater treatment plant and can even result in a back-up of the sewer line into your home.

The following items should never be flushed down the toilet:

- Condoms
- Cotton swabs
- Dental floss
- Diapers
- Grease/fat from food
- Hair
- Old medicines
- Personal care wipes/ baby wipes/ disinfectant wipes
- Sanitary products/tampons
- Face coverings/masks



Why wipes don't belong in the toilet



Products like personal wipes, baby wipes, makeup remover cloths, and disinfectant wipes **DO NOT** break down in our sanitary sewer system. These products may be advertised as being "flushable" but they are made of a synthetic material that can cause sewer back-

ups in your home, and cause damage to the City's sewer system. Please remember that these "flushables" should always be disposed of in the **garbage**. Wipes **should not** be recycled.

