

Water Conservation FAQ's

Why are residents asked to conserve water?

Since March 10th, the City of Lethbridge has been experiencing a critical water storage situation. This has created an emergent situation in which you can make a difference by reducing all water consumption until further notice. In these types of situations, our main focus is on retaining water levels to meet necessary requirements for community safety in the event of a major fire.

Why does this happen?

In the last two days we have had an extreme snow melt, which has led to turbidity in the river. Due to conditions of the river worsening by morning on March 12, the water treatment plant cannot keep up with the necessary requirements to meet proper water conditions. In order to try and avoid a boil water advisory, we are urging everyone in Lethbridge, Coaldale, Coalhurst & Picture Butte to reduce water consumption.

Is the City conserving water as well?

All city facilities are currently reducing water consumption and the City of Lethbridge has CLOSED all public pools and arenas to reduce water use.

What is being done to get the message out to residents?

Residents can find water conservation updates at:

- City of Lethbridge website at www.lethbridge.ca
- City of Lethbridge Twitter & Facebook accounts
- Local and regional media

Is there a boil water order?

As of 4 p.m. today (March 12) City of Lethbridge water will no longer be drinkable and there is a Boil Water Order in place. This includes residents of Picture Butte, Coaldale, Coalhurst and Lethbridge County.

What can I do to help conserve water?

Please reduce usage by limiting showering or bathing, not using dishwasher or washing machines and not washing vehicles.

Are car washes being closed?

Yes, all car washes within City limits have been asked to close immediately. We thank everyone for their assistance in this emergency situation.

Are businesses also being asked to conserve or reduce water?

Significant water users have been contacted to reduce and conserve water. Large industrial customers have been added to stop water consumption for production purposes.

Are the schools still open?

Yes, all schools within the City of Lethbridge remain open.

Does it help if I fill my bathtub?

No. Hoarding of water will not aid in the situation, it will only make it worse.

If I have a water emergency during this conservation event, who do I call for assistance?

Please contact Public Operations for emergency or urgent situations only at 403-320-3850.

For urgent general inquiries regarding your water utility service, the Utility Call Centre phone line is 403-320-3111.