



Water System FAQ

Q. The water is off. When will it be back on?

A. The most asked question by far. On average, the water system is turned off 4 or 5 times per summer, usually for durations of a few hours. When the water is turned off, notifications are posted on the PPCOA Facebook page and website. The reason for the outage and estimated duration will be included.

We use a flag system to inform residents of the general status of the water system. Red flags indicate a concern with the system – usually poor lake conditions affecting generating capabilities. You can check the Peacock Point Facebook page or website for more information. Green indicates the system is operating normally. Flags are mounted on hydro poles at three locations:

1. Across from the store at the edge of the park
2. On the south/left side of South Coast Rd. as you approach the Conservation area from Peacock Point.
3. On the north/left side of South Coast Rd. as you approach Brooklyn Rd. from Peacock Point.

At the beginning of the summer, interruptions are usually due to high use. Understandably, at this time, people are filling cisterns, setting up cottages, cleaning, etc. The water system is capable of producing about 2,400 gals. per hour. Daytime usage, particularly at the beginning of the summer, and during hot weather, will exceed that rate. In normal conditions, the Point cisterns (22,500 gals) are depleted during the day and replenished overnight when usage is low. If usage is extremely high, the cisterns will get close to empty over the day and supply to the residences must be shut off to avoid running pumps dry. When the cisterns are sufficiently replenished, supply to residences is turned back on. Four hours is a typical amount of time required to replenish cisterns when supply is shut down due to high use. Red flags will be displayed and notices will be posted on the PPCOA Facebook page and website when cistern levels become a concern.

Throughout the summer, poor lake conditions occur due to high winds making the lake water difficult to process. If the poor conditions continue long enough and prevent water processing, the cisterns will approach empty and supply to residences is shut off until water production can begin again with improved lake conditions. Poor conditions can range from several hours to an extreme of two days, possibly more. When poor lake conditions occur, the water team maintains a constant watch on the weather. Apps for wind conditions are valuable in estimating when winds are expected to calm. Two examples are Windy and Windfinder. Generally, sustained winds of greater than 15 knots are cause for concern.

What you can do:

- Download one of the Wind apps
- Visit the PPCOA Facebook page and website for updates when the system is down
- Check the flag status when you are arriving or leaving Peacock Point
- Check your email



Please do not call the water team members on their personal phones. The only information they can give you is what is available on the Wind apps and what has already been posted on Facebook and the Peacock Point website.

Q. What's that wooden box in my yard for?

A. Those are water boxes. That is where the access from the water system to your residence is. Most residences have one somewhere in their yard – front, back or side. If you don't have one, your neighbour should have one and you would have shared access at that box. The water system main line passes through the box and the connection and on/off valve to your residence is in there. About 15% of the water boxes around the Point also have an open threaded connection with a separate valve. There may be a short length of hose connected to it. That is a blow off and is used when the water team blows the lines in spring and fall.

Q. My water pressure seems low. Why?

A. The water system is made up of five separate one way distribution lines, all starting at the pump house near Fagan and Carolyn, and named for the streets they primarily serve (Witherspoon, Wilcox, Lakeside, South Coast, and Walter). In some locations, to make installation more efficient, the lines extend to other streets (eg., Beverly and Darlene are on the Witherspoon line). Depending on a) how far your residence is from the beginning of the line, b) the complexities of the line (bends, elbows, etc.), and c) number of residences using water at a given time, you will notice variations in the pressure of the water from the Peacock system. It's just physics.

Q. What should I know/do if I DON'T have a cistern?

A. Best answer is – install a cistern! Cisterns are recommended for two reasons: Higher, consistent water pressure in your residence and protection from water supply interruptions. If you don't have a cistern, the biggest downside is the risk of not having water when the system has to be temporarily shut down due to rough lake conditions, times of high usage, or system repair. Without a cistern, you can take some measures to give yourself some stability. Set up back up storage capability. A plastic fifty gallon drum or other storage container and accompanying pump connected to your existing house plumbing would provide some security at relatively low cost. In effect, you would be creating a mini cistern. Like a Generac, but for water.

Q. What should I know/do if I DO have a cistern?

A. Run from your cistern as much as possible. A general rule of thumb is to run the cistern down to half volume then top back up to maintain a fresh, abundant supply. Topping up should be done at night to avoid overburdening the Point water system.

Your cistern and pump combination will give you better water pressure than running directly on the Point system.

Q. Can I drink the water?

A. Absolutely! The water system is a registered Ontario Ministry of Environment Small Drinking Water System and is governed by ON REG 319/08. Our system has four separate filtration stages, two locations for chlorination, and treatment with UV light before it is distributed to users. The water is tested at six different points in the system, twice each day, and is tested at an MOE laboratory weekly. Our water is awesome.



Q. Who is on the Water Team?

A. The members of the team are all Peacock Point residents, are very dedicated and take a huge amount of pride in providing the highest possible quality water and water system to Peacock Point: Jim Guild (Mgr.), Rob Anderson, Rick Lewis, Bill McCloy, Don Pearson.

Q. Who owns the water system?

A. Good question, and an important one. The system – all piping, connections, equipment, buildings, etc. – is owned by the members of the PPCOA and is supported by a portion of the yearly dues paid to the PPCOA by the members. When the system was constructed and installed over 70 years ago, protective easements were granted for every property the system passed through. Those easements remain permanently attached for each property, regardless of change in owner. The easements provide legal permission and authority for the equipment to be present and authority for trained personnel to access the equipment for service. The water system is legally protected for the owners (PPCOA) from infringement or interference. Any change to the equipment must be approved by the PPCOA. Only trained personnel are legally permitted to service the equipment and lines.

Q. I am currently not on the water system but I would like to be.

A. There are a variety of reasons why a particular residence/owner is not currently on the water system. For that residence/owner to be connected to the system, a request must be made to the PPCOA board and a review will occur. You can send an email to ppcoawater@gmail.com to get more information.

Q. I have a leak/other water problem inside my house. What should I do?

A. Because of insurance and liability concerns, the Water Team does not perform service on lines or equipment inside residences in an official capacity. Residents are advised to contact a plumber or other service person to address concerns within their residence. While water team members have experience and knowledge, they are not obligated to service resident lines. Residents may engage them in a one on one or neighbour to neighbour basis, but that would be done outside their official capacity and duties as a water team member.