



	MUNICIPALITY OF RHINELAND	POLICY NO. P-2025-04
	ADOPTED BY: Resolution No. 266/25	Last Updated: June 2024
	DATE: September 10, 2025	Page: 1 of 2
	TITLE: Boil Water Advisory Policy	Department: Administration/Public Works

PURPOSE: The purpose of this policy is to confirm that the public is notified promptly in the event of a boil water advisory. Notification must be made immediately and should be followed up regularly. Following the initial notification, users should continue to receive updates on the progress of the advisory.

RATIONALE: The Province of Manitoba’s Department of Environment and Climate Change will issue a notification to the Municipality of Rhineland when it is affected by or is self-reporting a water advisory. The Municipality will, in turn, issue a notification that clearly describes the boundaries of the affected areas using place names, street names and other well-known reference points. (if applicable to a specific geographic location) With all the information provided by the department.

SCOPE: This policy applies to Municipality of Rhineland utility customers only.

ADMINISTRATION:

1. The Municipality’s notification must include any information required by the province, such as:
 - a. The type of water advisory being issued:
 - i. Boil water advisory;
 - ii. Maintenance Boil Water Advisory;
 - b. The date that the water advisory is being issued.
 - c. Why the water advisory is being issued.
 - d. The duration of the water advisory. If the duration is unknown, state that it is in effect until further notice.
 - e. Measures the public must take during the duration of the water advisory to avoid possible illness.
 - f. Where to go for more information (phone number, email address or mailing address, website, etc.)
2. The Municipality will use one or more of the following methods to deliver the notice to the residents affected by the drinking water advisory;
 - g. Radio

- h. Hand or direct delivery
 - i. Mailboxes
 - j. Verbal notification (door-to-door)
 - k. Posting signs in conspicuous locations
 - l. Newspaper
 - m. Delivery of multiple copies to hospitals, clinics and apartment buildings
 - n. Social media – Facebook, Instagram, etc.
 - o. Internet/Website
 - p. Mass telephone or email notification using Connect Mass Communication System
 - q. Signs on water taps at places where water is available to the public (i.e. campgrounds, arenas, etc.)
 - r. Telephone notification when localized to a small area.
3. It is extremely important to notify the public, workplaces, businesses, public buildings such as hospitals, personal care homes, schools, childcare facilities, clinics, correctional facilities, food premises, hotels and tourism establishments and health care providers and facilities.
 4. A list of key customers and methods of contact is attached in Schedule “A” *, subject to change at all times.
 5. When the situation is resolved and the drinking water advisory is lifted, the Municipality must issue a notice to let people know that the water is safe for use and consumption.
 6. The Municipality’s notification must state:
 - a. The geographical area affected by the notification.
 - b. The type of water advisory being lifted:
 - i. Boil water advisory;
 - ii. Do not drink water advisory; or
 - iii. Do not use water advisory.
 - c. The date the water advisory is being lifted.
 - d. Where to go for more information (phone number, email address or mailing address, website, etc.)
 7. Incident Response Team:
 - a. Public Works**
 Director – Craig Smiley – 204-324-7510
 Alternate Contact- Foreman – Henry Peters – 204-324-3930
 - b. Administration**
 Utility Clerk – Justina Bueckert – 204-324-5357 ext 0
 Alternate Contact – Executive Assistant – Lorraine Hamm – 204-324-5357 ext 5
 - c. Pembina Valley Water Coop**
 Director of Engineering - Matt Jones, P. Eng. – 204-304-6943
 CEO – Dale Toews – 204-362-6906