

Questions and Answers: Village of Sweaburg Water Supply including the 401 Eastbound Woodstock ONroute Boil Water Advisory

Is all of Village of Sweaburg Water Supply including the 401 Eastbound Woodstock ONroute affected by the advisory?

All residents and businesses in the Town of Sweaburg & the Eastbound 401 Service Centre are impacted by the advisory. The remaining portions of the Woodstock drinking water system are unaffected. If you have questions related to public health or the advisory, please contact Southwestern Public Health at 1-800-922-0096.

Why is there a boil water advisory in Village of Sweaburg Water Supply including the 401 Eastbound Woodstock ONroute?

The boil water advisory was issued by Southwestern Public Health. This advisory is being issued as a **precautionary measure** after water sample results from two (2) of thirty (30) water samples in the Woodstock drinking water system had microbiological lab results. The treatment facility has been placed out of service until satisfactory resample results are returned.

The County investigates all instances of adverse water quality. When reviewing the recent sample results, all ten (10) supply wells are free of *E. coli* and *total coliform*.

Fifteen (15) water samples from the distribution system were also free of *E. coli* and *total coliform*, one additional sample was found to have an overgrowth of target bacteria.

Three (3) of the water treatment facility sample results were free of *E. coli* and *total coliform*, one water treatment facility (Trillium Water Treatment Facility) was positive for *E. coli* and *total coliform*.

How long will the boil water advisory be in effect?

The first set of confirmatory bacteriological samples were collected on August 27, 2025 and a second set of bacteriological samples will be collected August 28, 2025 to ensure the water is safe to drink. It takes 24 hours for a lab to process bacteria samples for drinking water. This delay is necessary to allow the sample to incubate.

This advisory will remain in effect until both sets of water samples (taken 24 hours apart) indicate there is no risk to the public.

In addition Oxford county has taken the following proactive measures”

- The Trillium line water treatment facility has been taken out of service
- Flushing of affected watermains by staff
- Review of residual chlorine in the water system and additional testing

Frequently asked questions

What is a boil water advisory?

A boil water advisory is a safety measure issued to protect the public when a municipal water source may not be safe for drinking or other uses. [These advisories](#) are generally precautionary, meaning they are typically issued before drinking water quality problems occur. [More from the Government of Canada](#)

When there is a boil water advisory, the Medical Officer of Health will advise residents to use an alternate water source, such as bottled water.

In Oxford County, boil water advisories are issued by Southwestern Public Health's Medical Officer of Health working with Oxford County. [More from Southwestern Public Health](#)

What should I do during a drinking water advisory?

During a boil water advisory, Public Health advises residents to boil their tap water or use bottled water for drinking, making infant formula or juice, cooking, making ice, washing fruits and vegetables, or brushing their teeth.

To use boiled water, Public Health recommends bringing water to a rolling boil for one minute then allowing it to cool. It may then be stored in clean containers.

For more information, please visit the Southwestern Public Health website section on [Boil water advisory information](#)

Why is there a boil water advisory in my community?

Boil water advisories are issued when:

- there is an adverse water testing result, meaning a test sample collected from a municipal well or water treatment plant showed the presence of bacteria. Oxford County tests each of its water facilities weekly; or
- there is a drop in water pressure or an interruption in power supply to municipal well or water treatment plant.

In addition to weekly testing, automated continuous monitoring systems are in place at each treatment facility to ensure the drinking water is properly disinfected.

How long is a boil water advisory in effect?

It takes 24 hours for a lab to process bacteria samples for drinking water. This delay is necessary to allow the sample to incubate.

For a boil water advisory to be lifted, or rescinded, two (2) sets of resamples must be taken 24 hours apart showing water is free from bacteria.

How will I find out if my community is under a boil water advisory? How is this information communicated?

The Southwestern Public Health Medical Officer of Health issues the boil water advisory. Public Health has its own alert system for communicating when a boil water advisory is in effect.

In addition to this, Oxford County uses a number of methods to share this information, including:

- hand delivery of notices to residents of Sweaburg
- hand delivery and posting of notices at the 401 Eastbound Woodstock ONroute
- social media
- paid online ads
- outreach to local news media, such as newspapers and radio
- the Oxford County website
- automated alert notification

To sign up for automated notices for boil water advisories from the Oxford County website, visit www.oxfordcounty.ca/ealerts

Additionally, Public Works staff post paper notices in high traffic areas in affected communities. In small communities, staff deliver notices door to door.

We also work closely with local area municipalities in reaching residents in a community.

We appreciate the help of residents in reaching out to others who may have not have access to online information or social media.

What if I have a health question or concern?

For any health related questions or concerns, please consult your healthcare provider or Southwestern Public Health.

Southwestern Public Health posts frequently asked questions on its website at [here](#).