



northern health
public health

partners in wellness



Complaints or concerns about drinking water quality

An Environmental Health Officer (EHO) can help address complaints concerning drinking water quality. If a complaint is related to water quality or safety under the Drinking Water Protection Act, an EHO will perform an inquiry or inspection. You will be informed of the outcome, and whether corrective action is required or recommended to address your concern.

Concerns over drinking water sources threatened by contamination should be made in writing to an Environmental Health Officer. This should include the date of your request and details (time, date, location and source) of the contamination threat.

Please provide your name, home and/or mailing address, and a phone number or email where you can be reached.

Please include details of the threatened water system including its location; whether it is a well, surface water intake or water storage tank, and the distance to potential contaminant sources. Tell us about any changes in the smell, taste or appearance of the drinking water, and when they first appeared. The EHO will also need:

- results of previous water tests;
- dates and details of water advisories issued for the water source, and;
- contact information for the water supplier or other government agencies that have been notified of your concerns
- (If available) sketches, photos or video of the water system and/or potential contamination source

Who can I call for more info?:

Contact your local Environmental Health Officer or Office:

Northern Interior:

Prince George: (250) 565-2150
Quesnel: (250) 983-6810
Vanderhoof: (250) 567-6900

Northwest:

Terrace: (250) 631-4222
Smithers: (250) 847-6400
Prince Rupert: (250) 622-6380

Northeast:

Dawson Creek: (250) 719-6500
Fort Nelson: (250) 774-7092
Fort St. John: (250) 263-6000

