

# Helpline FAQs

## HOW DO I TAKE CARE OF MY CISTERN?

If you have a reservoir or cistern to store drinking water, regular inspection and maintenance is required to ensure your water remains safe to drink. Treated water delivered by an approved hauler can be easily contaminated after delivery if cisterns are not properly cared for.

## INSPECTING AND CLEANING

Inspect your cistern regularly. Be sure to look for cracks and ensure the lid is properly sealed. Vent screens should be clear of debris and intact.

Slime, sludge and sediment can accumulate in your cistern. When this happens, the cistern needs to be cleaned and disinfected. It is recommended to clean and disinfect a cistern at least once per year.

See the links provided for suggested cleaning and disinfection procedures using bleach.

Entering a cistern should be completed only by trained individuals as unsafe conditions may exist.



## TESTING AND MORE INFORMATION

Test your water frequently. If a change in odour or taste is observed, or an illness occurs, stop using the water immediately until testing has proven the water is safe to drink.

The following links provide more detail on cistern care:

[Guidance on maintenance and operation of drinking water storage tanks \(cisterns\) >](#)

[Caring for a cistern >](#)

[Cistern maintenance and management >](#)

[If you own or operate a designated facility with a cistern, follow this guide >](#)

