

Backflow Incident from Car Wash Station (Stratford, Ontario, Canada, March 2005):

Car Wash, backflow of wax based solution into city mains
(Stratford - March 7, 2005)

Car wash cleaning agent enters into water supply causing tap water contamination in the City of Stratford.

Specifics: This car wash did have a backflow prevention device, however they had installed a bypass, which was connected to a booster pump. An open valve, allowed the release of 2-butoxy-ethanol detergent into the public water distribution system.

Affected: Approximately 30,000 people affected and 19 sought medical attention

Duration: 3 - 7 days without water

Cost to Business: The owners of Festival U-Wash were ultimately fined \$75,000 by the Ministry of the Environment in 2006.

Cost to Tax Payers: City of Stratford staff has indicated that this water emergency cost the City approximately \$100,000 in staff overtime alone.

The overall cost surrounding this incident is not yet available as resolution of claims may take a significant period of time