

To access provincial government numbers toll free, call: 310-0000

Contacts For More Information

The purpose of this module is to provide Albertans with a list of agencies and people who can help them with their rural water needs and problems. This is a topical list and each number (1 to 11) represents a separate topic. To use the reference simply skim through the topics until you find the appropriate agency or person who can help you with your specific request.

1. Information on farm water systems, water treatment, water quality, on-farm water management and programs.

website: www.agric.gov.ab.ca

2. Information on provincial groundwater supplies or specific water well records

website: www.envinfo.gov.ab.ca/GroundWater/

3. Information on water well management.

website: esrd.alberta.ca/WorkingWell

Alberta Agriculture and Rural Development
Agricultural Water Specialists 310-FARM (3276)

Alberta Environment and Sustainable Resource Development
Groundwater Information Centre
11th Floor, Oxbridge Place
9820 - 106 Street Edmonton, Alberta T5K 2J6

Phone: (780) 427-2770
Fax: (780) 427-1214
Email: gwinfo@gov.ab.ca

Microfiche and computer files of well drillers' reports, water analysis and groundwater related reports are available. Over 500,000 records are on file.

Working Well Program

The Working Well Program works to ensure safe and secure groundwater supplies for water well users in Alberta

Contact:
Ron Stojanowski, Working Well Program Manager
Email: env.infocent@gov.ab.ca

4. Licensing the diversion and use of groundwater in Alberta

Alberta Environment and Sustainable Resource Development

District Approvals Manager, Northern Region

Edmonton
 111, 4999 - 98 Avenue
 Twin Atria Building
 Edmonton, Alberta T6B 2X3
 Telephone: (780) 427-7617
 Fax: (780) 422-0528

Peace River
 Bag 900-5,
 Provincial Building,
 Peace River, Alberta T8S 1T4
 Telephone: (780) 624-6167
 Fax: (780) 624-6335

District Approvals Manager, Central Region

Spruce Grove
 250 Diamond Avenue
 Spruce Grove, Alberta T7X 4C7
 Telephone: (780) 960-8600
 Fax: (780) 960-8605

Red Deer
 3rd Floor, 4920 - 51 Street
 Red Deer, Alberta T4N 6K8
 Telephone: (403) 340-7052
 Fax: (403) 340-5022

District Approvals Manager, Southern Region

Calgary
 2938 - 11 Street, NE
 Calgary, Alberta T2E 7L7
 Telephone: (403) 297-7602
 Fax: (403) 297-2749

Lethbridge
 200 - 5 Ave, S Prov Bldg
 Lethbridge, Alberta T1J 4L1
 Telephone: (403) 381-5322
 Fax: (403) 381-5337



5. Problems with well construction or licensed water well contractors
- a) Contact water well contractor first.
 - b) Contact:
Alberta Environment and Sustainable Resource Development’s Environmental
Hotline: 1-800-222-6514
6. Complaints about seismic activity, water wells affected by seismic activity, seismic trespass, and damage
- a) Call seismic company first (if unsure of company, contact Municipal Administrator).
 - b) Problems on private land contact:
Alberta Environment and Sustainable Resource Development
Phone: (780) 427-3932
 - Problems on public lands contact:
Alberta Environment and Sustainable Resource Development
Phone: (780) 427-6597
 - These departments have investigators that will look into the problem and mediate complaints.
 - c) If not resolved, the “Water Well Restoration or Replacement Program” is available through the Farmers’ Advocate office.

Website: www.farmersadvocate.gov.ab.ca
Email: farmers.advocate@gov.ab.ca
Phone: 310-FARM
7. Complaints about water wells affected by oil and gas well activities (including coal bed methane)
- a) Contact oil or gas drilling company first.
 - b) Contact:
Alberta Environment and Sustainable Resource Development’s Environmental
Hotline: 1-800-222-6514
 - c) If not resolved, the “Water Well Restoration or Replacement Program” is available through the Farmers’ Advocate’s office.

Website: www.farmersadvocate.gov.ab.ca
Email: farmers.advocate@gov.ab.ca
Phone: 310-FARM

8. Groundwater contamination

Contact:
Alberta Environment and Sustainable Resource Development's
Environmental Hotline:
1-800-222-6514

9. Water Analysis

Water can be tested by a variety of laboratories, depending on the requirements.

- a) When water is used for human consumption and human health is a concern, a routine chemical analysis and bacteriological analysis can be done. Contact your local health unit. There may be a nominal fee required.
- b) When water testing is for mortgage approvals, livestock use and other non-health related purposes, you must use a private lab. Check your yellow pages under "Laboratories."

10. Private sewage systems requirements

- a) Alberta Onsite Wastewater Management Association
Phone: 1- 877-489-7471
www.aowma.com
- b) Municipal Affairs — Safety Services
Phone: 1-866-421-6929
www.municipalaffairs.alberta.ca/cp_private_sewage.cfm

11. Other Information Sources

- a) Alberta Water Well Drilling Association
Box 130
Lougheed, Alberta T0B 2V0
Phone: (780) 386-2335
www.awwda.com
- b) Canadian Ground Water Association
Office of the Secretary Manager
1600 Bedford Highway
Suite 100 - 409
Bedford, Nova Scotia B4A 1E8
Phone: (902) 845-1885
www.cgwa.org