Water Testing & Safety Guide

Contact directory and step-by-step instructions for apartment tenants in Moncton, NB

1. MUNICIPAL WATER QUALITY ISSUES

Contact the city directly if your tap water exhibits sudden discoloration, an unusual odor, low pressure, or if you suspect a main line water break in your area.

City of Moncton — Water Quality Dispatch

Monitors the municipal distribution network and tracks active advisories.

Phone: 506-859-2643 (24-Hour Dispatch Line)
Service: Immediate emergency response & municipal water line status

2. ACCREDITED TESTING LABORATORIES

To test for bacteria (e.g., E. coli, total coliforms), heavy metals (lead, copper), or chemical impurities, obtain sample bottles from a certified laboratory or drop-off centre.

Research & Productivity Council (RPC)

New Brunswick's provincial analytical laboratory for chemical and microbiological water analysis.

Address: 115A Harrisville Blvd, Moncton, NB E1H 3T3
Phone: 506-855-6472
Services: Pickup of sterile testing kits and direct lab submission

Service New Brunswick (SNB)

Official provincial drop-off location for water testing samples sent to health laboratories.

Address: Assumption Place, 770 Main Street, Moncton, NB
Toll-Free Phone: 1-888-762-8600
Services: Sample bottle pick-up and secure drop-off point

3. LANDLORD RESPONSIBILITIES & TENANT RIGHTS

Tenant Resolution Process

Under New Brunswick law, landlords are obligated to maintain clean, safe, and potable water access for tenants.

1. **Written Notice:** Send formal written notice to your landlord detailing the water issue. Request prompt inspection, testing, or plumbing repairs, and keep a dated copy for your records.
2. **Contact the Tenant and Landlord Relations Office (TLRO):** If your landlord neglects or refuses to address water safety concerns, file a formal complaint.

TLRO Toll-Free: 1-888-762-8600 | **Email:** renting@gnb.ca