

Frequently Asked Questions

Order and Payment

How much do rain barrels normally cost?

The City of Charlottetown Water & Sewer Utility is providing this particular rain barrel at cost for a limited time for only \$65 (including HST). There is a wide variety of rain barrels models and prices available at your local gardening or home hardware stores.

What if I change my mind, can I cancel my order?

No. There will be no refunds issued for barrels if you change your mind unless the barrel is defective. It is anticipated that there will be a very high demand for the barrels so please only place an order if you are sure. Also, charges apply even if you do not pick up your barrel.

Can a customer buy a barrel if they aren't a Charlottetown Water & Sewer Utility customer?

Yes, any resident or business owner in Charlottetown is eligible to purchase up to three (3) rain barrels.

Is there a limit on the number of rain barrels I can purchase?

Yes. There is a limit of three (3) barrels per resident or business owner. This is to ensure more customers can participate in the program.

What if the rain barrels sell out?

Should the rain barrels sell out we will take a list of those interested in purchasing. If the sale is re-offered again next year then they will be contacted first to purchase a barrel. There is always the option of purchasing a barrel at a hardware store or garden center.

How do I pay for the rain barrel?

You can pay with cash, credit or debit at City Hall, 199 Queen St. Charlottetown, PE.

Pick Up

Where do I pick up my rain barrel?

Barrels will be available for pick up at Charlottetown's City Works building located at 12 MacAleer Drive.

Can I send someone else to pick up my barrel?

Yes. As long as the person has your name, address, and receipt, they can pick up the barrel on your behalf.

What happens if I don't pick up my barrel May 29?

Call 902-629-4014 if you missed the rain barrel pick up.

Will the barrel fit in my car?

The 36"x24", 208 litre barrel is flexible and fits in a backseat or a trunk. You can even fit a barrel in a Smart car. No matter the size of your vehicle, please make space in advance of pick up. This courtesy will speed up the process for you and the customers behind you in line.

How do I store my barrel for winter?

To prepare for winter - drain the hose, remove the brass tap, and store the empty barrel in a sheltered area. Proper storing instructions will be provided when you pick up your barrel.

Rain Barrel Product

What does the barrel include?

There is a 36"x24' barrel and a removable lid. The lid has a screened hole for gutter water. There is also an overflow tube near the top of the barrel and a brass tap near the bottom. The overflow tube can be used to connect two barrels together. See Rain Barrel specifications [here](#).

What type of warranty is provided with the rain barrel?

There is no warranty. Please set up your barrel immediately to determine if there are any defects or missing items. If quantities allow we will replace defective barrels, if not, we will provide a refund on the defective barrel. Call 629-4014 for details.

Can the barrels be connected with another one?

Yes. A short section of rubber tubing or garden hose will work to connect the two barrels.

How do I set up my rain barrel?

To set up your rain barrel, follow these steps:

- Locate a downspout most convenient for barrel placement.
- Avoid locations with gas, power, or water meters.
- Place rain barrel below downspout approximately away from house foundation.
- Raise barrel to 350 mm (12 to 16 inches) in height (to maximize water pressure) by placing it on a smooth level surface such as plywood, cement block, or compacted ground.
- Secure the empty barrel so that it won't tip in a wind storm.
- Position downspout to fit into screen opening.
- Install the overflow connection/hose into threaded hole near the top of the rain barrel.
- Install the brass tap into threaded fitting near bottom of the rain barrel.

How do I use and maintain my rain barrel?

To direct excess water away from your home's foundation (and your neighbour's foundation), install the barrel with at least a 2 metre length of hose to your overflow tube. Alternatively, you can purchase an overflow device or downspout diverter from most hardware stores. Ensure you clean the screen opening periodically to remove debris and leaves. In the fall, reconnect your downspout and store your rain barrel indoors. If you can't store it indoors, make sure to turn the barrel upside-down so that no water can collect in the bottom. Rain barrels left with water in them in the winter will freeze and the barrel will crack.

How do I prevent mosquitoes breeding in my rain barrel?

Adding 1 tablespoon of olive oil or dish soap to the water will prevent mosquitoes from breeding in your barrel (apply every 6 to 9 days). Keep the lid on the barrel at all times to keep insects, wildlife, and children out of the barrel.

Are the rain barrels "food grade" plastic?

No, please don't use rain barrel water for drinking or food preparation. However, it is approved for use on vegetable gardens. For additional information please see the [manufacturer's website](#)

General

Who do I contact if I have any questions about my rain barrel order? Please call our Water & Sewer Utility desk at 902-629-4014