



Town of Woodstock Water & Sewer Utility Report Card 2023

How Your Money Was Used (Ward 4 - Water & Sewer Customers)

INFRASTRUCTURE AT A GLANCE



53.7 km
Water Main
Pipes



56.5 km
Sewer Pipes



12.2 km
Storm
Water Mains

122.4 KM'S TOTAL of infrastructure that would stretch from WOODSTOCK TO OROMOCTO!



2 Production
Wells



1 Water Waste
Treatment
Plant



3 Standpipe
Water Reservoir
Towers



1 Water
Treatment
Plant



8 Lift
Stations



5 Booster
Stations



257
Fire
Hydrants

All water systems are managed to provincial standards with weekly water tests verified by independent labs

KEY SUCCESSES

- Hired a Director of Utility
- Computerized daily routine for staff, eliminating paper and creating visible trends in water usage

1 BILLION litres of water produced in 2023

Enough to fill the AYR Motor Centre pool 1,687 times

2023 UPGRADES

Eastwood Heights Water Reservoir - booster station pump piping replaced, backup power installation for booster pump completed

Well House at Marina - new pump installed for Pump #1, backup power installation completed

Lift Stations - replaced several pumps, upgraded power at Connell Street lift station

2023 REPAIRS

- 7 water main isolation valves replaced
- 7 water main breaks repaired
- 4 Service lateral breaks repaired
- 1 force main break in sewer system repaired
- Opened many valves to allow for better water flow and better quality water

What should I flush?

IT'S SIMPLE!

Only human waste and toilet paper. "Flushable wipes" are not flushable nor safe for the sewer system.

Who fixes my plumbing issues?

If you are having issues with plumbing in your house, call a local plumber to investigate. **If you OR your plumber suspects the issues are outside the walls of your house** Call the Town Utility Department. To prevent a blockage in a pipe from being pushed further, or unintended damage, our Utility crew should investigate any plumbing concerns outside your house.



A **leaky toilet** can use up to **1,000 litres** of water per day. That's **365,000 litres** per year!

Pick up a leaky toilet test kit brochure at Town Hall today. For tips visit: <https://town.woodstock.nb.ca>

TIPS

Ensure your utility account has a current email address for correspondence on all things water.

REGISTER TODAY online for **e-newsletters** to ensure you receive notices @ <https://town.woodstock.nb.ca>

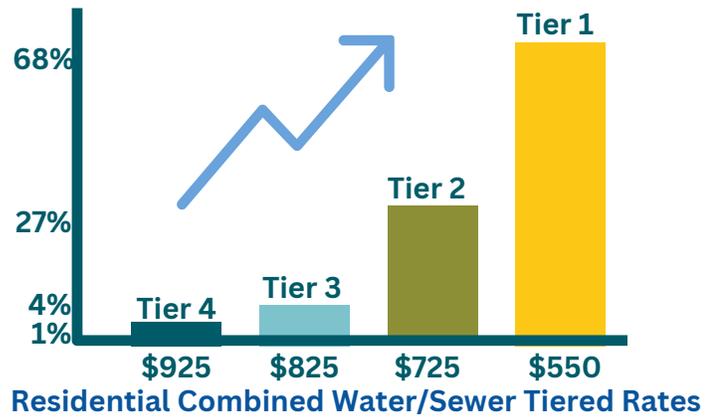
For questions email: utility@town.woodstock.nb.ca or phone 506-325-4600

68% of Households pay \$550/year for water and sewer

95% of Households pay LESS THAN \$2 per day for water

NO Rate Changes For 2024

Water and Sewer rates cannot be changed without an amendment to the by-law



2024 BUDGET OVERVIEW

Utility Operating Budget = \$ 2,063,647
Reserve Funds = \$ 963,500
Projected 2 year costs of current maintenance, repairs, upgrades = \$ 1,950,000+



Water and Sewer services are paid for by residential and commercial water users only. There is a separate budget for Utility from our general Town budget.



Any time your water has been shut off for a repair you should assume the water will be under a **BOIL ORDER** until you hear otherwise from Utility. Announcements are made via email, Social Media, and local news outlets.

WHY IS MY WATER FILTER SO BLACK AND FULL OF JUNK?!

Though it may look undesirable, it means your filter is doing a great job! The staining and sediment is a combination of natural occurring manganese and iron found in our water supply. Though our water treatment facility filters manganese and iron to safe level, less than the aesthetic requirement by the province, there will always be a presence of those elements in our water.

WHAT TO EXPECT IN 2024

- We will be working with a consultant on a 5-year maintenance plan to ensure we are repairing a proper percentage of our infrastructure every year.
- We will be working with a 3rd-Party Specialist to plan and execute a proper flushing plan for 2024/25.
- We will be working with a consultant to help develop a plan to build new water infrastructure in the Eastwood Heights area to support anticipated development and help alleviate pressure on the existing system.
- Mapping of water, sewer, and storm system for better overall management of the system (2024/25).
- Continue expansion of electronic monitoring of system to improve correction and control thru the system.
- Ongoing repairs and maintenance to existing infrastructure, including: valve replacements, storm water upgrades, improvements at lift stations, etc.

Glossary of Terms

Booster Station - pumps used to increase pressures in mainline and to push water to standpipe reservoirs
Force Main - a sewage pipe under pressure from a lift station, not gravity fed
Lateral - pipes carrying water from a water main to houses and businesses
Lift Stations - pump sewage to higher elevations through a force main pipe towards the treatment facility
Sewer Laterals - pipes from houses and businesses to the main sewer lines
Sewer Lines - pipes that gather and carry sewage by gravity to lift stations
Water Main - pipes carrying treated water from the wells for distribution
Waste Water Treatment Plant - an aerated lagoon where sewage is treated and made safe before being released into the Saint John River
Water Treatment Plant - Where chlorine injection and manganese removal occurs to treat the water before it enters the distribution system, eventually reaching your homes and businesses



The Town of Woodstock understands that utility costs can be a financial burden for some customers. Please remember we offer payment plans for any customer and discounts for those that qualify. Please see our website for more details.