

The Town of Holyrood is providing residents with an update on the ongoing water system issues and the work being undertaken to identify and repair leaks throughout the town.

Over the past several weeks, Town staff have been closely monitoring water levels, investigating significant water loss and locating leaks throughout the system. Several leaks have now been identified, ranging from minor leaks to significant breaks requiring immediate attention.

Recent Activity

- July 28: Water ban lifted.
- July 30: A serious leak was identified near 556 Conception Bay Highway and repaired.
- July 30 – August 17: Continued monitoring showed a noticeable overnight drop in the water level at the tank.
- August 18: A leak was identified near 41 Salmonier Line. The property owner was responsible for the repair.
- August 21: A leak was identified near 515 Conception Bay Highway and repaired.
- August 22: The Town brought in additional resources and began isolating areas of the town overnight.
- August 23: A significant leak was identified near 665 Conception Bay Highway, in a high-pressure zone, resulting in high-volume water loss.
- August 24: The Town changed its strategy for overnight shutoffs, moving to an organized approach with shutoffs at approximately 20-minute intervals to isolate areas and identify where water is being lost.
- August 25: A leak was identified near 35 Salmonier Line. During the repair, damage to the service line required the tank and water plant to be shut down. Water service was restored to all residents once the repair was completed.
- August 26: A leak was identified on Byrne's Lane and repairs are currently underway.

Why Overnight Work Is Necessary

The Town needs the overnight period to build pressure in the system, build the water level in the tank, and systematically isolate different areas of town to determine where leaks are occurring. The primary work period will be 8:00 p.m. to 5:00 a.m. During this time, residents may experience temporary water shutoffs as crews work through the system in an organized fashion. The goal is to have water services available to residents between 5:00 a.m. and 8:00 p.m. Keeping water in the tank during this period helps maintain system pressure and prevents further depressurization, which can contribute to additional problems throughout the water system. Other water-system activity, including repairs and investigation, will continue outside of the overnight timeframe as required.

We Are Finding the Leaks

The important thing to understand is that the Town has water. The problem is that we are losing water somewhere within the distribution system.

The leaks being identified are occurring in older sections of the water system, including aged copper water lines underground. These are infrastructure issues that have developed over time. They are no one's fault.

Town staff are working to locate and repair these leaks as quickly as possible. In some cases, finding the source requires isolating sections of the system, monitoring water levels and pressure, and working through the town systematically.

Looking Ahead

While the Town is actively addressing the immediate issues, work is also underway to strengthen the water system for the future.

1. **New Water Storage Tank:** The Town is installing a new water storage tank with double the capacity of the existing tank. This increased storage capacity will provide greater resiliency and additional water reserves for the community.
2. **New Well:** A new water well is also being drilled to further strengthen the Town's water supply and improve the overall capacity and reliability of the system. Exploration for future wells is also underway.
3. **Key Water Infrastructure Priorities for Budget 2027:** As part of the Town's 2027 budget planning, four areas have been identified as priorities for additional investment:
 - A. **Increased funding for water pipe replacement:** More funding will be directed toward replacing aging underground water infrastructure.
 - B. **Increased funding for isolation valves:** Additional isolation valves will allow us to more effectively isolate smaller sections of the system when leaks occur, reducing the number of residents impacted by shutoffs and making leaks easier to locate.
 - C. **Increased funding for flow meters:** Additional flow meters will help the Town monitor water movement through different areas of the system and identify abnormal water loss more quickly.
 - D. **Funding for GIS mapping:** GIS mapping of the water distribution system will provide better information about the location, age and configuration of underground infrastructure, supporting faster and more effective leak detection and repairs.

We Will Get There

We understand that the ongoing water interruptions are frustrating and that residents want the situation resolved. We share that frustration and are working diligently to get the system back to normal. At the same time, we ask residents for patience and cooperation as this work continues. The organized overnight shutoffs and pressure-building process are necessary tools that allow our staff to determine where water is being lost and make the required repairs. We will get there. We are continuing to work through the system, one area at a time, and we appreciate everyone's patience and cooperation while we address these aging infrastructure issues. The Town will continue to provide updates as additional leaks are identified and repairs are completed.

Thank you for your patience and cooperation as we work to restore the water system to normal.