

TIMELINE OF EVENTS...

July 28: Water ban lifted.

July 30: Serious leak identified near 556 Conception Bay Highway and repaired.

July 30–August 17: Ongoing monitoring showed a noticeable overnight drop in the water tank level.

August 18: Leak identified near 41 Salmonier Line and repaired by the property owner.

August 21: Leak identified near 515 Conception Bay Highway and repaired.

August 22: Additional resources brought in and overnight area isolation began.

August 23: Significant leak identified near 665 Conception Bay Highway, resulting in high-volume water loss.

August 24: Organized overnight shutoff strategy introduced, with areas isolated at approximately 20-minute intervals to identify water loss.

August 25: Leak identified near 35 Salmonier Line. During repairs, damage to the service line required a temporary shutdown of the tank and water plant. Water service was restored following the repair.

August 26: Leak identified on Byrne’s Lane and repaired August 27.

August 27–28: Leak detection continued with Town staff and RPM Geospatial.

August 28: Well 3 at the Liam Hickey Drive pump house went offline due to a pump failure. Investigation confirmed the pump had failed and it was removed. Bottled water distribution began at 10:30 p.m.

August 29: Temporary pump installed at Well 3 and brought into service at approximately 8:30 p.m. Leak identified at 3 Salmonier Line and repaired (previous leak at 3 Salmonier Line on July 21 also repaired).

August 30: Temporary pump producing well and water tank levels began to recover. Rotational water service resumed, but was interrupted when significant water loss was detected toward Marina Shores. Further isolation confirmed stronger overnight gains.

August 31: Water service available to all residents. Overnight shutoffs continued to allow the system to recover. The Town continued work toward connecting a new well and investigating remaining water loss.

September 1: External flow meter procured for the Salmonier Line wells. Design work continued for the new well connection, additional well sites were assessed, and procurement began for a permanent replacement pump for Well 3. Leak detection and curb-stop identification continued.

September 2: Installation and system investigation continued.

September 3: Clamp-on flow meter installed at the Salmonier Line wells. Byrne’s Lane was confirmed not to be the source of water loss. Water service was restored to all residents except Godson’s Road. Two replacement pumps were ordered for Well 3, with delivery expected within 10–14 days. Water was delivered to residents on Godson’s Road.

September 4: Leak located on Godson’s Road. Repair crew responded and completed the repair at approximately 1:25 a.m.

September 5: Water service restored to all residents. No further disruptions expected.

September 11, 2026



Water System Update

A MESSAGE TO RESIDENTS FROM COUNCIL...

The Town of Holyrood would like to sincerely thank residents, local businesses, Town staff, Council, and our partners for their patience, cooperation, understanding, and support throughout the recent water service challenges.

We recognize the significant inconvenience and disruption the intermittent water shut-offs created for households and businesses. While the circumstances were difficult, the work undertaken over the past several weeks has provided us with important information about our water system and, most importantly, a clearer path forward.

WHAT WE HAVE ACCOMPLISHED...

Identified and accessed curb stops throughout the system

Our crews have worked to locate and open curb stops throughout the Town. This is an important step in understanding how the distribution system is configured and in allowing us to better isolate and manage sections when required.

Identified improvements required to deliver water to residents

Through the recent challenges, we identified several areas where improvements are required to strengthen the Town's ability to move water through the distribution system and reliably deliver it to homes and businesses. It is important to clarify that the wells are producing an adequate supply of water for present needs. The primary issue was our ability to move water through the system and maintain supply in the water storage tank, through aged copper pipes, some of which had leaks.

New pump being installed at Well 3

The pump at the Liam Hickey Drive Pump House was removed following its failure, and a temporary replacement pump has been installed. The previous pump was a used pump that had been installed some time ago. It served the Town well, but it has now reached the end of its service life. The Town is replacing it with a new pump specifically designed for Well 3, allowing us to maximize the yield from that well and improve the reliability of our water production.

A new well is coming online

A new well is being brought online to provide additional water production capacity. This will serve as an important temporary measure while the Town moves forward with the construction of a new, larger water storage tank next year.

Flow meters are being implemented

The Town has initiated the installation and use of flow meters to provide accurate information on the amount of water being produced by our wells. This information will give Public Works and our technical teams a much clearer picture of daily production and will allow us to identify abnormalities much sooner. We now have a new tool to monitor water production and consumption and identify potential problems before they develop into more serious issues.

Leaks have been identified and repaired

During this process, a number of leaks were identified and repaired. Some of these leaks may have existed for an extended period without presenting themselves at the surface. One of the significant challenges we faced was an evasive leak that was losing water into the ground without any obvious surface indication. Even specialized leak detection personnel faced challenges locating and confirming the source. Once identified, repairing these types of leaks can also be extremely difficult.

LOOKING AHEAD...

The recent experience has also helped identify several longer-term improvements that the Town needs to pursue through available provincial and federal infrastructure funding programs.

These include:

- Continued replacement and upgrading of aging water lines;
- Improved isolation valves throughout the distribution system;
- Additional flow monitoring and metering;

- Improved knowledge of where water lines are located;
- GIS mapping of the Town's water infrastructure; and
- Continued leak detection and system monitoring.

These improvements will help provide greater confidence in the system, improve our ability to identify leaks and failures, and give the Town a much better understanding of how water moves throughout our community.

WHAT WORKED AGAINST US...

Two major factors significantly complicated the recent situation:

1. Pump failure - The failure of the pump serving the Town's water system significantly reduced our ability to produce and move water through the system.

2. An evasive underground leak - A significant leak was losing water into the ground without presenting itself at the surface. This made it exceptionally difficult to locate, even with specialized leak detection equipment and personnel.

Together, these issues created a situation that was difficult to diagnose and resolve quickly.

A COMMUNITY EFFORT...

Resolving these issues required an extraordinary amount of work, cooperation, and coordination.

To our residents: Thank you for your patience and understanding, particularly when the situation placed some households at a significant disadvantage. We recognize the frustration and inconvenience you experienced, and we appreciate those who understood that our staff were working to find and correct the underlying problems.

To our local businesses: Thank you for your cooperation, understanding, and respect during the alternating shut-offs and periods of reduced or interrupted service. We recognize the impact these interruptions had on your operations.

To our Public Works staff and Town management: Thank you for working diligently, both in the office and on the street, day and night, to respond to the situation and find solutions. The dedication demonstrated throughout this situation, particularly the willingness to work long hours and respond day and night, has not gone unnoticed.

To our technical leads, engineers, and leak detection personnel: Thank you for bringing your expertise together and working collaboratively to identify the problems and develop solutions.

To the Government of Newfoundland and Labrador: A sincere thank you to the Department of Municipal and Community Affairs and the Department of Transportation and Infrastructure, under the direction of Minister Barry Petten, for your assistance and support.

MOVING FORWARD...

The challenges of the past several weeks have reinforced the importance of investing in Holyrood's water infrastructure. We have learned more about our system, identified deficiencies, repaired leaks, improved our ability to monitor water production, identified equipment and infrastructure upgrades, and established a clearer plan for the work ahead. There is still work to do, but we are moving forward with a better understanding of our system and a stronger plan to improve the reliability of water service in Holyrood. Thank you, Holyrood, for your patience, cooperation and understanding.