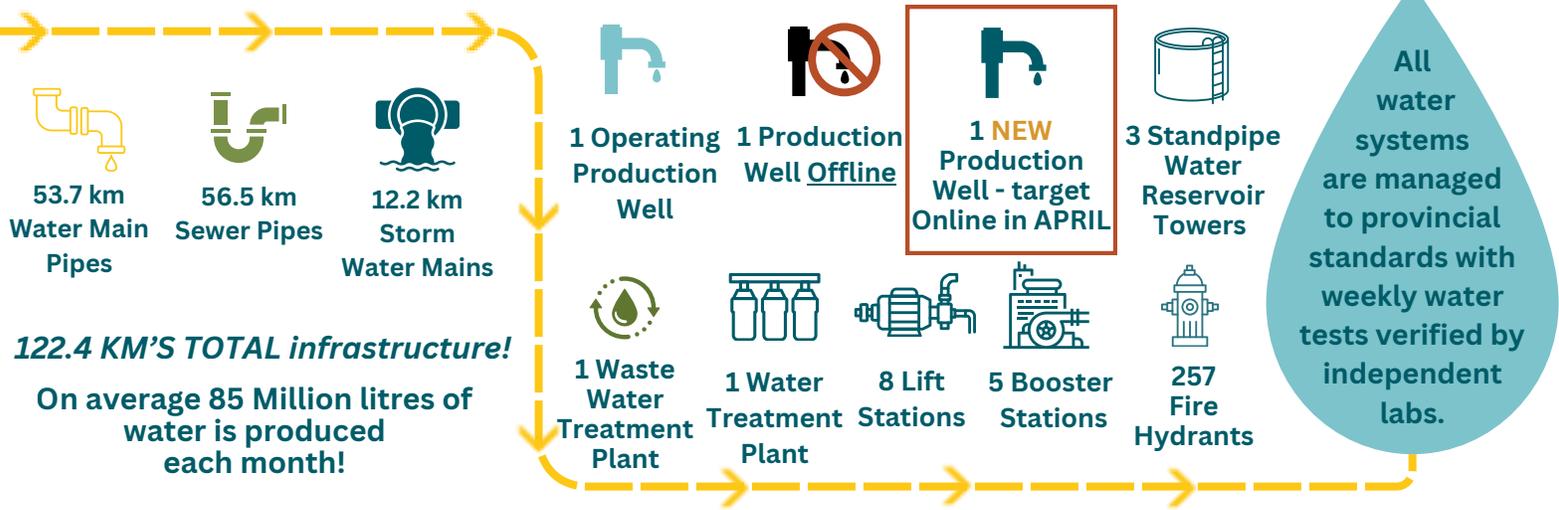


WOODSTOCK Utility Report Card - 2025

INFRASTRUCTURE AT A GLANCE



2025 UPGRADES - \$1,150,000 invested in repairs and upgrades!



WELL DEVELOPMENT

- Well #3:** Awaiting final connection to the treatment facility, planned to be commissioned in April 2026.
- Well #2:** Offline for the foreseeable future while awaiting repairs.
- Well #1:** In good working condition, paired with #3 will provide 2 functioning wells with improved redundancy once online.

WELLHOUSE PLC UPGRADE

- The Process Logic Control system was updated and upgraded to allow better digital visibility and control to all signals, alarms and controls in our utility system.

BOOSTER STATIONS

- St Andrews:** replaced failing pump, added additional pumps for redundancy.
- Heller Road:** Transformer Upgraded.
- Wallace Street:** Of the three pumps in place, two failed and were replaced to ensure uninterrupted operations.

LIFT STATIONS

- Water Street:** one of two pumps failed and was replaced.
- J.R's:** additional monitoring and control software was added to the 90 hp pump installed in 2024, to allow better control and longer pump life.
- King Street:** Pump repaired, preventing replacement.
- Lower Main:** Pump repaired, preventing replacement.
- *All lift stations** investigated for flow rates, conditions and required upgrades.

EQUIPMENT PURCHASES

- New Backhoe to assist utility crews when repairing breaks in colder months, ensuring efficiency to return services.

WOODSTOCK Utility Report Card - 2025

HOUSEHOLD UPDATE

79% of Households pay \$725/year for water and sewer

This is **LESS THAN \$2 per day** for water!




PLANNED RATES: 2026 - 2028

| Annual Rates | Current | 2026 | 2027 | 2028 |
|---|---------|-------|-------|-------|
| Residential Tier 1 | \$650 | \$725 | \$800 | \$850 |
| Residential Tier 2 | \$775 | \$800 | \$825 | \$850 |
| Residential Tier 3 | \$825 | \$850 | ---- | ---- |
| Residential Tier 4 | \$925 | ---- | ---- | \$850 |
| Residential, additional unit OR Multi-unit, per unit | \$400 | \$450 | \$500 | \$550 |

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.



The Town of Woodstock understands that utility costs can be a financial burden for many customers, the Town offers discounts for those that qualify. Please remember you do not have to pay your annual bill all at once; you can set a payment frequency that meets your needs. Contact Utility for more info. utility@WoodstockNB.ca

TIP! Any time your water has been shut off by the Town for a repair you should assume the water will be under a **BOIL ORDER** until you hear otherwise from Utility. Announcements are made door-to-door in directly affected areas, via email, social media, local news and the Voyent Alert System.

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: www.woodstocknb.ca

What should I flush?



Only human waste and toilet paper should be flushed down the toilet. "Flushable wipes" are not flushable nor safe for the sewer system, along with sanitary products or other waste.



WELL WATER: SAFETY CHECKLIST:

MAINTENANCE

- Periodically inspect well casings, pumps and pipes
- Complete routine septic maintenance every 2-3 years
- Disinfect through chlorination once per year (Spring or Fall)
- Avoid using household pesticides, fertilizers, degreasers, fuels & pollutants nearby.

TESTING

- Well water should be tested twice per year, Spring & Fall, to test for presence of bacteria and chemical contamination.
- Seek advise from the Department of Environment and Local Government, the Department of Health or water treatment specialist.

SAMPLE COLLECTION

- Sampling kits and instructions can be obtained from RPC Analytical Services office in Fredericton.

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 STOP!** 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.

TIPS

Ensure your utility account has a current email address for correspondence on all things water. For questions **email: utility@woodstocknb.ca** or **phone 506-325-4600**

WOODSTOCK Utility Report Card - 2025

Looking ahead

As of January 2026, all new parts and programming changes were made to the treatment system, as advised in 2025.

Historical water test results for all communities in New Brunswick are now available through the GNB Water Quality Data Portal.



Province of NB Updates Drinking Water Guidelines - February 2026

To align with federal standards, the province updated the drinking water guidelines. The updates include changes to the **Aesthetic Objective (AO)** for **manganese** and the introduction of a new **Maximum Acceptable Concentration (MAC)** value for **manganese**.

- The updated **AO** is now **0.02 mg/L**, reduced from previous limit of 0.05 mg/L (lowered to further address issues with taste, odour, and staining of laundry/plumbing).
- The new health-based **MAC** level is set at **0.12 mg/L** to mitigate any potential health impacts. The province is still developing guidelines that Public Health will use to provide direction for municipal water supplies if/when the MAC level is exceeded.
- The Town will provide updates as available. Visit the GNB website for more information.

3-year Capital Plan (2026, 2027, 2028, 2029)

| | Target Year | Est. Costs |
|--|-------------|--------------------|
| Well #3 Completion | 2026 | \$ 433,000 |
| Spring Court Sewer Upgrades | 2026 | \$ 2,117,000 |
| Wastewater chlorination/dechlorination | 2026 | \$ 150,000 |
| Jr.'s Lift station - Variable speed drive | 2026 | \$ 25,000 |
| Wastewater treatment generator SCADA | 2026 | \$ 15,000 |
| Wastewater curtain replacement | 2027 | \$ 225,000 |
| Lr. Main Lift station - chamber/pipe rebuild | 2027 | \$ 90,000 |
| Searle St. PLC Power replacement | 2027 | \$ 25,000 |
| St. Andrews Booster Station Generator | 2027 | TBD |
| Wastewater diffuser replacement | 2028 | TBD |
| Water St. Lift station grit chamber | 2028 | \$ 50,000 |
| Eastwood Reservoir Tower Refurbishment | 2029 | \$ 1,200,000 |
| Total Costs | | \$4,082,000 |
| Average Annual Costs | | \$1,020,500 |



The Town of Woodstock will be rolling out the new multi-purpose communications platform: **VOYENT ALERT!** It will be used to send notices to residents and visitors during critical events, such as fires or floods, as well as for relevant day-to-day notices on planned maintenance, and water advisories.

For more information and to register, download the **VOYENT ALERT!** App.

Glossary of Terms

- Booster Station** - pumps used to increase pressure 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