

WOODSTOCK Utility Report Card - 2024

INFRASTRUCTURE AT A GLANCE



53.7 km
Water Main
Pipes



56.5 km
Sewer Pipes



12.2 km
Storm
Water Mains



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

122.4 KM'S TOTAL of infrastructure!

**85 Million litres of water produced
on average each month!**

2024 UPGRADES - Over **\$900,000** invested in repairs and upgrades

Main Well

new well development (Well #3), new propane generator for entire building, electronic meter installed, chlorination system reconfigured

Water Lines & Valves

GPS field mapping work of utility valves, pipes, hydrants, etc., 8 water main gate valves replaced, over 300 water isolation valves exercised, 4 significant leaks found and repaired, multiple valve boxes rebuilt and flushed

Booster Stations

St. Andrews station - SCADA battery backup installed, pump upgrades on several pumps

Connell Street station - upgraded power

Heller Road station - electronic flow meter installed

Wallace St. station - chlorine analyzer reconfigured, pump controls reconfigured, began process to rebuild 2 of 3 pumps

Lift Stations

Water St. Location - New pump bases and piping installed, overflow pipe enlarged to prevent street discharge during rain, 1980's lift station decommissioned, rebuilt one pump and a number of check valves

JR's location - rebuilt one pump from two failing pumps, new 90 hp pump installed, soft starts installed on pump motors, check valve rebuilt

Connell St. - Biological injection system installed to prevent grease buildup, gate valve replaced

King St., Searle St., Gallop St., Everett St., Lower Main St., Ironwood location - various pump repairs and upgrades

2024 HIGHLIGHTS

Over 30
distinct system
repairs and
upgrades
completed

**25 water
breaks
identified and
repaired**

3-year Capital Plan (2025, 2026, 2027)

Well #3 Completion	\$ 433,000
St. Andrews pump upgrade	\$ 55,000
Backhoe replacement	\$ 200,000
Utility system review	\$ 122,500
Eastwood Reservoir Restoration	\$ 1,200,000
Waste water outflow	\$ 400,000
Lagoon curtain replacement	\$ 250,000
Magnazure System Analysis	\$ 80,000

Total Costs **\$ 2,740,500**
Average Annual Costs **\$ 913,500**

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 @ www.woodstocknb.ca
For questions **email:** utility@woodstocknb.ca or **phone** 506-325-4600

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NEW RATE CHANGES: 2025 - 2028

68% of Households pay \$650/year for water and sewer

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

Annual Rates	2025	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

2025 UTILITY BUDGET OVERVIEW

Utility Operating Budget	= \$ 2,175,554
Budgeted maintenance and repairs	= \$ 280,000
Current Reserve Funds for Capital Projects	= \$ 1,018,921



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 via email, Social Media, and local news outlets.



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.

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.



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?

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 **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.

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



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.