

# WATER MAIN BREAKS

in your neighbourhood



The City of Dieppe recognizes that your area (Dover/Amirault) has experienced numerous of water main breaks in recent years. When they occur, Public Health issues a boil water advisory.

Fortunately, our staff have solutions to the challenges in your neighbourhood. Implementing them are a priority for the municipality, but the work will take a few years to complete, so we ask for your patience.

We apologize for any inconvenience this situation may cause. We are confident that things will greatly improve once the solutions have been implemented, which, again, will take some time.



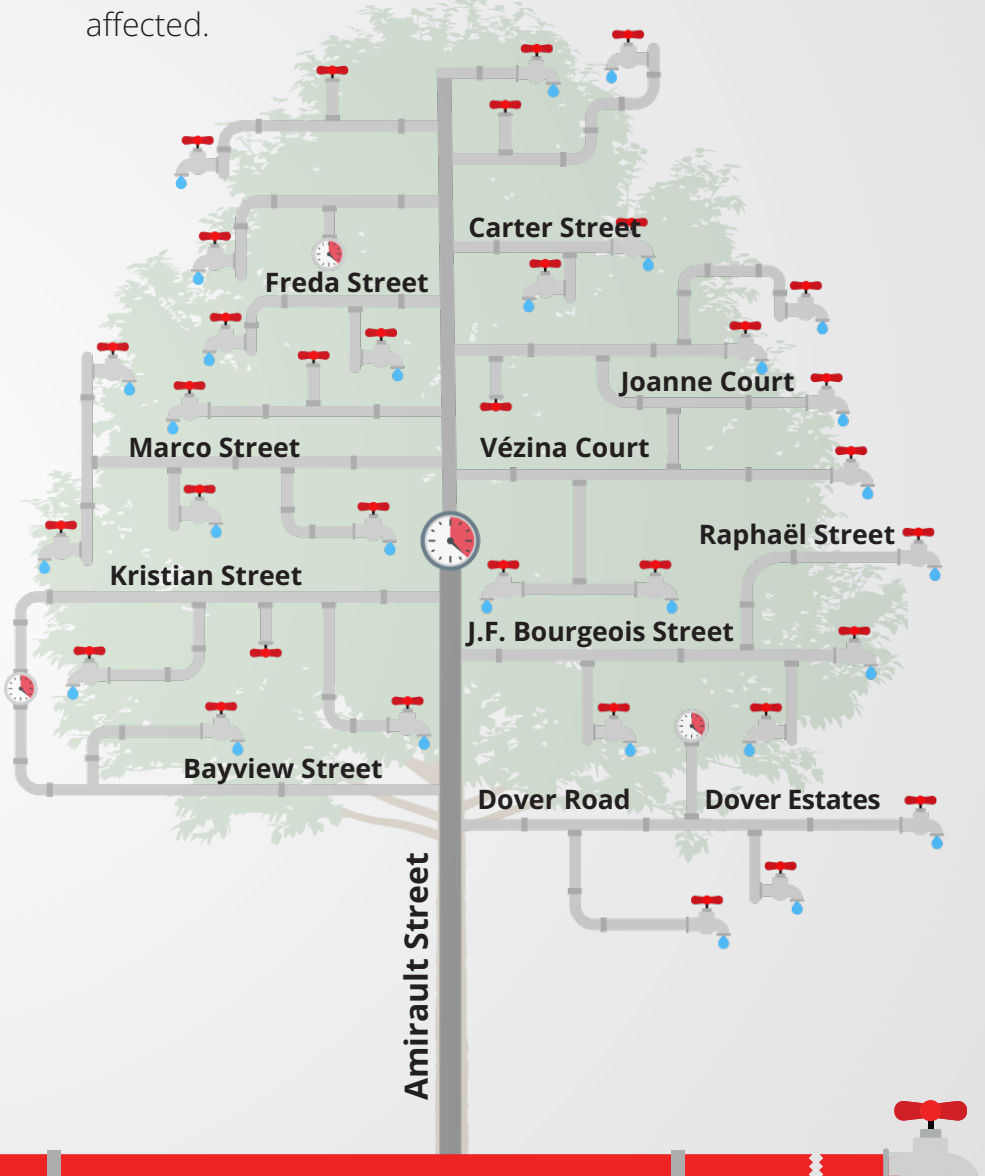
## CHALLENGES

Your drinking water has a long way to travel before it reaches your tap. It runs from the Turtle Creek reservoir to the water treatment plant. From there, it goes to the Amirault Street pumping stations via the water tower, before continuing to your home through medium and small sized pipes (mains).



**Think of the water distribution system as a tree:**

the big pipes are the big branches, and the small ones are the small branches. If a large pipe breaks, the smaller ones can usually still get water from other large pipes. However, there's just one big pipe in your neighbourhood, so if it breaks, many residents are affected.



# WHAT CAN CAUSE A WATER MAIN TO BREAK?

Water main breaks occur in all municipalities. Here are some common causes:

- Lower-quality materials used decades ago
- Soil type (marshy, sandy)
- Pipe corrosion
- Pipe manufacturing defects
- Temperature
- Freezing and thawing
- Pressure variations due to elevation differences
- Pressure or vibration from vehicles

## WHY ARE BOIL WATER ADVISORIES ISSUED?



**The municipality is proud to offer its residents drinking water that exceeds Health Canada's standards.**

Our waterworks operations team is certified by the Province and carries out continuous monitoring and regular testing. Over 200 tests are performed every month to ensure superior water quality.

In addition, a computerized system monitors our network 24/7 and alerts our team if a problem occurs, such as a drop in pressure that could indicate a broken water main.

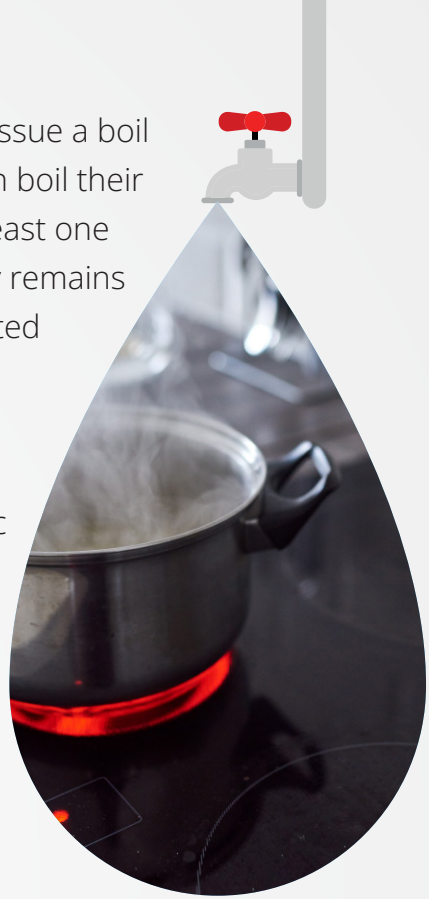


When necessary, Public Health will issue a boil water advisory. Residents must then boil their drinking water continuously for at least one minute before using it. The advisory remains in effect until the situation is corrected and all test results indicate that the water is safe for consumption.

For an advisory to be lifted by Public Health, at least two sets of water samples must be tested at certain intervals, which is why boil water advisories can be in effect for multiple days.

## HOW BOIL WATER ADVISORIES ARE COMMUNICATED

When an advisory affects only a small area, leaflets are placed on the doors of each affected property. A second leaflet is distributed once the advisory has been lifted. It's an efficient way of reaching a small number of residents directly and quickly.



When an advisory affects a larger number of residents (such as your neighbourhood), it becomes impractical to distribute leaflets quickly. In those cases, the municipality uses the following tools to reach affected residents:



[facebook.com/DieppeNB](https://facebook.com/DieppeNB)



[twitter.com/CityofDieppe](https://twitter.com/CityofDieppe)



[dieppe.ca](https://dieppe.ca)

- The City also contacts the media, who decide whether or not to share the information.
- You can also subscribe to email advisories at [dieppe.ca/subscribe](https://dieppe.ca/subscribe)
- **Coming soon:** text messaging for emergencies. Stay tuned to sign up as soon as this system becomes available.

**We strongly recommend that you sign up for these tools to keep informed.**

Since advisories affecting only small numbers of residents are communicated with leaflets, you might think that only your area is affected by boil water advisories, which is not true. Other neighbourhoods are affected over the course of a year, too, however we recognize that yours is affected more often, owing to the challenges described on page 12.

# SOLUTIONS

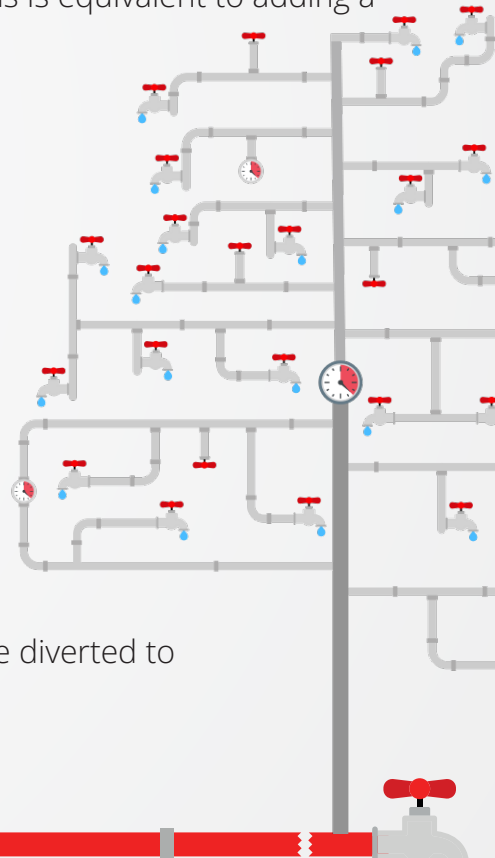
Solutions to this challenge involve a number of steps:

- Extending Dieppe Boulevard to connect with Dover Road
- Adding a reservoir or water tower in the southern part of the municipality
- Replacing the problematic main on Amirault Street



The Dieppe Boulevard extension will create a partial loop to ensure that most residents will continue to have access to water in the event of a break. This is equivalent to adding a large branch to the tree trunk.

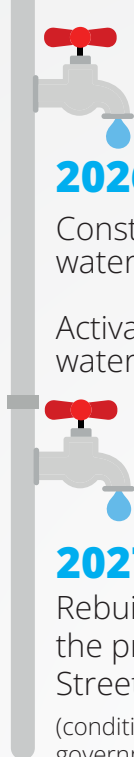
Replacing the problematic water main on Amirault Street now would require installing a temporary water system, which would create challenges for firefighters and affect water quality. To enable the work, Amirault Street would also have to be closed and a detour made towards Memramcook. Once Dieppe Boulevard has been extended, however, traffic can be diverted to that artery.





**2024**

Start of work on the Dieppe Boulevard extension



**2026**

Construction of a reservoir or water tower

Activation of the reservoir or water tower



**2027**

Rebuilding and replacement of the problematic main on Amirault Street

(conditional on provincial and federal government funding)



**2025**

Continuation of the Dieppe Boulevard extension

**\*Note that these dates are tentative and are subject to funding. The timetable may also be revised due to situations beyond our control.**

Thank you for your understanding and cooperation as we work to improve the infrastructure in your area.

If you have questions or concerns, feel free to contact us at **506.877.7900** or **[info@dieppe.ca](mailto:info@dieppe.ca)**

Don't forget to subscribe to our social media channels so as not to miss any of the developments in this project!

