



THE STEPS OF A WATERMAIN REPAIR

The entire repair process can take up to 21 days depending on outside factors like other watermain breaks, errors in the sampling, unknown underground conditions etc.

1	REPAIR LOCATION IDENTIFIED	Call from citizens or other party. Running surface water on the street, sinkhole, service disruption or pressure changes are signs of a watermain break. Once reported, the leak location is identified.
2	DWA NOTICE HAND DELIVERED	Crews hand deliver notices to affected residences advising that all water to be consumed be brought to a rolling boil for one minute.
3	UTILITIES LOCATED	Underground utilities are located. Gas, sewer, electric and telecommunication utilities etc.
4	PIPE EXCAVATED AND REPAIRED	8-15ft of asphalt, dirt, gravel and other materials must be excavated and during winter up to 8ft of frost may be present.
5	WATER TURNED ON	Once repaired, water is turned on to all affected properties (usually within 24 hours from the time the leak is identified).
6	FLUSH, PRESSURIZE AND TEST PIPE	Fill pipe with chlorinated water to disinfect, pressurize the main to test repair and flush pipe through hydrant to the street. At this time low water pressure or discoloured water can be experienced by properties in the area.
7	WATER QUALITY TESTED	Two sets of water samples are sent to a certified lab for testing to confirm the safety of the water (Can take approximately 7-19 days).
8	RESCIND NOTICE HAND DELIVERED	Crews hand deliver rescind notices to affected residences to inform them they can stop boiling their water.

Typically done in less than 24 hours but can take up to 48 hours

Typically complete within 7 days but can take up to 19 days