

# MAINTENANCE WATER SHORTAGE



A **MAINTENANCE** water shortage is caused by a failure in the system that results in partial or complete loss of water. Examples of maintenance issues that may cause a water shortage include:

- infrastructure leaks or failures
- leaks in the water supply dam
- ice or sediment blocking the water intake

## Taking Action:

### How do I prepare?

- Upgrade aging infrastructure
- Keep replacement parts for key infrastructure (e.g., pumps, valves)
- Inspect infrastructure to detect problems before failure
- Clean reservoir of sediment
- Install frazil ice system on intake (e.g., air purge, heat trace)
- Use alternative drinking water source during construction around intake
- Monitor water level in surface water source

### How do I respond during the water shortage?

- Identify cause and implement corrective measures
- Contact your engineering consultant or equipment supplier for assistance to acquire parts or equipment
- Contact appropriate government contacts
- Reach out to neighboring communities for assistance

### Who do I contact?

- Water Resources Management Division
  - [waterandsewer@gov.nl.ca](mailto:waterandsewer@gov.nl.ca)
- Municipal Infrastructure Branch
  - Regional Engineer - <https://www.gov.nl.ca/ti/mi/contact/#ro>
- Government Services
  - [MountPearlGSC@gov.nl.ca](mailto:MountPearlGSC@gov.nl.ca)
  - [BayRobertsGSC@gov.nl.ca](mailto:BayRobertsGSC@gov.nl.ca)
  - [ClarenvilleGSC@gov.nl.ca](mailto:ClarenvilleGSC@gov.nl.ca)
  - [Gander GSC@gov.nl.ca](mailto:GanderGSC@gov.nl.ca)
  - [GFWGSC@gov.nl.ca](mailto:GFWGSC@gov.nl.ca)
  - [WesternGSC@gov.nl.ca](mailto:WesternGSC@gov.nl.ca)
  - [LabradorGSC@gov.nl.ca](mailto:LabradorGSC@gov.nl.ca)
- Engineering Consultant
- Equipment Supplier

## Where can I find out more?

**Water Conservation:** <https://www.gov.nl.ca/eccc/waterres/waste/water-conservation/>

**Emergency Alternative Sources of Drinking Water:** <https://www.gov.nl.ca/eccc/files/waterres-quality-drinkingwater-pdf-mae-flooding-and-drinking-water.pdf>

 (709) 729-2563       [water@gov.nl.ca](mailto:water@gov.nl.ca)

 <https://www.gov.nl.ca/eccc/waterres/>

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## How to Communicate with the Public?

It is important to communicate with residents that may be affected by a drinking water shortage. Let those affected know about:

- What is causing the shortage
- What they can do to help (e.g., conservation measures)
- What is being done
- Any emergency information
- Communicating with the public can be done using:
  - Community website
  - Radio
  - Social Media
  - Telephone and email notification services
  - Brochures in the mail
  - Posters in public buildings (e.g., Post Office)

## Emergency Preparedness



Plan ahead to prepare for a water shortage:

- Check long-range forecasts for the summer
- Identify emergency water sources and obtain approval in advance
- Have materials ready- sandbags, appropriate hoses and pumps (NSF certified)
- Start water conservation programs early
- Have an emergency preparedness plan that includes water shortage

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