



Title: Water Booster Pump Rebate Policy	Internal/External: Internal / External
Department: Infrastructure and Engineering	Policy Number: IE-013
Approval Date: July 22, 2025	Implementation Date: July 22, 2025

BACKGROUND

The Town of Paradise is committed to operating its municipal water distribution system in accordance with established guidelines and best practices. A key goal of the Town is to maintain a minimum static pressure of 275 kPa (40 psi) for all users.

In 2019, an analysis of the Town's water distribution system found that it could not reliably supply adequate pressure at elevations above 180-meters. While this resulted in the Town establishing a service limit of 180 meters in all but one pressure zone and restricting any new development above this elevation, some prior developments had already occurred in areas with higher elevation. As such there is currently a risk that the minimum level of service cannot be delivered in these specific areas.

While the system requires significant multiyear upgrades to be capable of maintaining a static pressure of 275 kPa in all mains, residential-grade water booster pumps may serve as an interim solution for residents by increasing in-home water pressure to desirable levels.

OBJECTIVE/PURPOSE

The purpose of this policy is to institute a residential Water Booster Pump Program for qualifying households to help offset the costs associated with increasing domestic water pressure in areas where the municipal system servicing the homes is outside the prescribed limits of service.

POLICY STATEMENT

A one-time Water Booster Pump Rebate is available to residential property owners who install water pressure booster pump equipment to address low water pressure issues and who meet the eligibility requirements and program guidelines outlined in this policy.

Once applications for this program are reviewed and approved, property owners will receive a one-time rebate in accordance with the annual fee schedule established by Council.

GUIDELINES

1. Eligibility Requirements

- 1.1 Any residential building within the parcels of land identified on the map in Appendix B is pre-qualified for the booster pump rebate.

- 1.2 Any residential building not identified in Appendix B but located adjacent to the 180-metre elevation service limit and experiencing low water pressure, may qualify for the Booster Pump Rebate Program, subject to an eligibility review (1.3) conducted by the Town.
- 1.3 If the property is experiencing low pressure and the home is found to be adjacent to the 180-meter contour limit of service identified in Appendix A, the Town will use the results of a static pressure test taken at the nearest fire hydrant to further determine eligibility. A property may be considered eligible only upon assessment and confirmation by Town staff that both: i. the static pressure, as determined through Town testing, is less than 275 kilopascals (40 psi); and ii. the property is situated adjacent to the 180-metre contour limit of service.
- 1.4 The 180-meter contour defining the limits of service is shown in Appendix B. Properties in the Town's Water System Pressure Zone "H", which are serviced by the Donna Road Boosting Station, are not eligible for participation in the rebate program.
- 1.5 The residential Water Booster Pump Rebate Application found in Appendix A must be completed and returned to the Town by email or in person to be considered for the program.
- 1.6 There is no application processing fee.
- 1.7 The applicant must be the current owner of the property.

2. Instillation and Other General Guidelines

- 2.1. There are a number of residential pressure-boosting options available with varying benefits and costs. This policy does not dictate or recommend what solution is chosen or best for the residence.
- 2.2. The booster pump equipment must be installed by a plumber licensed within the Province of Newfoundland and Labrador. A copy of the invoice showing material list, work performed, and payment is required as proof.
- 2.3. The equipment must be installed after the required pressure reducing valve, back flow prevention valve, and main shut off valve. If the home is not equipped with all of these valves, they shall be installed along with the installation of the pressure boosting equipment. A picture of the installation showing the final arrangement of all components is required as proof.
- 2.4. A permit to install booster pump equipment is not required.
- 2.5. The rebate application can be submitted at any time while this policy is in effect, but the rebate is not issued until the application is approved and the equipment is installed.

3. REVISION HISTORY

	Date	Motion Number
Policy Adopted	July 22, 2025	M25-249

REVIEW OF POLICY

This policy may be subject to change at any time following new knowledge or new experience.

Appendix A - Application

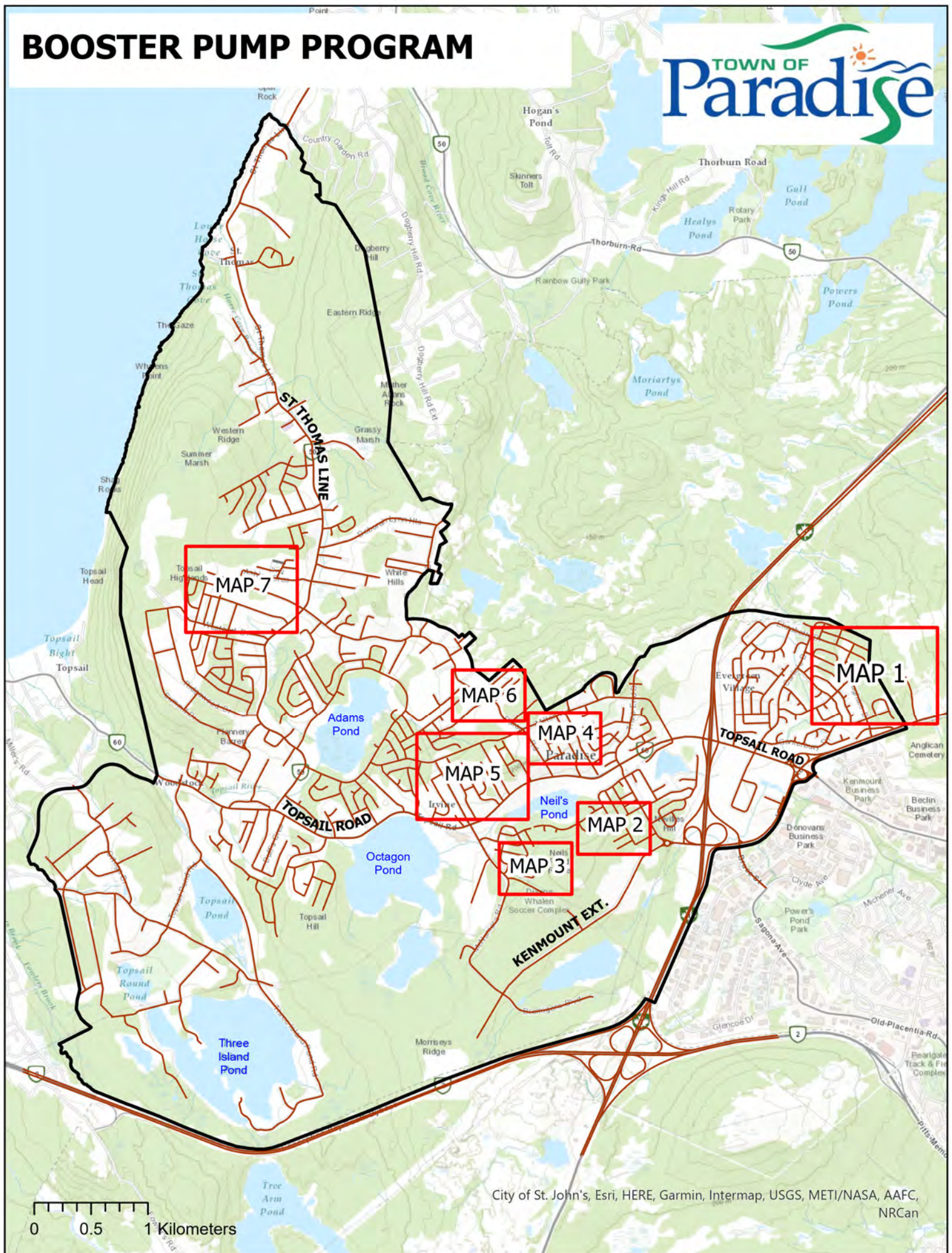


Water Booster Pump Rebate Application

Applicant Information	
Full Name:	
Street Address	Town:
Province:	Postal Code:
Email Address:	Phone Number:
Address for Property Receiving Booster Pump	
Street Address:	Town:
Province:	Postal Code:
Additional Information	
Prior to booster installation is/was the property suffering from low water pressure (unacceptable fixture flow rates)? Yes No	
<p>I/We, _____, the applicant(s) named herein, do solemnly declare the statements herein contained in this application are true and made with a full knowledge of the background and purpose/objective of the Water Booster Pump Rebate Program Policy. I/We make this solemn declaration, conscientiously believing the conditions of this application are aligned with the objectives of the rebate program policy.</p> <p>Signature: _____ Date: _____</p> <p><i>If the property is eligible and the application is approved, the rebate will be directly paid via direct deposit. Please return completed forms by email to engineering@paradise.ca or in person at Paradise Town Hall, 1655 Topsail Road.</i></p>	
Proof of Work	
<ul style="list-style-type: none">- Provide at least one clear picture for the finished installation showing the arrangement of booster equipment in relation to the required shut-off, pressure reducing, and back-flow prevention valves.- Provide a copy of the paid invoice from a plumber licensed for practice in NL showing materials list and summary of work performed.	
Office Use Only	
<p>Owner Check Photo Check Invoice Check</p> <p>Pre-qualified Check</p> <p>Adjacent to limits of service and less than 275kPa (40 psi) static system pressure (Pressure reading)</p> <p>Applicant is: Eligible ; Not Eligible ; for participation in program.</p> <p>Application is Approved ; Not Approved Reason for unapproved:</p> <p>Rebate may be deposited to applications account</p> <p>Staff Signature:</p>	

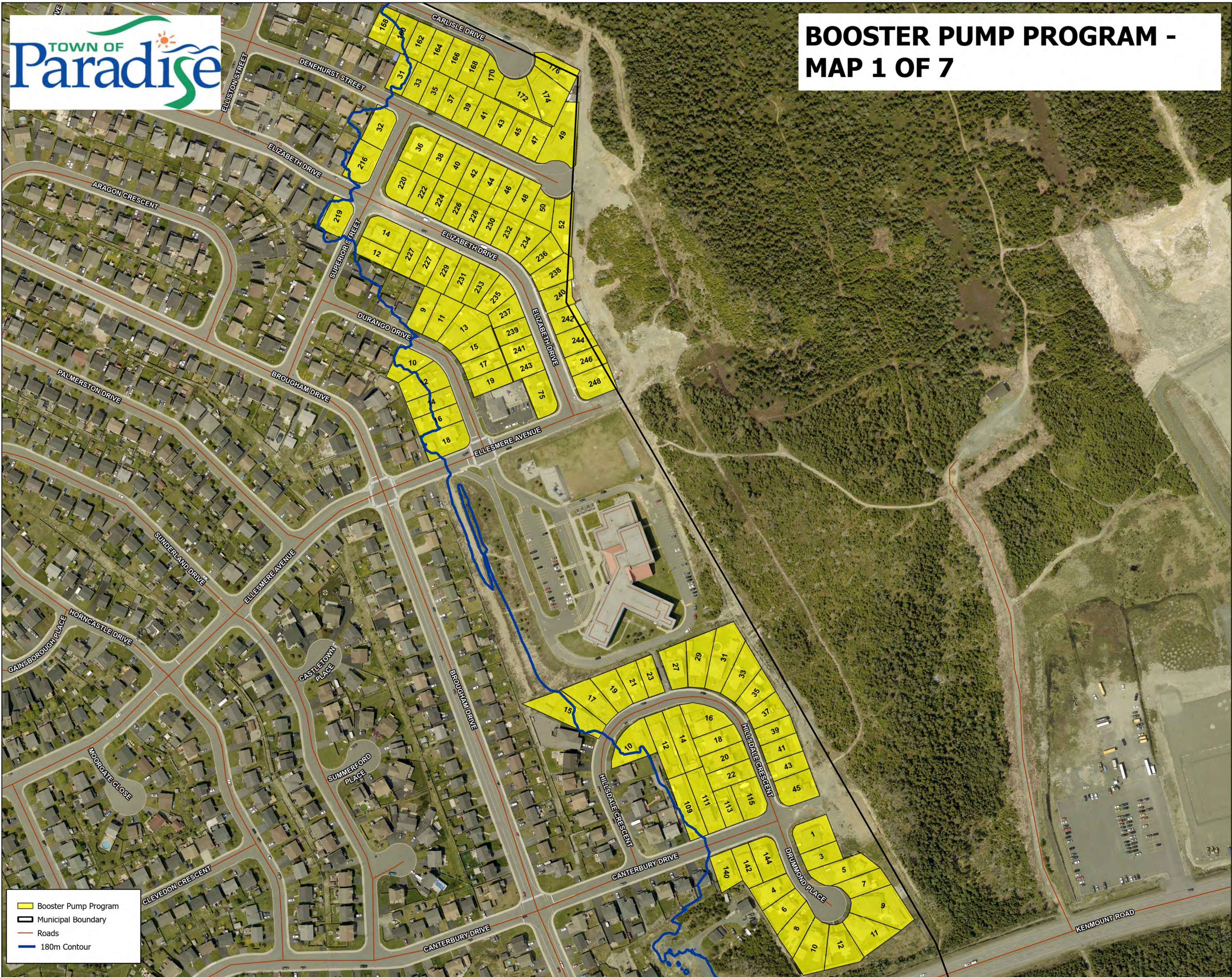
Privacy Notice: The personal information provided in applying for the Water Booster Program is collected under the authority of Section 61(c) of the Access to Information and Protection of Privacy Act, 2015, and is used only for its designated purpose of administering the program and assessing program eligibility. All information is administered under the Access to Information and Protection of Privacy Act, 2015. If you have any questions about the collection, use and disclosure of your personal information, please contact the Town at 709-782-1400.

BOOSTER PUMP PROGRAM

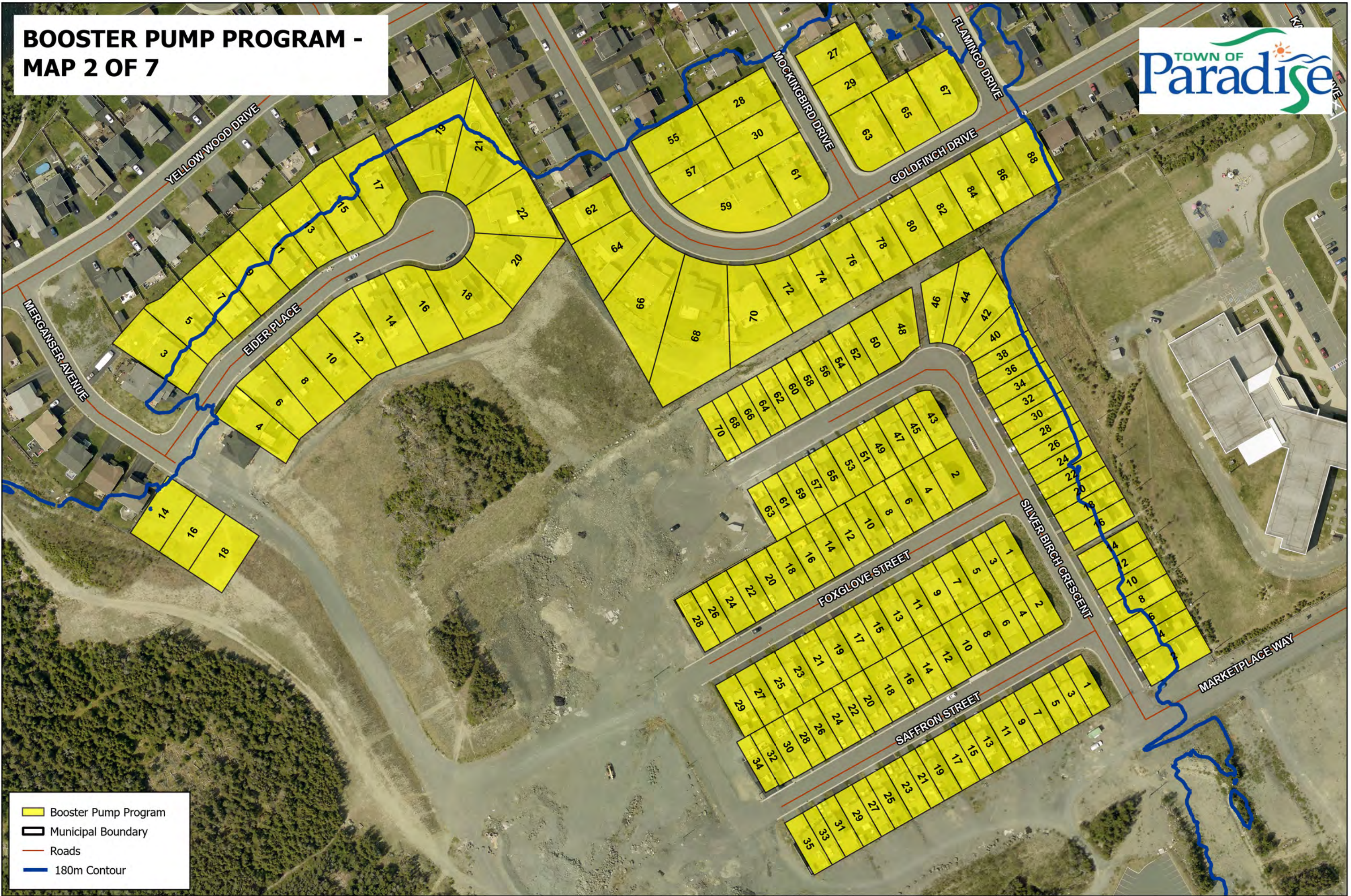




BOOSTER PUMP PROGRAM - MAP 1 OF 7

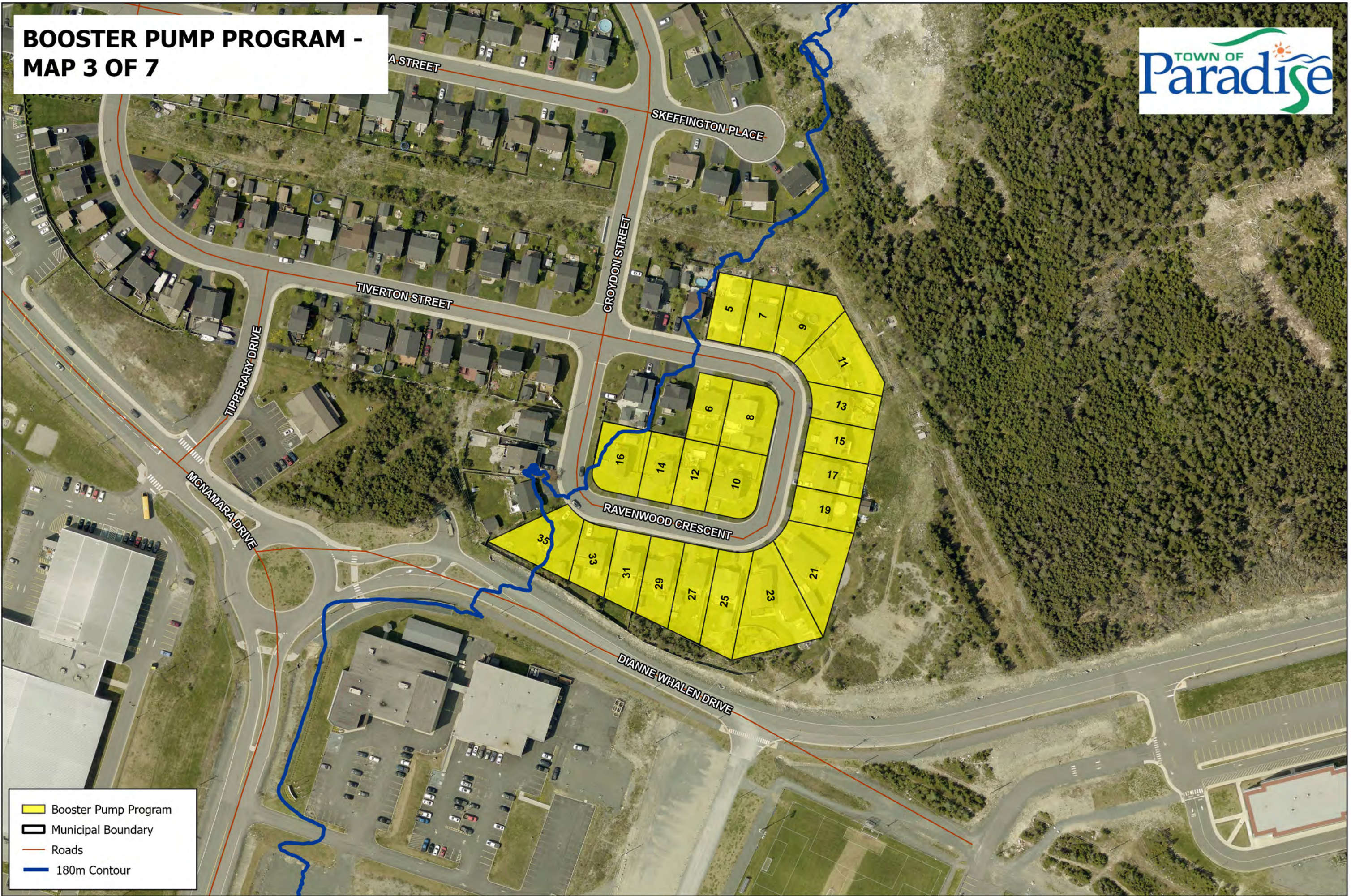






**BOOSTER PUMP PROGRAM -
MAP 2 OF 7**



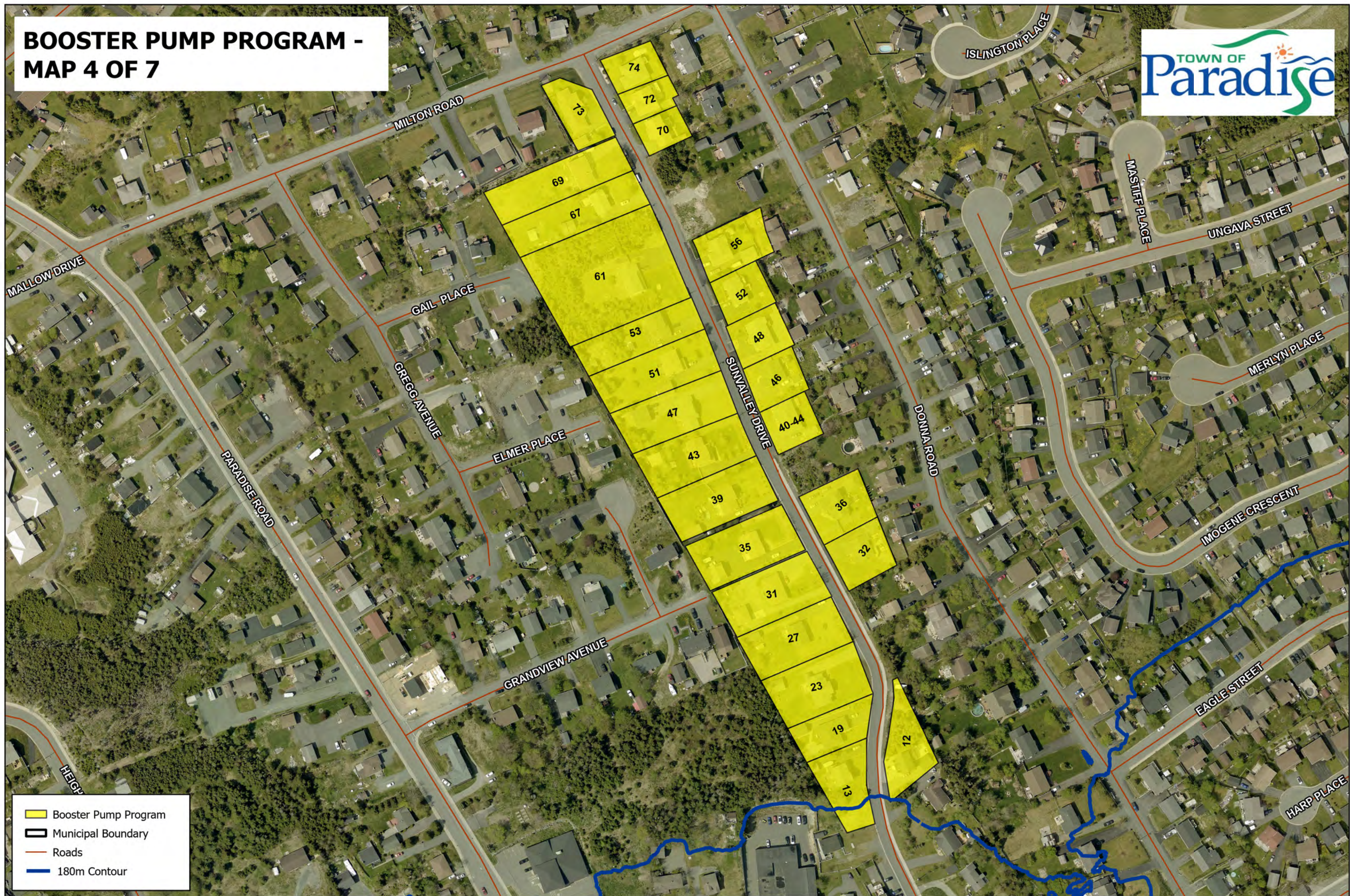
- Booster Pump Program
- Municipal Boundary
- Roads
- 180m Contour

**BOOSTER PUMP PROGRAM -
MAP 3 OF 7**



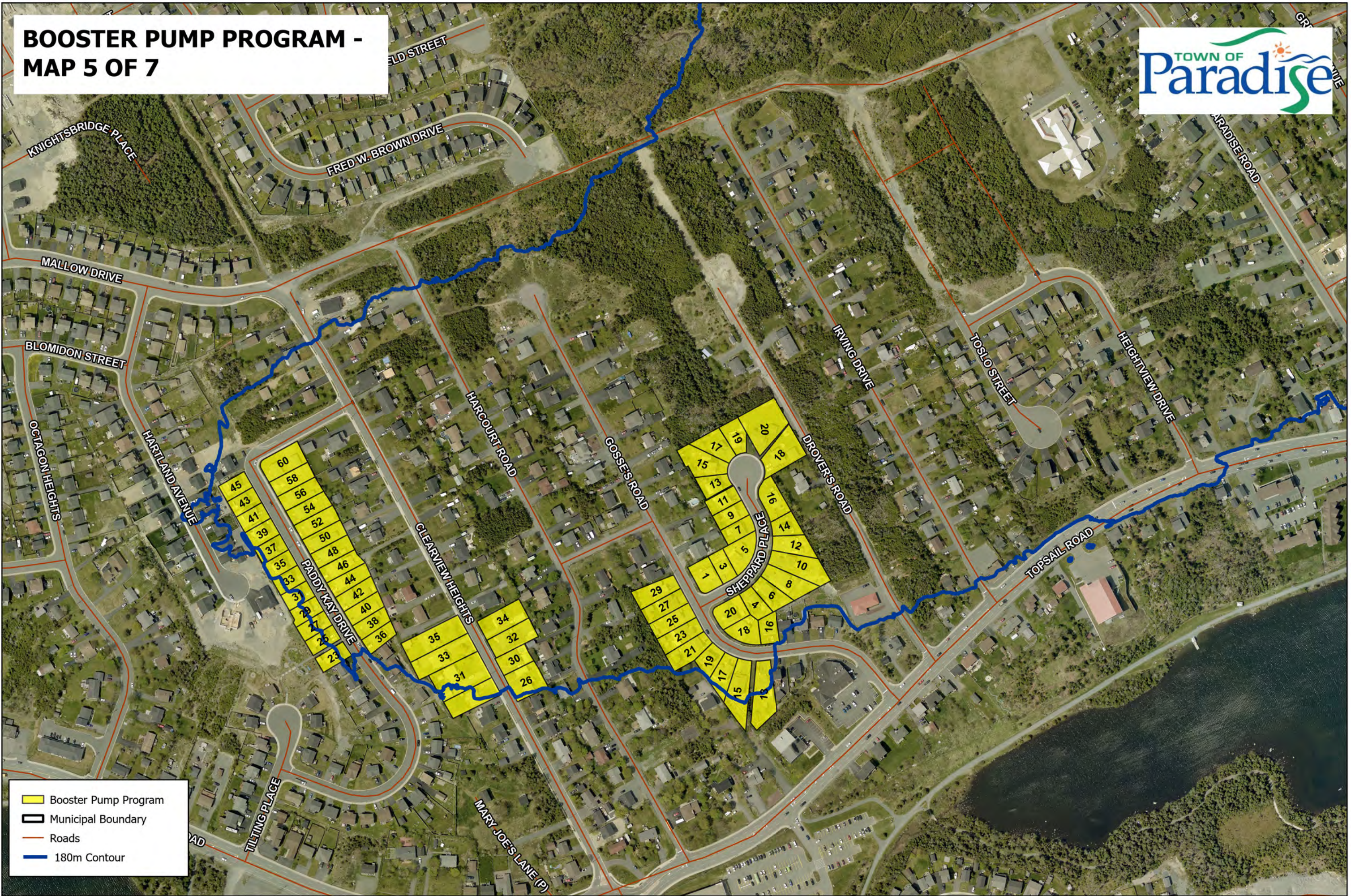
-  Booster Pump Program
-  Municipal Boundary
-  Roads
-  180m Contour

BOOSTER PUMP PROGRAM - MAP 4 OF 7



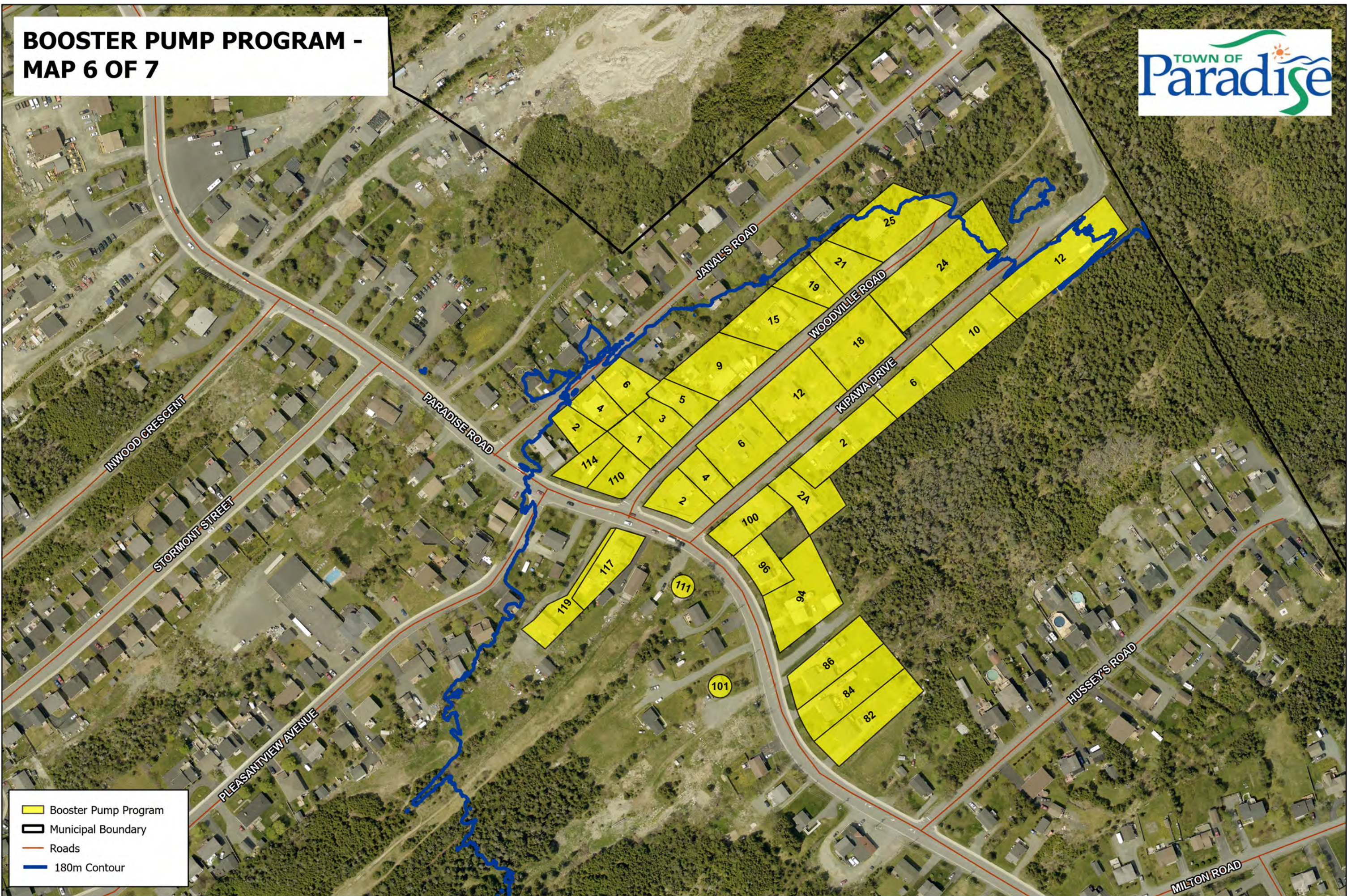
- Booster Pump Program
- Municipal Boundary
- Roads
- 180m Contour

**BOOSTER PUMP PROGRAM -
MAP 5 OF 7**



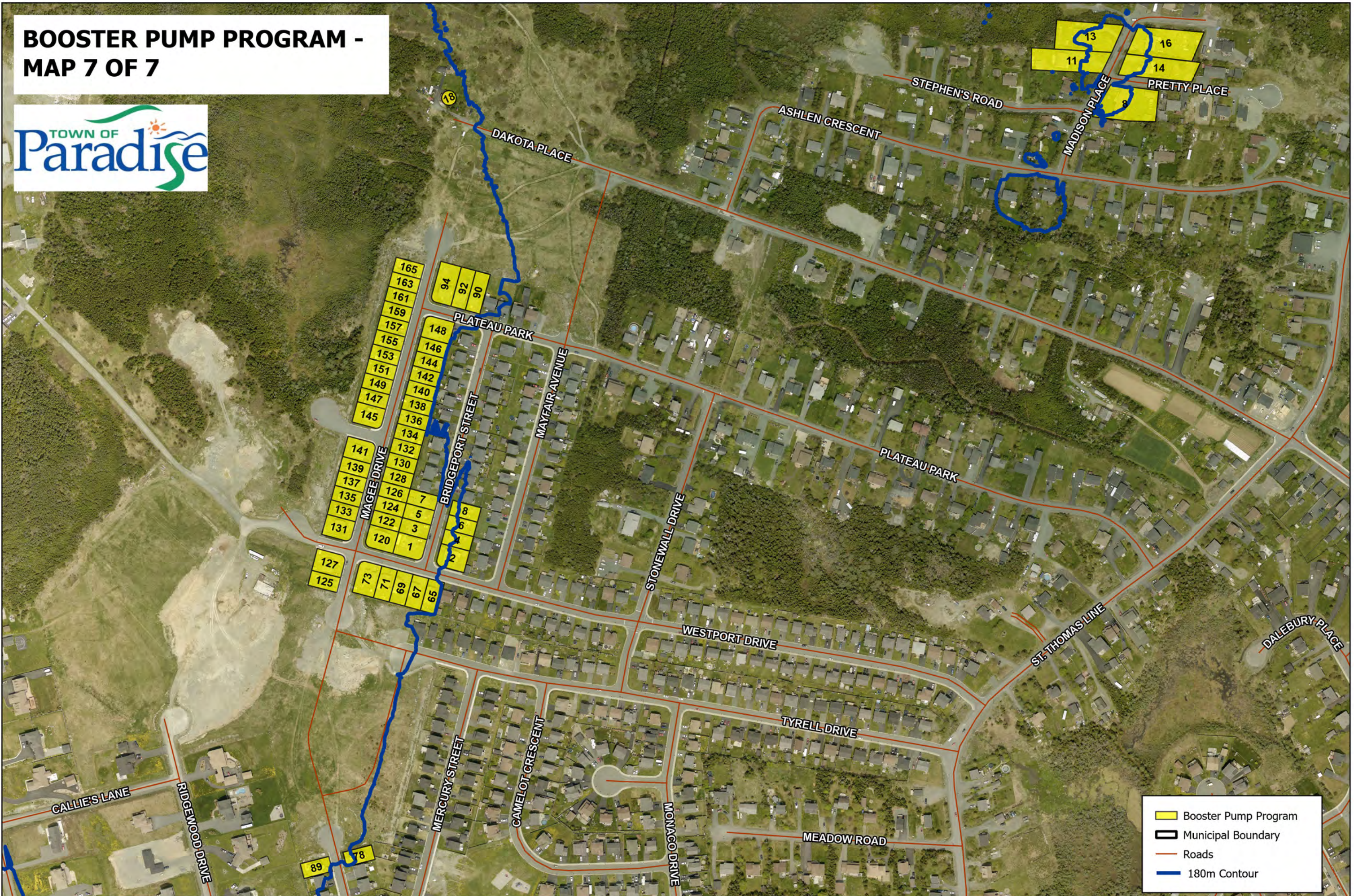
- Booster Pump Program
- Municipal Boundary
- Roads
- 180m Contour

**BOOSTER PUMP PROGRAM -
MAP 6 OF 7**



- Booster Pump Program
- Municipal Boundary
- Roads
- 180m Contour

**BOOSTER PUMP PROGRAM -
MAP 7 OF 7**



- Booster Pump Program
- Municipal Boundary
- Roads
- 180m Contour