

November 8, 2019

IMPORTANT INFORMATION

FROZEN TEMPORARY WATERLINE

HOW TO PREVENT 'NO WATER'

The City of Toronto is working to install a new watermain on your street. This is critical work that is part of the Toronto City Council-approved Capital Works Program to renew the city's aging infrastructure, improve water distribution and reduce the risk of watermain breaks.

You are receiving this notice because you have a temporary waterline (blue hose) that has been installed and attached to your building to supply drinking water while the work is underway on your street.

When the outdoor temperature is below freezing (0° Celsius), the water in the blue hose will freeze resulting in no access to water in your home or business.

IMPORTANT: It is critical that starting today you leave one water tap running inside your home 24 hours a day while temperatures are below 0° Celsius, to prevent a frozen waterline and ensure you have continuous drinking water.

Please take the following steps to prevent your pipes from freezing:

- Locate the tap inside your home that is closest to the water meter or on the lowest level of your home.
- Run the tap allowing a pencil-sized trickle of water so that water continues to flow through the blue hose and cannot freeze.
- Keep the trickle of water running all day and night until the hose is disconnected from your outside tap by the contractor or until temperatures rise above 0° Celsius.
- Ensure the drain is kept clear of debris to prevent overflowing or flooding.

Closing the running faucet if the temperature is below 0° Celsius will cause the water in the blue hose to freeze within minutes – resulting in no water.

When to turn your tap off:

- Once the temperature is above 0° Celsius for multiple days, or
- Once the blue hose/temporary water supply is removed and the watermain is back in service.

The work on your street is expected to be completed in the coming weeks. When the work is completed, the blue hose will be removed and the watermain will be back in service. As the weather will likely remain cold, you may need to keep the tap running until then. We apologize for the inconvenience.

Water consumption charges:

You will not be charged for the extra water consumed as a result of running your water to

prevent freezing of the temporary waterline, since the temporary water supply does not flow through your water meter. In some instances, customers may still have water flowing through the meter and there may be an increase in water usage on your next utility bill. If this is the case, you will not be expected to pay for any excess water consumption during the temporary supply of water and your bill will be adjusted. If you have not received an adjustment on your next utility bill, please contact 311.

Final stages of watermain installation:

Watermain work is occurring on streets across the city starting in the spring and summer and can take up to six months to complete by late fall depending on the complexity/complications of the work. Part of the final critical stage of work is flushing the newly installed watermain and testing the water in order to meet strict government regulatory requirements. Testing the water can take time. The final stage is transferring/connecting the existing/new water service to the newly installed watermain and remove the temporary watermain.

More information:

If you have a frozen temporary waterline (blue hose), or would like to speak with someone directly about the temporary waterline or any other concerns you may have about the project, please contact the contractor below at the emergency service office (24 hours a day, seven days a week): **Clearway Construction at 416-984-7058, or 416-891-3446, or 647-524-9196.**

For assistance, please call 311.

如果需要普通话协助, 请拨 311

如果需要廣東話協助, 請致電 311

Kung kailangan ninyo ng tulong sa Tagalog, mangyaring tumawag sa 311.

Para recibir ayuda en español, llame al 311.

Per ricevere assistenza in italiano si prega di telefonare al 311.

Para obter assistência em português, é favor ligar 311.

இந்த அறிவிப்பில் உள்ள விபரங்கள் தமிழிலும் கிடைக்கும். தொடர்புகொள்ளவும்: 311

مدد کے لئے ، براہ مہربانی 311 پر کال کریں

информацией на русском языке обращайтесь по номеру 311

Pour obtenir de l'aide en français, veuillez composer le 311

برای درخواست کمک در لطفاً با 311 تماس بگیرید.