

April 12, 2021

## Watermain Cleaning and Relining on Noel Avenue, Bennington Heights Drive, Red Oakes Crescent, Moorehill Drive and Bayview Heights Drive from Heath Street East to Moorehill Drive

**Contract: 21TW-CTS-03CWD**

**Start Date: April 2021**

**End Date: September 2021**

*\*Timeline is subject to change.*

The City of Toronto will be cleaning and structurally relining the watermain in your area starting in April 2021. The work will take place on Bennington Heights Drive, Red Oakes Crescent, Moorehill Drive and Bayview Heights Drive from Heath Street East to Moorehill Drive. During this process, the City will also replace the City-owned portion of any substandard water service pipes.

**A map of the work area can be found on page 4 of this notice.**

The water service is the underground pipe that brings water from the watermain to your water meter and is owned by you **and** by the City. The part owned by the City is from the municipal watermain to your property line. The part owned by you is from your property line to your water meter.

This project is part of the Council-approved Capital Works Program to renew Toronto's aging infrastructure, improve water distribution and reduce the risk of watermain breaks.

### **COVID-19 and Construction Work in Toronto**

At this time, the Province of Ontario has allowed municipal construction to continue to ensure safe and reliable operations and/or provide new capacity in municipal infrastructure. The watermain relining work is essential to ensure the City's infrastructure remains safe, in a state of good repair and is able to meet Toronto's needs. During construction, the contractor is responsible for all aspects of health and safety on-site, as specified under Ontario's Occupational Health and Safety Act (OHSA), which includes implementing COVID-19 mitigation practices. For more information on the City's response to COVID-19, please visit [toronto.ca/covid-19](https://toronto.ca/covid-19).

### **IMPORTANT INFORMATION ABOUT LEAD WATER SERVICES**

If you live in a house/building that was built before the mid-1950s, your water service may be made of lead. Please read the attached fact sheet with important information about the risks of lead in drinking water, especially if someone in your house/building is pregnant, there are children under six years old or there is an infant drinking formula made from tap water.

Please note: Lead pipes were **not** used in apartment buildings or other multi-residential buildings with more than six units.


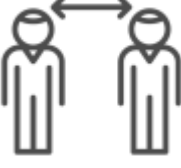




### **WORK DETAILS**







In the first few weeks, the City's contractor will move equipment on-site and prepare the work area before construction begins. Construction crews will then:

- excavate pits in the road to access the watermain;
- install a temporary water supply system and attach your building to the supply;
- clean and structurally re-line the existing watermain;
- replace any City-owned water service pipes that do not meet City standards (from the watermain to the private property line); and
- remove the temporary water supply and restore all work areas with asphalt, concrete or grass.

### **WHAT TO EXPECT DURING CONSTRUCTION**

- You may experience dust, noise and other inconveniences. The City will make efforts to reduce the impacts. We appreciate your patience.
- Property owners should remove items located within City property limits (boulevard), such as landscaping and/or decorative objects.
- The City will not be responsible for damage to any privately-owned items on City property.

	<p><b>Work Hours:</b> Work will take place from 7 a.m. to 7 p.m., Monday to Friday, with work after hours and on weekends as required. Night work may be required as part of this project. You will be notified in advance of any changes to work hours.</p>
	<p><b>Physical Distancing:</b> There are times when contractors may need to communicate with property owners about what is happening on-site. This could be about driveway access, water shut-offs, exterior pre-construction inspections or site restoration work. Contractor's staff are identifiable by their high-visibility clothing. If the contractor needs to speak with you, they will knock on your door and/or ring the doorbell then step away to keep the required two-metre (six feet) distance. The contractor will be wearing a mask. Please practice physical distancing with all workers on-site and wear a mask if you need to speak with someone so everyone remains safe. If you have questions, please contact the Field Ambassador.</p>
	<p><b>Access to Your House/Building:</b> The City-hired contractor may need access to your house/building to complete a pre-construction survey and install shut off valves. The contractor will deliver a pre-construction survey request to schedule a time to complete the survey.</p>
	<p><b>Customers in Industrial, Commercial, Institutional and Multi-Residential Buildings:</b> There will be short-term water service disruptions for the connection and disconnection of the temporary water supply. In all cases, the City's contractor will discuss this matter with the property manager and/or superintendent in advance abiding by the above-noted guidelines to help stop the spread of COVID-19. The temporary water disruption will be coordinated at a time that best suits the needs of the property (for example, overnight to minimize impacts) and a notice will be provided 24 hours in advance.</p>
	<p><b>Water Service Disruptions:</b> From time-to-time, the water supply to your property will need to be shut off to complete construction. The contractor will provide at least 24-hour advance notice for all planned shut-offs. Throughout the work, it is recommended that you temporarily disconnect any water treatment systems (i.e. softeners or filters), water-cooled air conditioners or similar plumbing fixtures.</p> <p>Automatic lawn sprinkler systems may also be affected, therefore, you may need to water manually. If you did not receive advance notice and your water was turned off, an <b>emergency water shut-off</b> may have been necessary to complete the work.</p>
	<p><b>Substandard Water Service Replacement:</b> Please take the time to read the attached fact sheet carefully as it contains important information on lead in drinking water and how to prepare for the replacement of your lead water service pipe. If you decide to replace the private portion of your water service pipe, the City of Toronto recommends that you obtain several quotes before selecting a contractor.</p> <p><b>PLEASE NOTE:</b> The City is not able to get involved in any contract for work to be done on private property. Property owners are responsible for ensuring contractors do not interfere with the work being done on City property. Learn more at <a href="http://www.toronto.ca/leadpipes">www.toronto.ca/leadpipes</a></p>

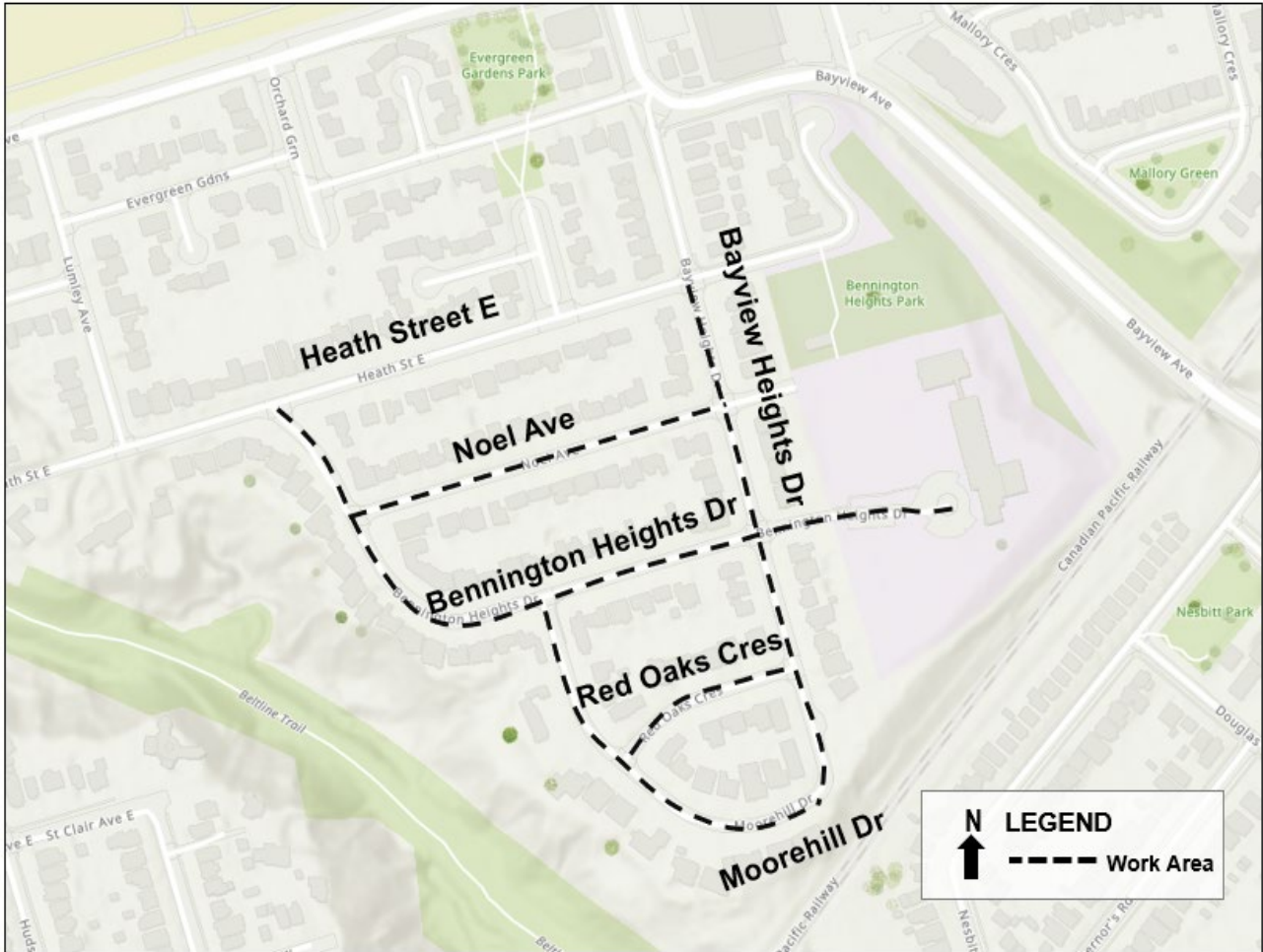
	<p><b>Restoration:</b> The construction work area will be restored with sod and/or asphalt where required. Interlocking bricks, flagstone on a granular base, or other similar features that are removed from public and private property during construction will be replaced. Lawn seeding and/or laying of sod will be done as needed during ideal growing seasons only - in the spring (April to June) and fall (September to October). Permanent restoration of the curb and sidewalk will take place within 18 to 24 months.</p>
	<p><b>Road and Sidewalk Access:</b> To safely complete the work, there will be road and sidewalk restrictions within the construction work zone. Access for emergency vehicles will be maintained at all times.</p> <p><b>Driveway Access:</b> The contractor will notify you of any temporary restrictions to your driveway access. If your property has two entrances, one entrance will be kept open at all times.</p>
	<p><b>Traffic Management:</b> Efforts have been made to manage traffic in the area for the safety of workers, road users and pedestrians. Road users should expect delays and increased traffic on nearby main and side streets.</p>
	<p><b>Accessible Accommodation:</b> Residents who require accommodation (level entry, longer notice, etc.) must contact the <b>Field Ambassador</b> to arrange for access during the construction period.</p>
	<p><b>Parking:</b> Parking in the active work zone is not permitted due to space requirements for construction equipment and materials. If your parked vehicle affects the construction work, it will be re-located with no charge to the owner. If your vehicle is moved, please contact parking control for its location at <b>416-808-2222</b>.</p> <p>In the event you receive a parking violation notice for on-street parking during this period of construction, you may choose to dispute your ticket following the process listed on the reverse side of the parking infraction notice. Violation notices cannot be cancelled if vehicles are parked in illegal parking spots (i.e. in front of a fire hydrant or in a no parking zone). <b>You may use this notice as part of your defence for parking consideration during construction; however, the Project Manager/Field Ambassador does not have the authority to cancel any parking tickets.</b></p>
	<p><b>Garbage &amp; Recycling:</b> Please follow your normal routine. If required, the contractor will move bins to an appropriate location and return them. <b>Please ensure that you label your bins with your address.</b></p>

## NEED MORE INFORMATION?

If you have questions about the upcoming work, please contact us and quote **21TW-CTS-03CWD**

<p><b>Field Ambassador</b></p>	<p>416-508-3164, <a href="mailto:TorontoWMRehab@wsp.com">TorontoWMRehab@wsp.com</a> (7 a.m. – 7 p.m., Monday – Friday, closed weekends)</p>
<p><b>TTY Hearing Impaired Service</b></p>	<p>416-338-0889 (7 days a week, 8 a.m. – 5 p.m., closed holidays)</p>
<p><b>General inquiries</b></p>	<p>3-1-1</p>
<p><b>Website</b></p>	<p><a href="http://toronto.ca/donvalleywest">toronto.ca/donvalleywest</a></p>

## MAP OF WORK AREA



Thank you for your patience. Building a great city takes time. Better infrastructure for all of us is worth the wait.