

March 22, 2021

## Watermain Cleaning and Relining on Norcross Road and Dunsmore Gardens from Norcross Road to McAllister Road

**Expected Start Date: Spring 2021**

**Expected End Date: Fall 2021**

*\*Timeline is subject to change. Future notice to be provided.*

The City of Toronto will be cleaning and structurally relining the watermain in your area in Spring 2021. 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 2 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 the City. The part the City owns goes from the municipal watermain to your property line. The part you own goes 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 to 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 able to meet Toronto's needs. During construction, the contractor is responsible for all aspects of health and safety on site, as specified by the Ontario Occupational Health and Safety Act, 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).

**Physical Distancing:** 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 or interior 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-meter (six feet) distance. Please practice physical distancing with all workers on-site so everyone remains safe and please wear a mask if you need to speak with someone. If you have questions, please contact the Field Ambassador.



### 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.

### WHAT TO EXPECT BEFORE CONSTRUCTION

- Work crews will mark the locations of underground utilities, such as gas, water and cable so that the construction work does not interfere with these utilities.
- Affected properties will receive a construction notice approximately two to three weeks before work begins. The notice will include more information about the work, including exact details regarding the project's start and end dates.
- Work in the boulevard in front of homes and commercial properties is expected. This work includes removing and replacing a portion of driveways, municipal sidewalks and grassed boulevards, where necessary.
- Property owners should remove items located within City property limits (boulevard), such as landscaping and or decorative objects before work starts.

	<p><b>Substandard Water Service Replacement:</b> Please read the attached fact sheet as it contains important information about lead in drinking water and water service replacement. Find out if your water service is lead – a licensed plumber can help you with this. If it is lead, the City of Toronto encourages you to replace it. We recommend you obtain several quotes and you can contact the City's contractor for one of your quotes. Approximately two to three weeks prior to construction, you will receive a "Construction Notice" with the name and phone number of the City contractor. Learn more at <a href="http://toronto.ca/lead">toronto.ca/lead</a></p>
	<p><b>Accessible Accommodation:</b> Should you require accommodation (level entry, longer notice, etc.) please contact the Field Ambassador to discuss how the City can help meet your needs during construction.</p>

## NEED MORE INFORMATION?

If you have questions about the upcoming work, please contact us.

<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 on weekends)</p>
<p><b>TTY Hearing Impaired Service</b></p>	<p>416-338-0889 (Seven days a week, 8 a.m. – 5 p.m., closed on holidays)</p>
<p><b>General and after-hours inquiries</b></p>	<p>3-1-1</p>
<p><b>Website</b></p>	<p><a href="http://toronto.ca/yorkcentre">toronto.ca/yorkcentre</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.