

October 7, 2022

EMERGENCY REPAIR WORK

Watermain Cleaning and Relining on Queens Drive from West of Venice Drive to Upwood Avenue

Contract: 22TW-CTS-03CWD
Start Date: October 2022
End Date: December 2022
**Timeline is subject to change.*

The City of Toronto will be cleaning and structurally relining the watermain in your area starting in October 2022. The work will take place on Queens Drive from west of Venice Drive to Upwood Avenue. 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 3 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.

COVID-19 and Construction Work in Toronto

During construction, the contractor is responsible for the health and safety on site and the implementation of any COVID-19 mitigation practices that may be required.


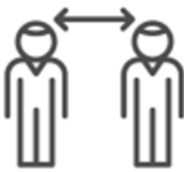
WORK DETAILS








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>Work Hours: 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>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 pre-construction inspections or site restoration work. They 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 a two-metre (six feet) distance. The contractor will be wearing a mask. If you have questions, please contact the Field Ambassador.</p>

	<p>Access to Your House/Building: 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>The contractor will not show up asking for entry without prior notice. If you have questions or concerns regarding the identity of the contractor or contractor worker, please contact the Field Ambassador.</p>
	<p>Customers in Industrial, Commercial, Institutional and Multi-Residential Buildings: 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. 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>Please contact your property manager in addition to the Field Ambassador or 311 for further project updates.</p>
	<p>Water Service Disruptions: 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 emergency water shut-off may have been necessary to complete the work.</p>
	<p>Restoration: 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>Road and Sidewalk Access: 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>Driveway Access: 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>Traffic Management: 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>Accessible Accommodation: The City's contractor must ensure safe and accessible walkways and entryways are maintained for everyone during construction. Any temporary access disruptions will be communicated as soon as possible. If you experience a disruption, have a specific access need or related accommodation request, contact the Field Ambassador listed below.</p>

	<p>Parking: 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 416-808-2222.</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). 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.</p>
	<p>Garbage & Recycling: Please follow your normal routine. If required, the contractor will move bins to an appropriate location and return them. Please ensure that you label your bins with your address.</p>

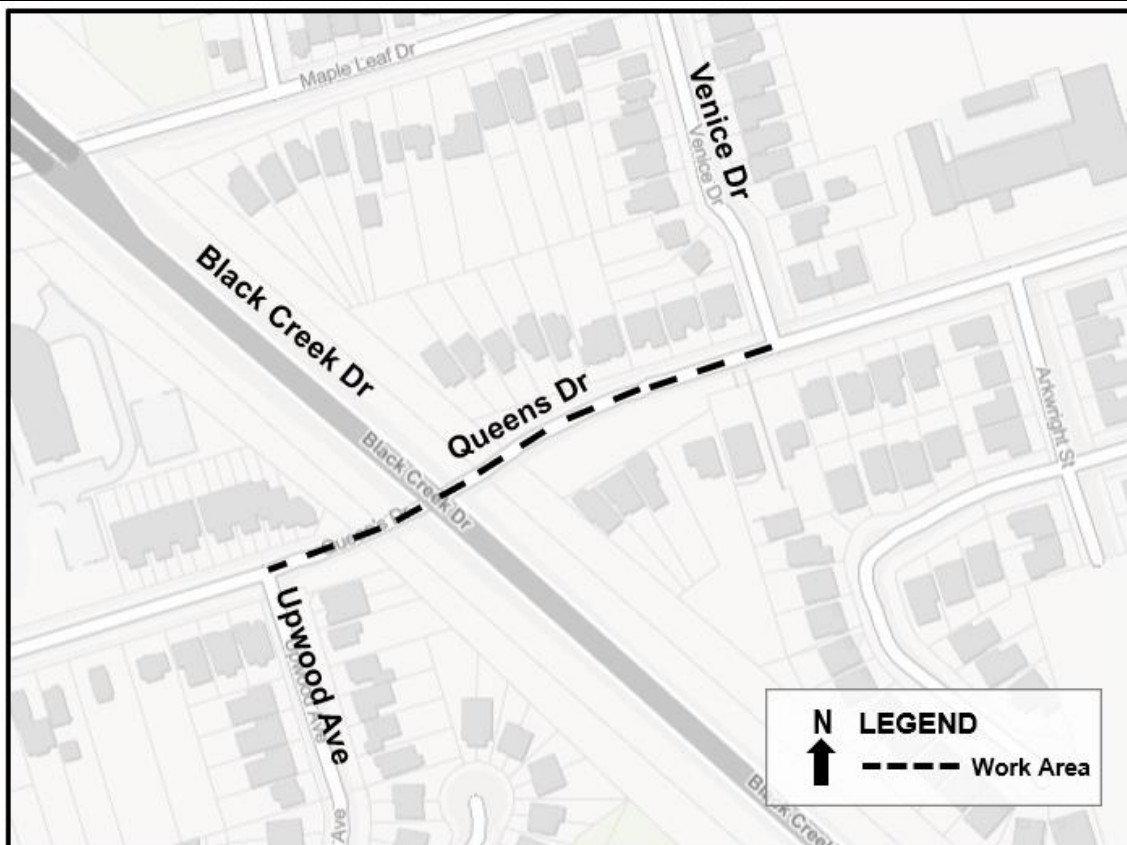
Harassment at City of Toronto construction sites is not tolerated. If you would like to make a complaint, please call 311.

NEED MORE INFORMATION?

If you have questions about the upcoming work, please contact us and quote **22TW-CTS-03CWD**

Field Ambassador	416-508-3164, TorontoWMRehab@wsp.com (7 a.m. – 7 p.m., Monday – Friday, closed on weekends)
TTY Hearing Impaired Service	416-338-0889 (7 days a week, 8 a.m. – 5 p.m., closed holidays)
General inquiries	3-1-1
Website	toronto.ca/YorkSouthWeston

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.