

May 16, 2025

## Watermain Replacement and Road Improvements on Sheppard Avenue East from Victoria Park Avenue to Kennedy Road

**Contract: 24ECS-LU-11SU**  
**Mobilization: May 26, 2025**  
**Construction Start Date: June 2, 2025**  
**End Date: June 2026**  
*\*Timeline is subject to change.*

The City of Toronto will replace the watermain and the City-owned portion of substandard water services on Sheppard Avenue East from Pharmacy Avenue to Birchmount Road.

The water service is the underground pipe that brings water to your water meter and is owned by you and by the City. The part you own is from your house to your property line, and the part the City owns is from the property line to the watermain.

In addition, the City of Toronto will be performing road improvements on Sheppard Avenue East as listed below:

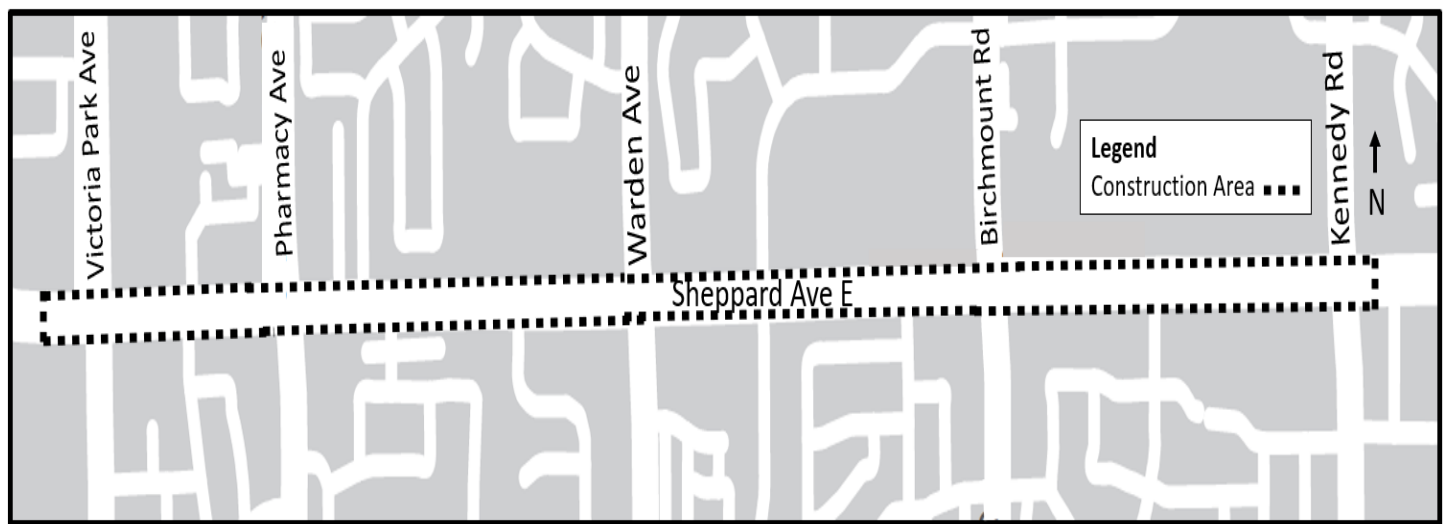
- Major road resurfacing on Sheppard Avenue East from Victoria Park Avenue to Kennedy Road
- Electrical signal works on various intersections within the project limit

This project is part of the Council-approved 2024 Capital Works Program to renew our aging infrastructure, improve water distribution and reduce the risk of watermain breaks.

### IMPORTANT INFORMATION ABOUT LEAD WATER SERVICES

If you live on Sheppard Avenue East in a house 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 is pregnant, there are children under six years old, or there is an infant drinking formula made using tap water.

### MAP OF WORK AREA



### WORK DETAILS









The City’s contractor will:








- excavate the road and dig a trench to access and install the new watermain
- replace any City-owned water service pipes that do not meet City standards from the watermain to the private property line
- resurface the road




### 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.
- The City will not be responsible for damage to any privately owned items on City property.

- Work in the boulevard in front of homes and commercial properties is expected. This work includes removing and replacing driveways, municipal sidewalks and grassed boulevards, where necessary

	<b>Work Hours:</b> Work will take place from 7 a.m. to 11 p.m., Monday to Friday and Saturdays, 9 a.m. to 5 p.m., with work after hours as required.
	<b>Pre-Construction Inspection:</b> Wristen's Home Specialties Inc., under contract to the City of Toronto, will survey all properties within 30 metres of the construction area before construction starts. The inspection will look at the interior and exterior of all properties to verify existing conditions. Although participation is voluntary, the City encourages all homeowners to participate. Without the survey, it will be difficult to confirm any claims of damage caused by construction.  Affected properties will receive a separate notice to set up an appointment. All inspection staff will wear photo I.D. and carry photo equipment for this work.
	<b>Site Safety:</b> Workers on site are responsible for the work assigned to them. If you have construction questions or an issue on site – ask to be directed to the Site Inspector. If the Site Inspector is unavailable, contact the person listed at the end of this notice.
	<b>Important information for owners of sprinkler systems / heated driveways and private landscaping features.</b> Property owners should remove items located within City property limits (boulevard) to avoid damage.  This includes items such as landscaping (plants and pavers), decorative objects, sprinkler systems or heated driveways. If you have a sprinkler system or heated driveway, please contact the <b>Field Ambassador</b> listed below.
	<b>Telephone and Internet Services:</b> This work may affect phone and internet cables for individual properties that aren't buried deep below the sidewalk. The contractor will coordinate with utility companies to minimize disruption. Residents who find their service has been disrupted should contact the <b>Field Ambassador</b> <u>and</u> notify their phone or internet service provider.
	<b>Water Service Disruptions:</b> From time-to-time, the water supply to your property will be shut-off to complete construction; the contractor will provide notice at least 24-hours in advance. 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. Automatic lawn sprinkler systems may also be affected, therefore, you may need to water manually. In the event you did not receive advance notice, the City may have needed to use an <b>emergency water shut off</b> to complete work.
	<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 replacement. If you want to replace the private portion-of the water service pipe, the City of Toronto recommends that you obtain several quotes before selecting a contractor. <b>PLEASE NOTE:</b> The City is not able to get involved in any contract to have work 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> .
	<b>Road and Sidewalk Access:</b> In order to complete the work in a safe manner, there will be road and sidewalk restrictions within the work zone. Access for emergency vehicles will be maintained at all times.  <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><b>Traffic Management:</b> Road users should expect delays and increased traffic on nearby streets. Motorists are reminded that bicycles and cars will be sharing the lane. When driving, please be mindful of vulnerable road users.</p> <p><b>Traffic on Sheppard Avenue East may be reduced to one lane.</b></p>
	<p><b>TTC Service:</b> This project may affect travel times on Buses-</p> <ul style="list-style-type: none"><li>• 17, 17A 17B, 17C and 17S Birchmount</li><li>• 24,24A and 924 Victoria Park</li><li>• 43 and 43A Kennedy</li><li>• 167A, 167B and 324 Pharmacy North,</li><li>• 85A 85B, 85C, 985 and 985B Sheppard East</li><li>• 904 Sheppard Kennedy Express</li><li>• 169B Huntingwood</li><li>• 68 and 968 Warden</li></ul> <p>Visit <a href="http://ttc.ca">ttc.ca</a> for accurate schedule information.</p>
	<p><b>Parking:</b> This project will affect on-street parking. Parking in the active work zone is not permitted as space is needed for construction equipment and materials. If your parked vehicle affects construction work, it will be relocated with no charge to the owner. Please call 416-808-2222 for its location.</p>
	<p><b>Parking Violation Notices:</b> <u>Please ensure you park in a legal parking spot at all times.</u> If parking enforcement is called to a street, officers must issue a yellow parking violation notice (ticket) to vehicles in violation of parking by-laws. If you receive a yellow notice during this construction work, please do one of the following within 15 days of the notice date in order to avoid additional fines or records being kept of non-payment:</p> <ol style="list-style-type: none"><li>1. Pay the parking violation (follow instructions on the back of the notice) <b>or</b></li><li>2. File a Parking Violation Dispute with the City online, by mail, or in person (follow instructions on the back of the notice). As part of the dispute process, you may include the construction notice and/or other documentation related to parking impacts resulting from construction.</li></ol> <p>If you do not have a copy of the Construction Notice, please contact 311 to request a copy.</p> <p><b>Please note:</b> Violation notices cannot be cancelled if vehicles are parked in illegal parking spots (i.e. in front of a fire hydrant or in No Parking zones).</p> <p>In an effort to reduce ticketing due to construction, please exercise patience with neighbours who are experiencing construction impacts and may need to temporarily park on your street.</p>
	<p><b>Accessible Accommodation:</b> 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 <b>Field Ambassador</b> listed below.</p>
	<p><b>Garbage and 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>
	<p><b>Water Flushing:</b> You will see water flushing or running in several areas along this project due to cleaning the new watermain. Before substandard water services are replaced and the new watermain is put into service, the new pipe must meet Toronto Water's servicing and quality standards. <b>Please DO NOT DRINK OR USE THE FLUSHING WATER, it is not potable.</b></p>

	<p><b>Restoration:</b> The construction work area will be restored with sod, concrete 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 - April to June and September to October.</p>
	<p><b>Tree protection Zone:</b> Temporary Tree Protection Fencing/Hoarding will only be installed around the Tree Protection Zone (TPZ) based on the type of work. If needed the temporary tree protection fencing/hoarding will be installed prior to working near a tree and will be removed as the work progresses. All required steps are taken to minimize the damage to the trees</p>
	<p><b>Tree Removal:</b> The City makes an effort to minimize the number of trees that are impacted by construction. Tree removals related to construction are reviewed by Urban Forestry and require approval. Trees within the construction zone that will not be removed are protected.</p> <p>To carry out this project, 4 trees will need to be removed from the City's boulevard. After construction is completed, new trees will be planted on streets where there is sufficient space in the boulevard, in parks and ravine areas. The City plants three trees for every one tree that is removed due to construction.</p>

NEED MORE INFORMATION?

If you have questions about this construction project, please contact staff listed below,

Contract	24ECS-LU-11SU
Field Ambassador	Karo Oguma, 647-299-8601, TorontoPM8@rvanderson.com
Deaf, Hard of hearing and Hearing impaired service	Telecommunications Relay Service (TRS) Dial 711 (24/7)
General inquiries	311
Website	<a href="https://toronto.ca/scarboroughagincourt">toronto.ca/scarboroughagincourt</a>

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

## Lead in Drinking Water

The City of Toronto is sending you two notices to tell you about construction the City will be doing near your home soon. The first one is called a "Pre-Construction Notice" and it is sent about 3 months before the work begins. The second one is called a "Construction Notice" and it is sent 1-4 weeks before the work begins. You should have one of these notices in your mailbox today.

The construction could involve work on your road, watermain or sewer. **It may also involve replacing the City-owned part of your water service pipe, which may contain lead.**

Lead can affect how the brain and nervous system grows, so this factsheet is very important to read if someone in your house is pregnant, if there are children under 6 years old, or if there is an infant drinking formula made from tap water.

### Water Pipe Replacement



The underground pipe that brings water to your water meter (called the service pipe) is owned by you and by the City. The part that the City owns goes from the municipal watermain to your property line. The part that you own goes from your property line to your water meter.

During construction, if the City finds that the water pipe is made of lead, it will replace the City-owned part. To protect your health, **Toronto Public Health strongly recommends that you replace your part of the water pipe if it contains lead.** Find out how by reading the back of this Fact Sheet.

### Lead, Drinking Water and Your Health

- If you live in a house built before the mid-1950s and the water service pipe has never been replaced, it is probably made of lead. If it is, then lead may be getting into your drinking water.
- Lead is most harmful to the growing brain and nervous system of a fetus, infant or child under 6 years old. If a young child has too much lead in their body, it can lead to a shortened attention span, and intellectual and behavioural problems.
- If you have a baby at home: Breast milk is the healthiest option for feeding your baby. If you have made an informed decision to formula feed your baby, begin with **cold filtered** tap water, boil it and then let it cool. Use within 30 minutes. You can also consider using ready-to-feed formula.
- The best way to reduce lead in drinking water is to replace both parts of a lead water pipe.





## How to prepare for lead water pipe replacement

Once construction begins, the contractor will be able to see the underground water pipe and will know for sure if the City-owned portion is made of lead and needs to be replaced. A City staff person or City-hired contractor will tell you in person or leave a note in your mailbox if they are replacing the service to your property. In the meantime, you can take steps to prepare for the possible replacement.

### ***Step 1: Find out if your part of the water pipe is made of lead.***

- If your house was built before the mid-1950s, then the water service pipe is probably made of lead, unless it was replaced at another time. You can find out how old your house is by asking the landlord or checking the ownership papers.
- If possible, look at the pipe that goes into your water meter. If it is grey, scratches easily and does not sound hollow when you tap it, it may be made of lead. To know for sure, ask a plumber or home inspector.

### ***Step 2: Find a contractor to replace your part of the water pipe.***

- Get at least three quotes from a licensed plumber to get the best price. Replacing your part of the water pipe could cost approximately \$3,000 but will be dependent on the characteristics of your home.
- If you received a "Construction Notice" in your mailbox today, this means that the City will be doing the work in 1-4 weeks and has hired its own contractor. You can ask them for a quote. Look for their name and phone number in the Notice. Sometimes, the City-hired contractor may not be able to do the work for you due to their schedule. This is why it is good for you to get quotes from other contractors before work starts.
- If you hire your own contractor, they must replace your part of the water pipe either before or after the City-hired contractor replaces the City-owned part. Private contractors cannot work at the site at the same time as the City-hired contractor. Be sure that your contractor understands this and can tell you the best way for coordinating the work to save you the most money.

### ***Step 3: Learn more about protecting your health after a lead water pipe is replaced***

- After a lead water pipe is replaced, there may be a temporary increase of lead in your drinking water. The City will provide you with tips and a free water filter to help reduce the health impact from any temporary lead increase.

**To learn more about lead pipe replacement and other ways that the City of Toronto is working to reduce lead in drinking water, visit [toronto.ca/leadpipes](https://toronto.ca/leadpipes) or call 311.**