

August 20, 2025

Watermain cleaning and relining on The East Mall

Contract: 24TW-CTS-05CWD
 Start Date: August 20, 2025
 End Date: December 31, 2025
**Timeline is subject to change.*

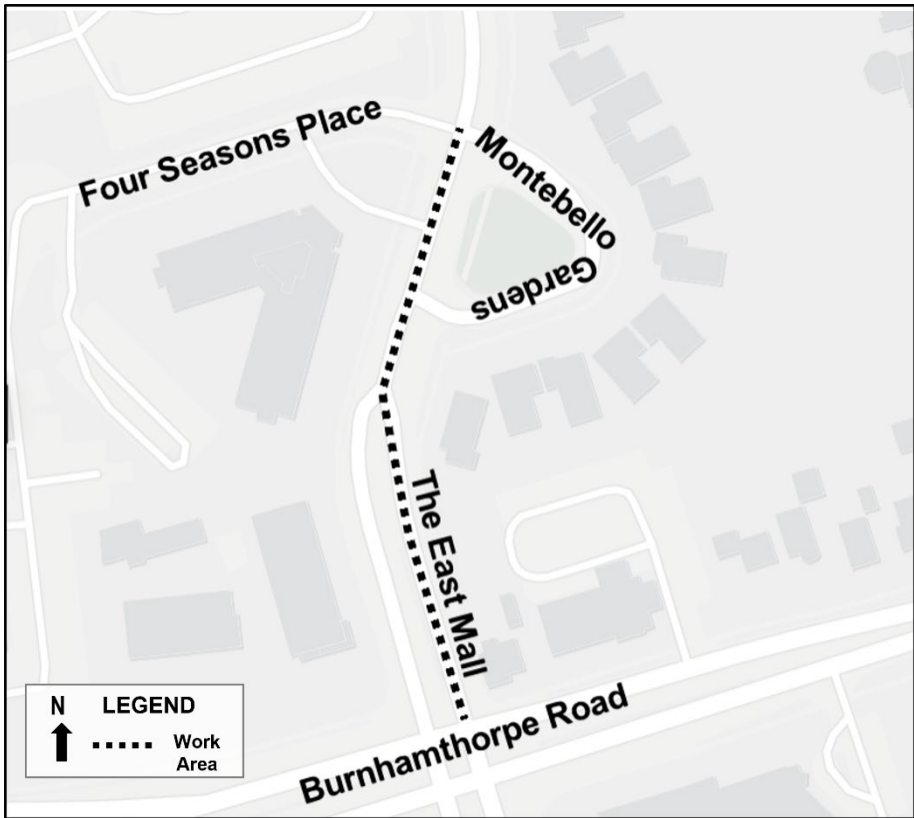
PLEASE HOLD ON TO THIS NOTICE FOR THE DURATION OF CONSTRUCTION

The City of Toronto will be cleaning and relining the watermain in your area starting in August 2025. 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.

The work will take place on **The East Mall from Four Seasons Place to Burnhamthorpe Road**. A map of the work area can be found below.

Impacts on properties are expected, including planned water shut-offs, excavation pits and limited parking. For the duration of the construction, affected properties will receive water via a temporary water supply system.

MAP OF WORK AREA



During this process, the City will also replace the City-owned portion of any substandard water service pipes. The water service is the underground pipe that brings water from the watermain to your water meter. The City owns the portion of pipe from the municipal watermain to your property line. Property owners own the portion of pipe from their property line to the property’s water meter.

IMPORTANT INFORMATION ABOUT LEAD WATER SERVICES

If you live 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, a child under six years old or 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 house/building to the supply;
- clean and structurally reline 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.
- 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 such as landscaping and/or decorative objects located within City property limits (boulevard). If you have a sprinkler system within the boulevard, please contact the Field Ambassador (see contact information at the bottom of this notice).
- The City will not be responsible for damage to any privately owned items on City property.

	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 and in accordance with the City's Noise Bylaw. Night work may be required as part of this project. You will be notified in advance of any changes to work hours.
	Construction noise: You may experience intermittent noise and vibration during construction (from vacuum trucks, power generators, air compressors, etc.). All work will comply with the City of Toronto's Noise Bylaw.
	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. 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 (contact information at the bottom of this notice) or call 311.
	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 48 hours in advance. You may experience temporary fluctuations in water pressure. Please contact your property manager, in addition to the Field Ambassador (contact information at the bottom of this notice) or 311 for further project updates.
	Water service disruptions: The water to your property will need to be shut off to allow for connection and disconnection to the temporary water supply. The contractor will provide at least 48-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. 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.

	Substandard water service replacement: 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 recommends you obtain several quotes before selecting a contractor. Learn more at www.toronto.ca/LeadPipes PLEASE NOTE: 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.
	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 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.
	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. 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 accessible at all times.
	Traffic management: Efforts have been made to manage traffic in the area for the safety of workers, road users and residents. Road users should expect delays and increased traffic on nearby main and side streets.
	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.
	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 relocated at no charge to the owner. If your vehicle is moved, please contact parking control for its location at 416-808-2222. 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 defense for parking consideration during construction; however, the Project Manager/Field Ambassador does not have the authority to cancel any parking tickets.
	Garbage and 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.

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 **24TW-CTS-05CWD**.

Field Ambassador	647-923-3430, Toronto.WatermainRehab2@wsp.com (7 a.m. to 7 p.m., Monday to Friday, closed weekends)
Deaf, Hard of Hearing Hearing Impaired Service	Telecommunications Relay Service (TRS) Dial 711 (24/7) More info: toronto.ca/711
General inquiries	3-1-1 (7 days a week, 24 hours a day)
Website	toronto.ca/EtobicokeCentre

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