

September 11, 2025

## Watermain Replacement and Road Resurfacing on Grosvenor Street from Queen’s Park Crescent East to Yonge Street; and Queen’s Park Crescent East from College Street to Queen’s Park

**Contract: 24ECS-LU-10SU**  
**Start: September 22, 2025 | End: Spring 2026**  
*\*Timeline is subject to change.*

Watermain and City-owned substandard water service replacements are planned on Grosvenor Street (Queen’s Park Crescent East to Yonge Street); and on Queen’s Park Crescent East (College Street to Queen’s Park).

As part of roadway restoration following the completion of the watermain work on Queen’s Park Crescent East from College Street to Queen’s Park, concrete curbs will be added between the existing cycle track and motor vehicle lanes for enhanced separation.

To prevent buses from having to enter the cycling facility, the existing cycle track will be raised to sidewalk level at transit stops with a platform built for pedestrians to cross the cycling facility and board or disembark from the bus.

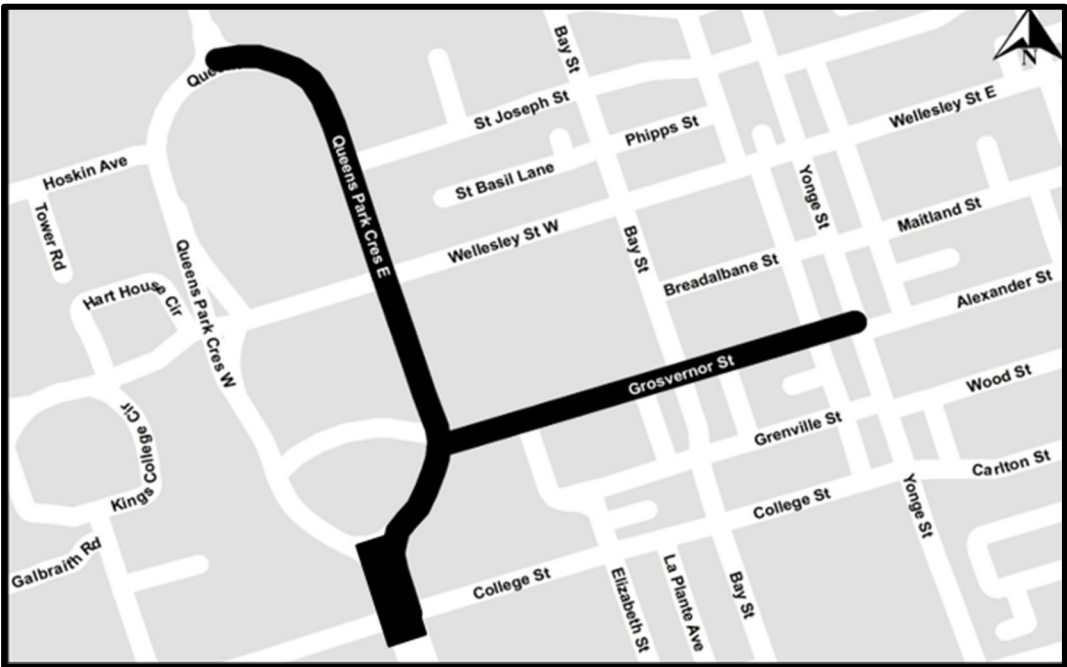
- This is part of a larger project that also includes work on:
- University Ave. (west side), College St. to just north of Queen St. W.: complete
  - University Ave. (east side), College St. to Armoury St.: starting this fall/winter

### IMPORTANT INFORMATION ABOUT WATER SERVICES

The water service is the underground pipe that connects your building to the City’s watermain. This water service has two parts: the private portion, owned by the property owner, which runs from the building to the property line; and the City portion, owned by the City, which runs from the property line to the watermain.





Buildings built before the mid-1950s may have a water service made of lead. Please read the attached fact sheet with important information about the risks of lead in drinking water, especially if someone is pregnant, there are children under six years old, or there is an infant drinking formula made using tap water.








### MAP OF WORK AREA







[illegible]

- 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 / watermain trench

	<p><b>Work Hours:</b> Work is scheduled primarily between 7 a.m. and 7 p.m. on weekdays. The contractor is permitted to work 24 hours a day and some weekend and after-hours work will occur as required. This schedule is designed to minimize traffic disruptions and help accelerate project completion.</p>
	<p><b>Pre-Construction Inspection:</b> Wristen’s Home Specialties Inc. (WHS), 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 property owners to participate. Without the survey, it will be difficult to confirm any claims of damage caused by construction.</p> <p>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.</p>
	<p><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, please contact the <b>Field Ambassador</b> listed below.</p>
	<p><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. The City will not be responsible for damage to any privately owned items on City property.</p> <p>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.</p>

	<p><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.</p>
	<p><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.</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 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 of Toronto cannot enter into contracts for work on private property. Property owners are responsible for ensuring that any contractors they retain do not interfere with work being carried out on City property. Learn more at <a href="http://www.toronto.ca/leadpipes">www.toronto.ca/leadpipes</a>.</p>
	<p><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.</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> Road users should expect delays and increased traffic on nearby streets. When driving, please be mindful of vulnerable road users such as pedestrians and cyclists. Motorists are reminded to share the lane with cyclists, who have the right to utilize the full lane when riding with mixed traffic. When passing a cyclist, the Highway Traffic Act requires motorists maintain a minimum distance of one metre between their vehicle and the cyclist.</p> <p><b>Traffic on Grosvenor Street and Queen’s Park Crescent East and the south end of Queen’s Park will be reduced to one lane.</b></p> <p>Cyclists are encouraged to use the alternate northbound cycling routes via St. George Street or Bay Street. See detour map on Page 2 of this notice.</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>

NEED MORE INFORMATION?

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

Contract	24ECS-LU-10SU
Field Ambassador	Maegan Segne, 905-302-4923, <a href="mailto:Field.Ambassador2@ghd.com">Field.Ambassador2@ghd.com</a>
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/UniversityQueensPark">toronto.ca/UniversityQueensPark</a>

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