

# Working beneath the streets

## Blackmore Street, Windsor

17 November 2021

### What is happening?

Our delivery partner, Diona, will soon start working to replace sections of your water main along **Blackmore Street, Windsor**. Works will commence the week of **24 November** and will take place during the day from 6am to 6pm, Monday to Friday and are expected to take **approximately three weeks**. Work will take place on the **even numbered side of Blackmore Street and odd numbered side of Robert Lane** please see map below. These time frames are indicative only and are subject to weather and site conditions.



### Why is this happening?

The pipes near your property are reaching the end of their life cycle and upgrades to the network will ensure that we can keep moving the water to your taps. The pipes are within Council land, so we will not need to enter your property.

### Parking, traffic and pedestrian/bike access

You may experience minor delays while we are working near your property however **local access** will always be maintained. **Temporary lane closures** and **pedestrian path closures** may be required, particularly on the intersection of Peter Street and Blackmore Street, and Robert Lane; **bus services** will run as normal; **on-street parking** may be limited intermittently in our work areas – traffic controllers and signage will be in place to assist with any parking, bike, traffic and access issues.

### Compound area (fenced storage area)

Due to limited working space, a compound area will be set up on Hadfield Street, near Windsor Park, which may be near your property. You may experience increased levels of noise caused by vehicle movements and the use of machinery, as well as construction crews and equipment being present at the compound. The compound area will be restored as close as reasonably possible when the work is complete. This location is indicative only and is subject to change.

## Temporary water outages

To replace the pipes, we will need to temporarily disconnect properties while we work to transfer you to the new water main. We'll give you at least three days' notice prior to any temporary water outage. Keep a look out in your letterbox for the update.

## Bypass (temporary water service)

Your property may be connected to a temporary water service pipe to maintain your water supply. While we connect and disconnect you to the temporary water service pipe you will experience **water loss for up to 15 minutes**. Our crew will door knock all residents and businesses prior to connecting your property to the temporary water service pipe. The temporary pipe is usually laid across driveways, a crossing ramp will be used to maintain safe vehicle access and protect the pipe. Please cross the ramp at slow speed without stopping to avoid damaging it. This is the same quality of drinking water as your normal service; however, you may notice a slight reduction in water pressure.

## Noise and dust

We acknowledge that our works may have elevated noise and dust levels at times. We will minimise our impacts where possible and do our best to complete all high impact avoidable noise activities early in the shift, site conditions permitting.

## Restoration and driveways

We will be restoring all impacted areas including roads, driveways, and footpaths. All standard concrete driveways will be restored as close as reasonably possible to the pre-existing condition. If your property has a non-standard driveway, e.g., stencil, pebble or coloured, we will contact you in advance to discuss the restoration. Please check your letter box for contact cards and driveway letters.

## Site absence during holiday season

Diona will cease site activity and temporarily pack up their work for the holiday break between 17 December and 3 January 2022. These works are expected to be completed for the 17 December, weather and site conditions permitting.

## Find out more

We will provide further updates as the project progresses, or feel free to get in touch by:

- Phone 1300 13 13 38
- Email: [UUTeam@diona.com.au](mailto:UUTeam@diona.com.au)
- Visit: [urbanutilities.com.au/wmrg](http://urbanutilities.com.au/wmrg)



To enter the draw to win a \$100 gift voucher, please scan the QR code and complete our survey at any stage of the project, your feedback is important to us.

Thank you for your patience during this essential work.