

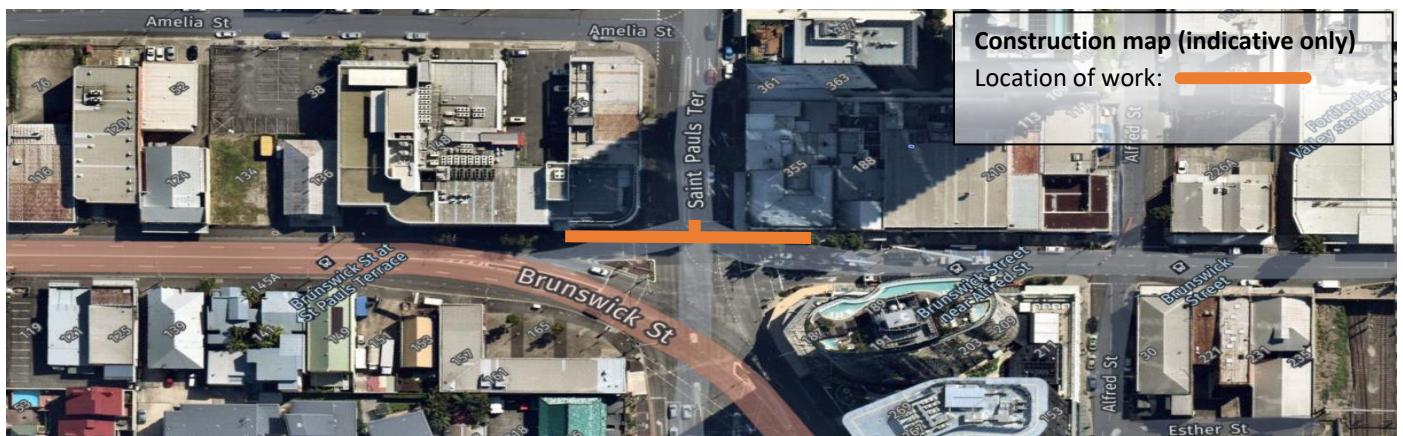
Working beneath the streets

Brunswick Street, Spring Hill

12 January 2022

What is happening?

Our delivery partner, Diona, will soon start a water mains replacement along **Brunswick Street, Spring Hill**. Works will commence **week beginning 17 January**. Our works are scheduled to take place during the night from **7pm to 5am, Sunday to Thursday** for **approximately four weeks**, with a further two weeks for restorations. Work will take place along **Brunswick Street and St Paul's Terrace**. This information is indicative only and 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 be maintained. **Temporary lane closures** and **pedestrian path closures** may be required. **Bus services** may be impacted however will run as normal, please observe signage. **On-street parking** may be intermittently unavailable during our works, please observe barriers and site signage. Traffic control will be in place to assist with any parking, bike, traffic and access issues.

Compound Area (fenced storage area)

As part of our works a compound area will be set up 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.

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, please keep an eye out for further updates.

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, weather and 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.

Covid-19 Update

At this point in time, essential services can remain operational with increased protective measures implemented, this includes work completed by Diona. As the COVID-19 situation unfolds, changes to work schedules may occur. Notification will be provided in advance of any changes.

Important Information for Building Managers:

- Building Managers please distribute any notification we issue internally to all employees, customers, tenants and impacted parties. Tenants, please distribute to your Building Manager.
- A response from all Building Managers is required to confirm you have received this information.

Please contact us by:

Phone: Diona's Customer Assistance on 1300 13 13 38

Email: UUTeam@diona.com.au

Visit: urbanutilities.com.au/wmrp

Thank you for your patience during this essential work.



To go into the draw to win a **\$100 gift voucher**, please scan the QR code to complete a survey at any stage during the project, your feedback is important to us.