

Working beneath the streets

Hale Street, Petrie Terrace

17 November 2021

What is happening?

Our delivery partner, Diona, will soon start a water mains replacement along **Hale Street, Petrie Terrace**. We will begin site setup **Thursday 25 November** and works will commence **Wednesday 1 December**. Our works are scheduled to take place during the day from **6am to 6pm, Monday to Friday**. Night works may be required from 6pm to 6am, we will notify in advance of any changes to the work schedule. Works are expected to take **approximately six weeks**, with a further two weeks for restorations. We will demobilise from site mid-December before the holidays and return 10 January 2022. Work will take place along **Hale Street, Belgrave Street, Regent Street, Princess Street, Melford Street and Chrystal Street**, please see map below. 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 always be maintained. **Temporary lane closures** and **pedestrian path closures** may be required, **bus services** will run as normal. **On-street parking** along **Hale Street, Regent Street, Princess Street, and Melford Street** will 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)

Compound areas will be set up on **Regent Street, Hale Street and Cricket Street** which may be near your property, please refer to map. 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. 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, 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.

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
- **Visit:** urbanutilities.com.au/wmrp
- **Come have a chat with us and grab a free coffee!**

| Date: | Time: | Location: |
|----------------------|---------------|---------------------------------|
| Wednesday 1 December | 7am to 8.30am | 221 Hale Street, Petrie Terrace |

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.