

Working beneath the streets

1690 Sandgate Road, Virginia

19 July 2021

You can rely on us to keep things flowing, and from time-to-time we need to upgrade your local water and wastewater pipes.

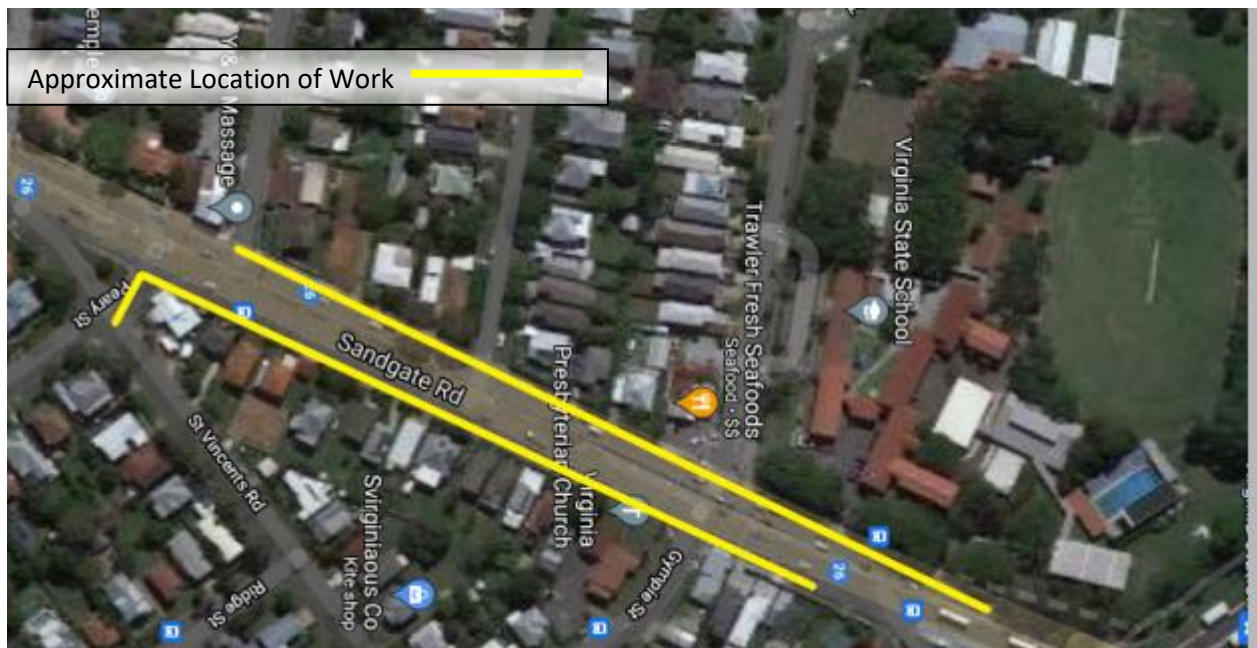
What is happening?

Our delivery partner, Diona, will soon start work on replacing sections of water pipes along **1690 Sandgate Road, Virginia**. We plan to start work **week commencing Monday 26 July 2021** and hope to be finished in **seven weeks** - These time frames are indicative only and are subject to weather and site conditions. Work will take place on the **even and odd numbered** sides of Sandgate Road between **St Vincent's Road** and **Belmore Street**, at night between **7pm to 5am, Monday to Friday**.

Why is this happening?

The pipes are reaching the end of their life cycle. We will soon start replacing sections of old water mains near your property. Upgrades to the network will ensure that we can keep moving the water to your taps. The pipes are within Council land in front of residential housing, so we will not need to enter your property.

Map of the construction area



Parking, traffic, pedestrian access, and public transport

Our work areas will be behind barriers. Please observe all site signage and barriers – they are there to keep you and our workers safe. **Temporary lane/road/pedestrian pathway closures and detours** will be required, particularly on **Sandgate Road** (between St Vincent's Road and Belmore Street), and **Peary Street** (between Sandgate Road and St Vincent's Road) however, local access to driveways will be maintained. **Bus and train services** will run as normal, however, please observe all site signage, and traffic controller directions. Limited to no on-street parking will be available intermittently in work areas. Please follow traffic controller direction and signage. You may experience minor delays while we are working in front of your property. Traffic control will be in place to assist pedestrians and general traffic around work areas.

Fenced storage area

Due to limited working space, a fenced storage area will be set up in your area. The compound may be located along **1743 Sandgate Road, Virginia (Belmore Street, Virginia)** which may be near your property. Expect noise caused by vehicle movements and the use of machinery, as well construction crews and equipment being present at the compound. The storage area will be restored as close as possible when the work is complete. A separate notice will be delivered to nearby properties.

Map of the temporary compound area



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.

Temporary water service

During construction, your property will be connected to a temporary water service pipe to maintain your water supply. While we connect you to the temporary water service pipe you may experience **water loss for up to 15 minutes**. This is the same quality of drinking water as your normal service; however, you may notice a slight reduction in water pressure. 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. If you experience any issues with your temporary water service pipe, please call 1300 131 338.

Our crew will door knock all residents and businesses prior to connecting your property to the temporary water service pipe.

Noise and dust

The work will have elevated noise levels at times as we dig down to expose the old pipe and work to lay the new one. We will try and keep noise and any dust generated to a minimum.

Restoration

After we have completed installing each section of pipe, we will be restoring all areas impacted by our works including roads, driveways, and footpaths. If your property has a non-standard driveway, e.g., Stencil, pebble, coloured. We will contact you in advance to discuss the restoration. Keep a look out in your letterbox in case we dropped by to discuss this, and you were not home.

Find out more

We will provide further updates as the project progresses, or get in touch:

- Phone 1300 13 13 38
- Email: UUTeam@diona.com.au
- Visit: urbanutilities.com.au/wmrp

Thank you for your patience during this essential work.



To help us to continuously improve our service - Please provide your feedback at any stage during the works and go into the draw to win a **\$50 gift voucher**, please scan the QR code to the left and complete the survey.