

# Working beneath the streets

Payne Street, Auchenflower

31 March 2021

**\*\*As the COVID-19 situation unfolds, changes to work schedule may occur, we will keep you updated on Urban Utilities' response, please keep an eye out for further notifications. Essential workers include critical industries such as construction and engineering. This includes work completed by Diona on project sites. Masks need to be worn everywhere – including construction and development sites\*\***

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

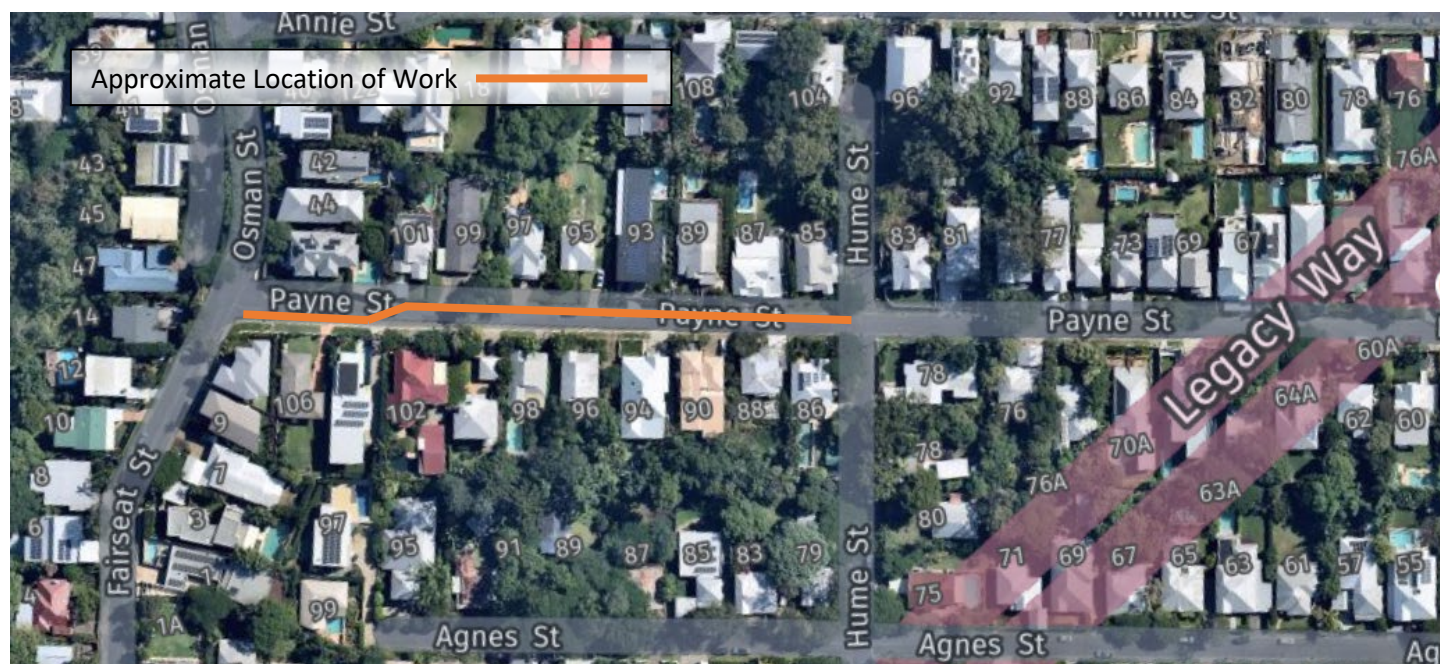
## What is happening?

Our delivery partner, Diona, will soon start work on replacing sections of water pipes along **Payne Street, Auchenflower**. We'll start work on **Tuesday 13 April 2021** and expect to be finished in **four weeks**, weather and site conditions permitting. Work will take place in the middle of **Payne Street** between **Osman Street** and **Hume Street**. Most of our work will be completed during the day from **6am to 6pm, Monday to Saturday**. If we need to work at night, we will let you know in advance and our hours will be **7pm to 5am**.

## 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 and pedestrian access**

Our work areas will be behind barriers. Please observe all site signage and barriers – they are there to keep you and our workers safe. Lane/road closures will be required, however, access to driveways will be maintained. 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.

**No on-street parking** will be available on **Payne Street** between **Osman Street** and **Hume Street** for the duration of the works. Please follow traffic controller direction and signage.

### **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.

Diona is using a device called an S-Gate valve to minimise the need to interrupt water supply to your property.

### **Temporary water service**

During construction, your property will be connected to a temporary water service pipe to maintain your water supply. 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 notice a leak or experience any issues with your temporary water pipe, please call Diona on 1300 13 13 38.

### **Noise and dust**

We would like to acknowledge that the works will have elevated noise levels at times, particularly at the start of the project. As the work is taking place close to your property you may be impacted by these elevated noise levels, we will minimise our impacts where possible by placing barriers and suitable signage around the work areas during excavation. We will do our best to complete all high impact noise activities early in the shift. Although our planned works may impact properties for a short period and cause temporary inconvenience, the newly installed water mains will ensure reliability and sustainability of water services in your area which will benefit the property and the greater community in the long term.

### **Restoration and driveways**

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 weren't home.

### **Find out more**

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

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

Thank you for your patience during this essential work.

For more information visit  
**[urbanutilities.com.au](http://urbanutilities.com.au)**  
or call **13 26 57**

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