

Working beneath the streets

Lapraik Street, Ascot

8 January 2023

Dear Customer

Urban Utilities is committed to excellence in water and wastewater services that enhance the liveability of our communities. As part of this commitment, our delivery partner Diona, will soon start work on replacing the water mains along Lapraik Street, Ascot between 59 Lapraik Street and Crosby Road.



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 water to your taps. The pipes are within Council land, so we will not need to enter your property.

When is this happening?

Work will commence **Monday 15 January 2024**. The project is expected to be completed **mid-February 2024**. Works are planned to include:

Day shift	15 – 19 January 2024	6am – 6pm	
Night shift	21 Jan – 12 February 2024	6pm – 6am	
Day shift	February 2024 – tbc	6am – 6pm	Restoration works.

These timelines are indicative only and are subject to weather and site conditions.

What to expect?

Temporary Water Outages	We may need to temporarily disconnect water from some properties while we transfer them to the new water main. Affected properties will be notified prior to any water outage.
Pedestrian and Vehicle Access	Local access will be maintained; however, lane and road closures, detours and pedestrian path closures may occur. Traffic control will be present, but there may be minor traffic delays.
Noise and Dust	As a result of construction activities, including from open trenching, crew presence and vehicle movements you may notice increased noise and dust during these works.
Construction Vehicles	Trucks, excavators, and crew vehicles will be present on site during the works.
Compound Area	Due to limited workspace, storage areas will be set up along the even-numbered side of Lapraik Street, and the odd numbered side of Crosby Road in a gated area along Lapraik Street. The on-street parking spaces will be temporarily unavailable while the compound is in place. The area will be restored as close as reasonably possible when the work is complete.
Horizontal Directional Drilling (HDD)	HDD may be used during this project. HDD is a method used to install underground pipelines without digging a full-length surface trench. Specialised equipment is used to drill a path for the pipe from a single surface location to a single exit point. This enables installation of a continuous segment of underground pipe while minimising disturbance to roads, buildings, waterways or sensitive areas.
Restorations	Diona will be restoring the area following the completion of work to as close as reasonably possible pre-existing conditions. This includes all impacted areas, including roads, driveways, footpaths, and the compound area.
Safety	Barriers and signage around work areas will be in place to keep everyone safe.
Tree Removal	Two existing street trees at 78 Lapraik Street are required to be removed to allow for construction equipment access to underground pipework. The trees will be removed in accordance with Brisbane City Council permits and will be replaced following the completion of the pipeline replacement works.

Find Out More

We are here to answer any questions you may have about the project.

- Call Diona's Customer Assistance on 1300 13 13 38
- Email UUTeam@diona.com.au
- Visit www.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.