

March 4, 2021

Dear owner/occupant,

Construction is coming to your neighbourhood and here is what you need to know.

This letter is to provide you with advanced notice that Utilities Kingston will be working on the **sanitary sewers in Strathcona Park, Grenville Park, Hillendale, Polson Park and Calvin Park**, near or adjacent to your property, as shown in the figure at right. The project will begin in April and continue until late in 2021. If necessary, it may continue to completion in 2022.

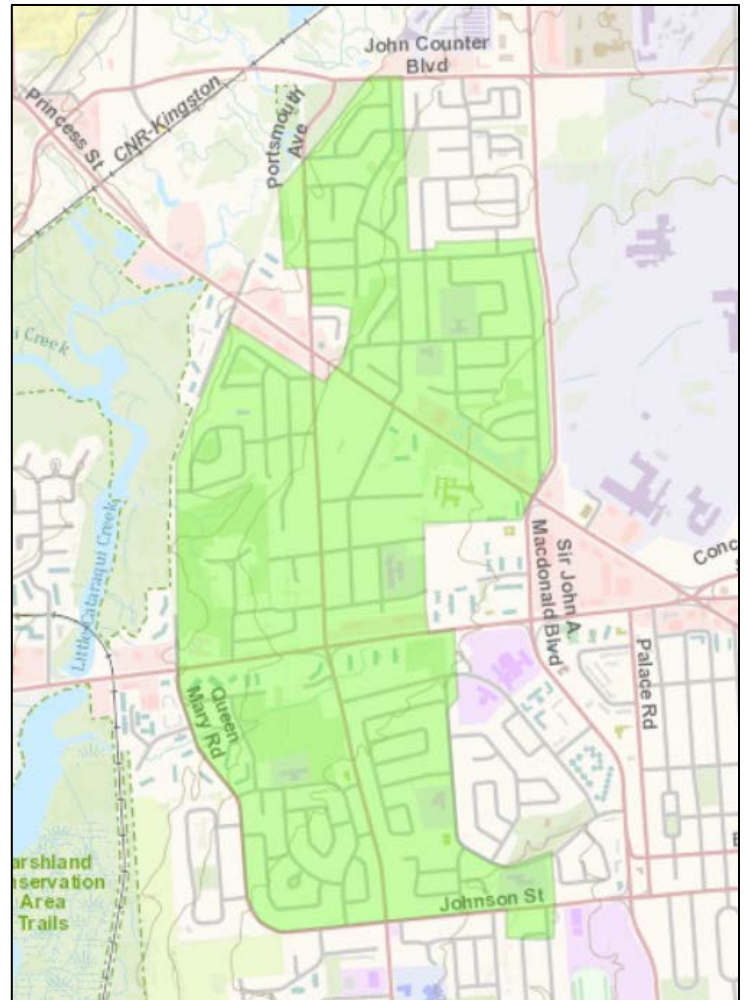
During these extraordinary times of the COVID-19 pandemic, Utilities Kingston remains deeply committed to health and safety of the public, our workers and contractors. We are committed to providing continued and reliable core utility services, as we recognize the importance of these essential services to the general health and well-being of our community.


In keeping with municipal, provincial and federal health guidelines offered by public health officials, Utilities Kingston has altered work plans significantly.

This project has been deemed essential and will proceed with additional precautions:

Contractors are required to abide by guidelines for COVID-19 safety per the Ministry of Labour, Training and Skills Development, as found at the following website:

<https://www.ontario.ca/page/construction-site-health-and-safety-during-covid-19>





Contractors are required to conduct their work without entry onto private property and particularly, without any entry into customers' homes, except for delivery of notices to your mailbox.

The Utilities Kingston website offers more information about COVID-19 and your utility services, at <https://utilitieskingston.com/Corporate/COVID19>

At this unprecedented time, it is important we all work together, respect distances and maintain awareness in the face of risks presented by COVID-19. Please do your part by maintaining physical distancing of at least two metres from our workers and contractors. Should you feel that safe practices are not being followed or presenting you with undue risk, contact Utilities Kingston as described below.

Project details:

The project includes rehabilitating the existing sanitary sewer on your street using a trenchless (or 'no-dig') method call Cured-in-place-pipe (CIPP) lining. The purpose is to extend the useful life of the pipes with the liner to proactively prevent further deterioration.

This method is far quicker, less intrusive and causes less disruption than traditional excavation. Minor disruptions to parking, traffic flow and sewer service may be required to complete the work.

The work includes the following activities, in sequential order:

1. Cleaning the sewers by hydraulic flushing.
2. Inspecting sewers using CCTV cameras.
3. Preparing pipes, which may include removing roots, grease and deposits, sealing major leaks, mostly all by trenchless means.
4. Installing and curing the liner in the pipe.

The liner installation will cause a short 4-6 hour disruption in service. Note that if your home will be impacted in this manner, expect to receive additional information approximately one to two weeks before any lining work begins, and then again within 24-48 hours of the lining taking place.

This project will begin in April and progress to the extent possible in 2021, with carryover work possibly required in the first half of 2022.

For further information and up-to-date news on this project, including more specific locations of where works will take place:

- Please visit the project webpage:
<https://utilitieskingston.com/Projects/Detail/SewerRehabCIPP>
- Feel free to contact the undersigned at any time.

Additional Information:

For further information on Utilities Kingston infrastructure projects, consider these sources:

- Visit the Utilities Kingston website at **UtilitiesKingston.com/Projects** and **UtilitiesKingston.com/Outages**.
- Call customer service **613-546-0000**, Monday to Friday, from 8 a.m. to 5 p.m.
- Follow **@Utilitieskngstn** on Twitter for information about service and traffic disruptions.
- You may also find it helpful to sign up for breaking **City news**. Our partner, the City of Kingston, offers traffic disruption and wide-area power outage notices in our service area via email. Sign up at **<http://www.cityofkingston.ca/news>**.

Should the residence be occupied by tenants, please advise them of the upcoming work, or, should the owner not occupy the residence, please advise the owner.

If you have any questions or concerns, please contact me at **613-546-1181, extension 2356**, or via email at **mfischer@utilitieskingston.com**. Alternatively, if you experience any issues during the work or need to speak with the Utilities Kingston inspector or the contractor, please see numbers attached on the reverse side of this page.

Please keep the following page handy for the duration of the project.

Regards,

A handwritten signature in black ink that reads "Mike Fischer". The signature is written in a cursive, flowing style.

Mike Fischer, M.Sc., P.Eng.
Project Manager
Utilities Kingston

Project:

Trenchless rehabilitation of select sanitary sewers in the Strathcona Park, Grenville Park, Hillendale, Polson Park and Calvin Park neighbourhoods, by cured-in-place-pipe (CIPP) lining.

Contractors:

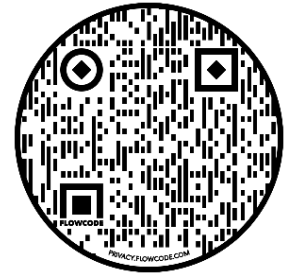
- Cleaning, inspection & preparation will be completed by Empipe Solutions.
- Lining will be completed by Insituform Technologies.

For current information:

Go to the project website at:

<https://utilitieskingston.com/Projects/Detail/SewerRehabCIPP>

Or, scan the following QR code to get there on your smartphone:



Project Contacts:

Utilities Kingston Inspector	Rachel Quittkat: (613) 217-9277
Insituform Project Manager	Sinan Omari: (289) 439-5683
Empipe Project Manager	Mark Brown: (905) 531-1315
Utilities Kingston Project Manager	Mike Fischer: (613) 546-1181 x2356
Insituform, after hours	(905) 523-2605
Utilities Kingston, after hours	(613) 546-1181

Important information:

- If work will impact your property, you will be provided with additional notices hand-delivered by Utilities Kingston or Insituform, or, delivered by Canada Post, typically 1-2 weeks ahead, and then again 24-48hours ahead.
- Disruptions are anticipated to be of short-duration (typically 6 hours) and considerably less than those typical of excavation-type projects.
- Issues? Please contact one of us as listed above.

