

How This Work Affects You...

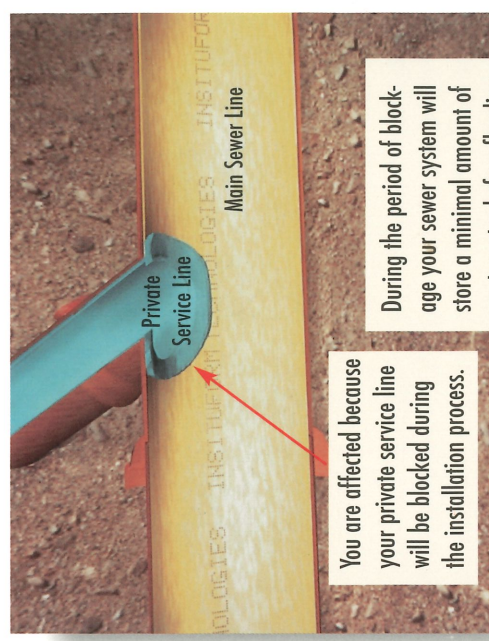
Insituform has been chosen by your local government to rehabilitate your sewers. Used worldwide for 45 years, our product is proven and reliable. The Insituform® process is the most widely used trenchless method for restoring full structural integrity to, and removing infiltration from, underground pipes.

As sewers age, they deteriorate in many different ways. Cracks appear, joints separate and roots penetrate. Infiltration through these cracks and joints creates external voids, accelerates structural deterioration and can overload collection systems and treatment facilities.

The Insituform method of sewer repair results in a seamless, jointless "pipe-within-a-pipe" creating a smooth, continuous inner surface which usually increases flow capacity. We typically complete installations in a single day, using robotic methods to restore active house connections from within the pipe. This quick and non-disruptive process allows our crews to work safely and efficiently.

We thank you for your cooperation, as requested on the front, and are glad to serve your community.

Typical Cross Section - Sanitary Sewer at Service Connection



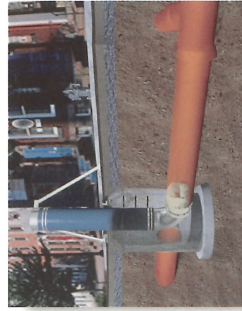
You are affected because your private service line will be blocked during the installation process.

During the period of blockage your sewer system will store a minimal amount of waste water before flooding into your home or business.

Figure A (After Rehabilitation)

Insituform® is a method of repairing sewers without disrupting your neighbourhood.

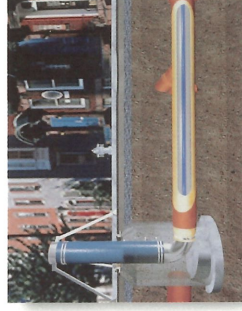
The Installation Process



1 The resin-filled Insituform® tube is inverted (turned inside out) through our patented Controlled Head Inversion Process unit into a deteriorated pipe.



2 The tube is installed by inversion into the host pipe using water or air pressure.



3 Following inversion, the resin is cured using hot water or steam.



4 Service laterals are restored internally. The finished Insituform® pipe is inspected and tested.



Insituform®
An Aegion® Company

www.insituform.com

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CONSTRUCTION NOTICE

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Important Notification On Front — Please Read.

Your Sewer Access Will Temporarily Be Shut Off!

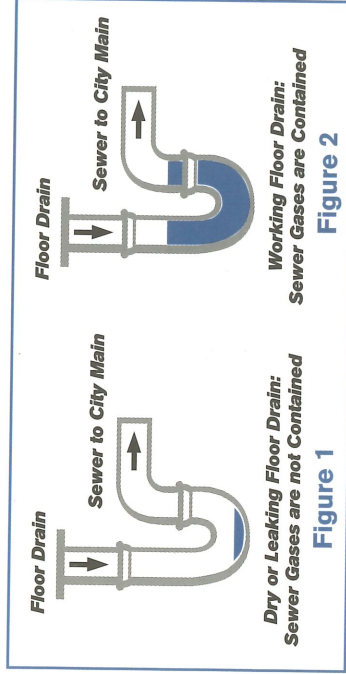


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**We'll be your new neighbour
but only for a day or so...**

Please Take Note...

You may detect odors (like plastic or glue) from the new sewer liner being installed on your street. If you smell this odor inside your home, please call the Insituform representative so they may assist you with this problem. This smell may be a result of a dry or broken sewer trap. The purpose of the sewer trap is to maintain a water barrier in the pipe to prevent all sewer odor and sewer gases from entering your home (see figures below).



Pour 1 gallon of water down all floor drains or any rarely used sinks/tubs/toilets to ensure that a water barrier is maintained in the traps. If this does not prevent odors from entering your home, then your trap may require repair and you may need to temporarily place plastic bags filled with water over the drain to prevent the backflow of odors. Opening windows to allow ventilation can also be effective. If you continue to smell odors, please call the Insituform representative so they may assist you with this problem.



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**In the next few days, we will be in the
neighbourhood reconstructing certain
sewer pipes in need of repair.**

Insituform is under contract by your local government. The Insituform™ process repairs pipes without digging up your neighbourhood. This helps to preserve your property and minimize any inconveniences.

Please bear with us as we repair your sewer system. We apologize for any equipment noise which may be created.

While the work is being performed, your sewer service connection will be temporarily sealed off (see Figure A). **We need your cooperation to avoid backup of sewer water into your residence or business by preventing water from escaping through any drain during the specified time period.**

- 1 Do not wash clothes or dishes.**
- 2 Do not take showers or baths.**
- 3 Do not flush toilets.**
- 4 Do not operate sump pumps which are connected to the sewer system.**

If any problem occurs with your sewer service during this rehabilitation process, please visit one of our on-site representatives. If you have any questions after completion of the project, please call the local number listed below, not a plumber.

Insituform is sending this handout to provide advance notice before beginning actual work. Please do not use water during the hours of:

_____ to _____ on _____

Day and Date

_____ Phone No.

For additional questions regarding our process, please visit www.insituform.com or call us at 905.523.2605.

*Thank you for your cooperation.
We have enjoyed being your neighbour—if only for a day.*

Revised 12/16

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