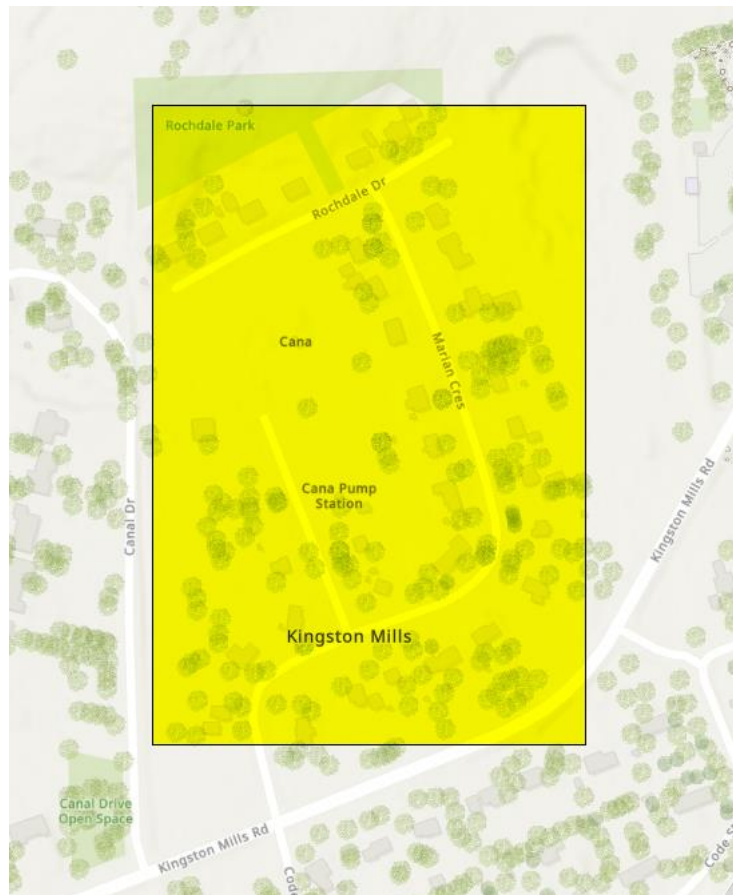


January, 2025

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 **selected sanitary sewers in Countryside area- Cana**, near or adjacent to your property, as shown in the map below.



## **Project details:**

The project includes rehabilitating select sanitary sewers in your neighbourhood using a trenchless (or 'no-dig') method call Cured-In-Place-Pipe (CIPP) lining. The purpose is to extend the useful life of the infrastructure by proactively completing maintenance.

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, and reopening services.

The liner installation will cause a 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 July and wrap up in the fall of 2024.

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 using QR code or by typing the website address:



<https://utilitieskingston.com/Projects/Detail/SewerRehabCIPP2024-2026>

- 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 **613-546-1181**, Monday to Friday, from 8 a.m. to 4:30 p.m.
- Follow **@Utilitieskngstn** on X (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 2217**, or via email at [lseguraserrano@utilitieskingston.com](mailto:lseguraserrano@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,



Laura Segura Serrano Ph.D.  
Utilities Kingston

**Project:**

Trenchless rehabilitation of select sanitary sewers in **Countryside Area- Cana**, by cured-in-place-pipe (CIPP) lining.

**Contractors:**

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

**Project Contacts:**

Utilities Kingston Inspector	Rachel Quittkat: (613) 546-1181 x2242
Insituform Project Manager	Sinan Omari: (289) 439-5683
Empipe Project Manager	Dan Brkic: (905) 481-2458
Utilities Kingston Project Manager	Laura Segura: (613) 546-1181 x2217
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.

