

March 12, 2025

Dear Property Owner or Resident,

**Re: Watermain project in your area
Utilities Kingston Contract # UK-25-06
Watermain Relining – Polson Park Neighborhood**

Construction is coming to your neighbourhood. Utilities Kingston has awarded the contract for the structural relining of watermains to **Fer-Pal Construction Ltd.** The work for 2025 will occur on **Robert Wallace Drive, Wallace Place, Ross Street, Lidell Crescent, Mackenzie Crescent and Strachan Avenue, Miles Avenue.** (see the map below). This relining is part of Utilities Kingston's ongoing infrastructure maintenance program.

Area Disruptions




Project Details

The water main pipes in your area will be cleaned and structurally lined. Structural lining prevents further pipe corrosion, adds strength, improves fire flow capacity and helps eliminate discoloured tap water.

You can expect to see the following activities in your area:

- There will be several access pits excavated along the watermain
- If you are on Municipal water services during the construction your home will receive water through an above ground temporary piping network (by-pass) installed along the curb line or ditch line on your street. A hose attached to the temporary by-pass (blue pipe) will be connected to your home with a Y connector



via the outside hose tap. This will allow you to receive water in your home and use your garden hose.

- Under this project a representative of Fer-Pal will be temporarily disconnecting your water meter while you are on by-pass. You will receive further notice when this occurs.
- If you don't have an active exterior hose bib then alternative connections will be explored.

Note: While you are connected to the temporary by-pass you will still receive a bill with your monthly service charge; however, you will not be billed for consumption.

Traffic & Parking

As the construction progresses, there is a possibility that the excavations (pits) may need to be located in a portion of your driveway, if this is the case Fer-Pal will meet with you to discuss options. There may be lane restrictions and small delays, however there will not be any street closures expected for this project.

Services

You can continue to rely on water and sewer services throughout the project. We expect that, occasionally during the work, water services will be interrupted for a period of no more than 12 hours. Every effort will be made to notify you 48 hours in advance of any such interruption. However, this may not always be possible, for example, when a water main break occurs. You may also experience discoloured tap water while work is taking place. The water is still safe, run the cold tap until it runs clear.

The temporary water supply network and the rehabilitated water main will be disinfected prior to hook up to your home in accordance with Utilities Kingston's requirements for new Watermain, Water Service and Water Connections.

We recommend that you temporarily disconnect any water treatment system, such as softeners or filters, water-cooled air conditioners or any similar plumbing fixtures, as they may be damaged during construction. As automatic lawn sprinkler systems may not operate properly while the work is taking place, manual watering may be necessary.

Restoration

Once the water main rehabilitation has been completed, all excavated areas will be restored. In addition, the grassed areas will receive an initial watering by the contractor. However, we suggest that you continue to water any grassed areas for 2-3 hours twice a week.

We appreciate your cooperation. Every attempt will be made to minimize interference with local activities. Please exercise caution around construction, equipment and the temporary water main system.

Garbage and Recycling

Garbage and recycling services will continue throughout the project. Please put this material out to the curb as you normally would. At some points, the contractor may collect this material and move it to a different location for collection by the City's Solid Waste department. Please clearly label all garbage and recycling containers with your address, so that they can be returned to you on these occasions.

Additional Details

We have not made provisions to host a public meeting for this project. You can also **expect to see further communications in the next month or so** from our contractor outlining any further instructions. Please contact me directly with any questions or use the following resources.

- Call customer service at 613-546-1181, Monday to Friday, from 8:00 a.m. to 4:30 p.m.
- Follow @UtilitiesKngstn on X (Twitter) for information about service and traffic disruptions.
- Please visit the project webpage or use the QR:
<https://utilitieskingston.com/Projects/Detail/WatermainReliningProgram>



- 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, x 2217**, or via email at lseguraserrano@utilitieskingston.com

Alternatively, you can contact the project coordinator, Matt Glass at **613-546-1181 x 2541** or via email at sglass@utilitieskingston.com

Kind Regards,
Laura Segura Serrano. Ph.D.
Project Manager
Engineering Department
Utilities Kingston