



IMPORTANT NOTICE

April 2018

Dear Homeowner/Occupant:

**RE: WINDSOR UTILITIES COMMISSION, CONTRACT #2018-004
WINDERMERE ROAD FROM NIAGARA TO SHEPHERD, ONTARIO STREET FROM
WINDERMERE TO CHILVER AND SHEPHERD STREET FROM LINCOLN TO
WINDERMERE.**

As part of an ongoing infrastructure renewal program, the Windsor Utilities Commission (WUC) will be installing a new 200mm dia. PVC watermain on Windermere Road from Niagara to Shepherd, on Ontario Street from Windermere to Chilver and new 300mm PVC watermain on Shepherd street from Lincoln to Windermere.

Coco Paving, under contract with the Windsor Utilities Commission, is scheduled to begin work on May 14th 2018. The project should take approximately fourteen (14) weeks to complete. Project timing is weather dependent. Tree trimming will also occur in advance by a certified sub-contractor.

It should be stressed that construction sites are inherently dangerous and pose many potential safety hazards. Extreme caution should be exercised by all, especially children.

We appreciate your cooperation. Every attempt will be made to minimize interference with local activities and trust that the new watermains will provide a trouble-free water service and increased fire protection for many years.

Frequently asked questions:

1. Will my lawn, driveway or sidewalk be dug up?

Answer: Yes, there will be small excavation, 3m (10') x 2.5m (8') near your water service shut off, to connect your existing water service to the new watermain.

2. Will my water supply be interrupted?

Answer: Yes, there will be a short planned interruption of less than 4 hours when your water service is connected to the new watermain. The onsite ENWIN watermain inspector will attempt to notify you in person prior to this shutdown. Unplanned interruptions may occur if the old watermain breaks during construction.

3. Will the road be closed, experience traffic disruptions or be excavated?

Answer: Yes the road will closed with no street parking during construction. The east side of the road will be excavated for the watermain installation.

4. I have a sprinkler system in my front lawn, what should I do?

Answer: Please make an effort to mark out the sprinkler lines and heads with white spray paint. If this is not possible, please notify ENWIN Utilities. Any damage to sprinkler lines that occurs as a direct result of construction will be repaired by the contractor at no cost to the homeowner.

5. Will Municipal Waste Collection be disrupted?

Answer: No, garbage / recycling / yard waste will be collected on the scheduled days **in the usual locations**. If your garbage is typically collected at the curb, please ensure that garbage is placed in a plastic bag (no pails), for alley garbage collection please continue to abide by City bylaws and ensure you garbage is placed in pails, blue and red recycle boxes are to be clearly labelled with your address and yard waste is in paper yard waste bags. For further information on garbage collection please contact the City 311 service.

6. Will I have access to my driveway throughout construction?

Answer: Yes, however, there may be some short delays of a few hours for watermain installation across the driveway and again for water service connection work only if the water shut-off is in the driveway.

7. Will the street be completely reconstructed?

Answer: No, WUC will restore the trench on the east side of the road and pave the east lane

8. I have shrubs and landscaping in my front yard. Will they be damaged?

Answer: WUC will make every effort to avoid or minimize damage to landscaped areas on private property; however, we are required to follow City of Windsor Engineering Best Practice BP 3.2.2 and cannot authorize the Contractor to restore these areas in the public right of way. All property owners are urged to remove these items in advance. The onsite ENWIN watermain inspector can meet with you to help clarify what areas will be excavated.

9. Construction started several days ago and my water was brown this morning, why did this happen and what should I do?

Answer: Periodically, the watermain work causes disturbances in the old watermain. Run a cold water tap closest to your water meter until the water runs clear.

10. Construction progressed for several days and now there is no activity, what is happening?

Answer: The new watermain has been installed and is now being disinfected, sampled and tested by ENWIN staff. This process can take from 5 to 10 days to complete. New water services will then be installed from the new watermain to the property line, where they will be connected to the existing water service. When all water services have been transferred, the old watermain will be capped and abandoned.

11. Will my lawn, driveway or sidewalk be restored?

Answer: Yes, affected lawn areas will be restored with topsoil and sod. The Contractor will be required to water and maintain the lawn for 30 days after it is placed. Once the 30 day period expires, lawn maintenance, including watering, weeding and mowing is the sole responsibility of the homeowner. Driveways and sidewalks will be restored to City of Windsor specifications. ENWIN watermain inspectors take hundreds of photos before / during and after construction to ensure proper restoration.

12. A new fire hydrant has been placed in front of my house, can it be moved?

Answer: No, ENWIN is required to follow NFPA standards for fire hydrant spacing. Fire hydrants are always placed in the public portion of the right of way and are spaced to maximize fire protection and neighbourhood parking while meeting the established design standards. The location is non-negotiable.

THANK YOU FOR YOUR CO-OPERATION!

If you have any questions or concerns regarding this project or during construction please call the number below:

ENWIN Call Centre
ENWIN Utilities
(519) 251-7300 ext. 824

For the Contractor:
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519-727-3838