

May 11, 2021

## Watermain Cleaning and Relining on Norcross Road and Dunsmore Gardens from Norcross Road to McAllister Road

**Contract: 21TW-CTS-02CWD**

**Start Date: May 2021**

**End Date: September 2021**

*\*Timeline is subject to change.*

The City of Toronto will be cleaning and structurally relining the watermain in your area starting in May 2021. The work will take place on Norcross Road and Dunsmore Gardens from Norcross Road to McAllister Road. During this process, the City will also replace the City-owned portion of any substandard water service pipes.

**A map of the work area can be found on page 4 of this notice.**

The water service is the underground pipe that brings water from the watermain to your water meter and is owned by you **and** by the City. The part owned by the City is from the municipal watermain to your property line. The part owned by you is from your property line to your water meter.

This project is part of the Council-approved Capital Works Program to renew Toronto's aging infrastructure, improve water distribution and reduce the risk of watermain breaks.

### **COVID-19 and Construction Work in Toronto**

At this time, the Province of Ontario has allowed municipal construction to continue to ensure safe and reliable operations and/or provide new capacity in municipal infrastructure. The watermain relining work is essential to ensure the City's infrastructure remains safe, in a state of good repair and is able to meet Toronto's needs. During construction, the contractor is responsible for all aspects of health and safety on-site, as specified under Ontario's Occupational Health and Safety Act (OHSA), which includes implementing COVID-19 mitigation practices. For more information on the City's response to COVID-19, please visit [toronto.ca/covid-19](https://toronto.ca/covid-19).

### **IMPORTANT INFORMATION ABOUT LEAD WATER SERVICES**

If you live in a house/building that was built before the mid-1950s, your water service may be made of lead. Please read the attached fact sheet with important information about the risks of lead in drinking water, especially if someone in your house/building is pregnant, there are children under six years old or there is an infant drinking formula made from tap water.

Please note: Lead pipes were **not** used in apartment buildings or other multi-residential buildings with more than six units.

### **WORK DETAILS**

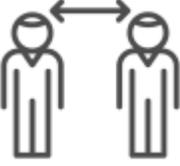
In the first few weeks, the City's contractor will move equipment on-site and prepare the work area before construction begins. Construction crews will then:

- excavate pits in the road to access the watermain;
- install a temporary water supply system and attach your building to the supply;
- clean and structurally re-line the existing watermain;
- replace any City-owned water service pipes that do not meet City standards (from the watermain to the private property line); and
- remove the temporary water supply and restore all work areas with asphalt, concrete or grass.

### **WHAT TO EXPECT DURING CONSTRUCTION**

- You may experience dust, noise and other inconveniences. The City will make efforts to reduce the impacts. We appreciate your patience.

- Property owners should remove items located within City property limits (boulevard), such as landscaping and/or decorative objects.
- The City will not be responsible for damage to any privately-owned items on City property.

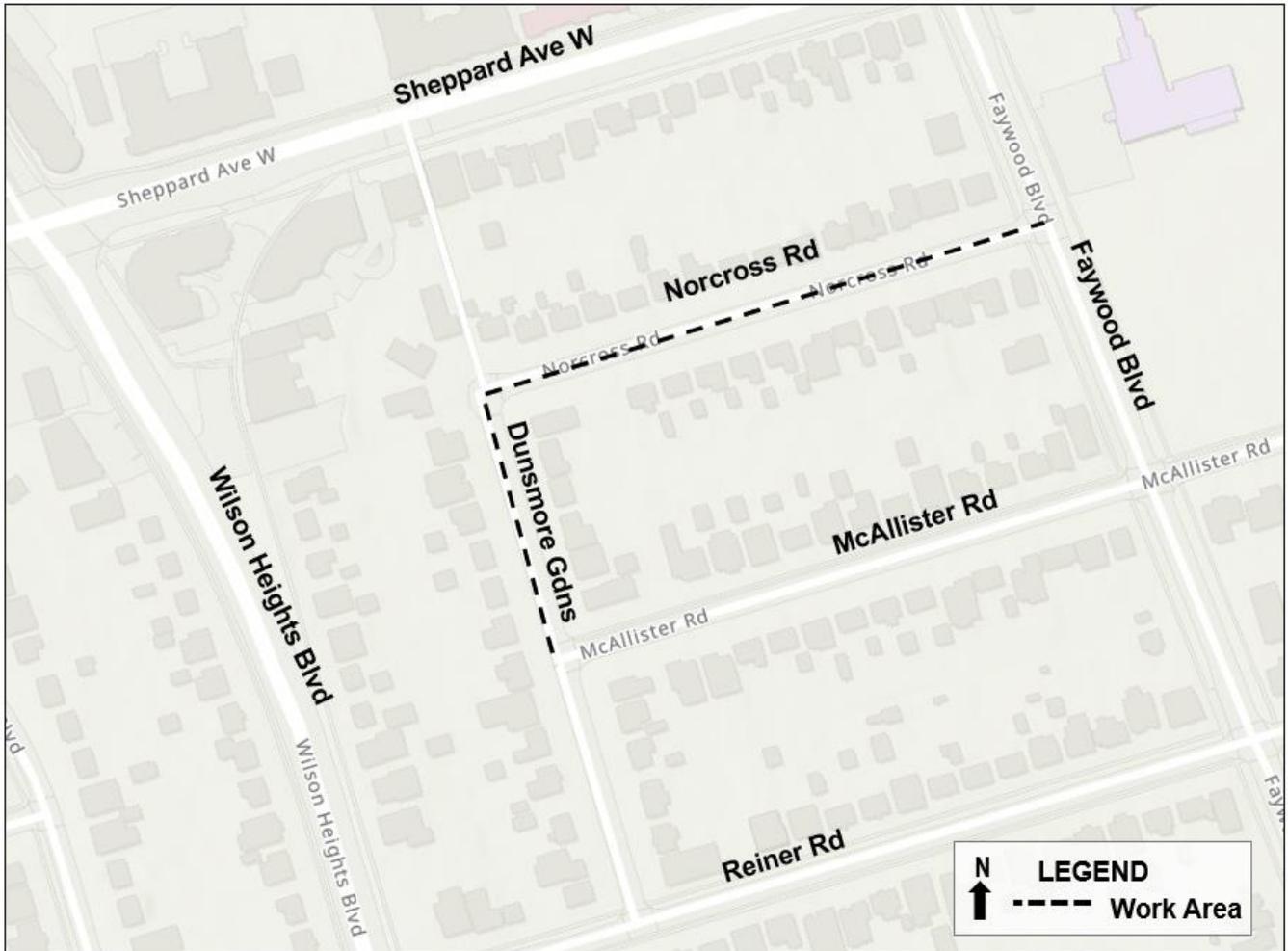
	<p><b>Work Hours:</b> Work will take place from 7 a.m. to 7 p.m., Monday to Friday, with work after hours and on weekends as required. Night work may be required as part of this project. You will be notified in advance of any changes to work hours.</p>
	<p><b>Physical Distancing:</b> There are times when contractors may need to communicate with property owners about what is happening on-site. This could be about driveway access, water shut-offs, exterior pre-construction inspections or site restoration work. Contractor's staff are identifiable by their high-visibility clothing. If the contractor needs to speak with you, they will knock on your door and/or ring the doorbell then step away to keep the required two-metre (six feet) distance. The contractor will be wearing a mask. Please practice physical distancing with all workers on-site and wear a mask if you need to speak with someone so everyone remains safe. If you have questions, please contact the Field Ambassador.</p>
	<p><b>Access to Your House/Building:</b> The City-hired contractor may need access to your house/building to complete a pre-construction survey and install shut off valves. The contractor will deliver a pre-construction survey request to schedule a time to complete the survey.</p>
	<p><b>Customers in Industrial, Commercial, Institutional and Multi-Residential Buildings:</b> There will be short-term water service disruptions for the connection and disconnection of the temporary water supply. In all cases, the City's contractor will discuss this matter with the property manager and/or superintendent in advance abiding by the above-noted guidelines to help stop the spread of COVID-19. The temporary water disruption will be coordinated at a time that best suits the needs of the property (for example, overnight to minimize impacts) and a notice will be provided 24 hours in advance.</p>
	<p><b>Water Service Disruptions:</b> From time-to-time, the water supply to your property will need to be shut off to complete construction. The contractor will provide at least 24-hour advance notice for all planned shut-offs. Throughout the work, it is recommended that you temporarily disconnect any water treatment systems (i.e. softeners or filters), water-cooled air conditioners or similar plumbing fixtures.</p> <p>Automatic lawn sprinkler systems may also be affected, therefore, you may need to water manually. If you did not receive advance notice and your water was turned off, an <b>emergency water shut-off</b> may have been necessary to complete the work.</p>
	<p><b>Substandard Water Service Replacement:</b> Please take the time to read the attached fact sheet carefully as it contains important information on lead in drinking water and how to prepare for the replacement of your lead water service pipe. If you decide to replace the private portion of your water service pipe, the City of Toronto recommends that you obtain several quotes before selecting a contractor.</p> <p><b>PLEASE NOTE:</b> The City is not able to get involved in any contract for work to be done on private property. Property owners are responsible for ensuring contractors do not interfere with the work being done on City property. Learn more at <a href="http://www.toronto.ca/leadpipes">www.toronto.ca/leadpipes</a></p>
	<p><b>Restoration:</b> The construction work area will be restored with sod and/or asphalt where required. Interlocking bricks, flagstone on a granular base, or other similar features that are removed from public and private property during construction will be replaced. Lawn seeding and/or laying of sod will be done as needed during ideal growing seasons only - in the spring (April to June) and fall (September to October). Permanent restoration of the curb and sidewalk will take place within 18 to 24 months.</p>

	<p><b>Road and Sidewalk Access:</b> To safely complete the work, there will be road and sidewalk restrictions within the construction work zone. Access for emergency vehicles will be maintained at all times.</p> <p><b>Driveway Access:</b> The contractor will notify you of any temporary restrictions to your driveway access. If your property has two entrances, one entrance will be kept open at all times.</p>
	<p><b>Traffic Management:</b> Efforts have been made to manage traffic in the area for the safety of workers, road users and pedestrians. Road users should expect delays and increased traffic on nearby main and side streets.</p>
	<p><b>Accessible Accommodation:</b> Residents who require accommodation (level entry, longer notice, etc.) must contact the <b>Field Ambassador</b> to arrange for access during the construction period.</p>
	<p><b>Parking:</b> Parking in the active work zone is not permitted due to space requirements for construction equipment and materials. If your parked vehicle affects the construction work, it will be re-located with no charge to the owner. If your vehicle is moved, please contact parking control for its location at <b>416-808-2222</b>.</p> <p>In the event you receive a parking violation notice for on-street parking during this period of construction, you may choose to dispute your ticket following the process listed on the reverse side of the parking infraction notice. Violation notices cannot be cancelled if vehicles are parked in illegal parking spots (i.e. in front of a fire hydrant or in a no parking zone). <b>You may use this notice as part of your defence for parking consideration during construction; however, the Project Manager/Field Ambassador does not have the authority to cancel any parking tickets.</b></p>
	<p><b>Garbage &amp; Recycling:</b> Please follow your normal routine. If required, the contractor will move bins to an appropriate location and return them. <b>Please ensure that you label your bins with your address.</b></p>

## NEED MORE INFORMATION?

If you have questions about the upcoming work, please contact us and quote **21TW-CTS-02CWD**

<b>Field Ambassador</b>	416-508-3164, <a href="mailto:TorontoWMRehab@wsp.com">TorontoWMRehab@wsp.com</a> (7 a.m. – 7 p.m., Monday – Friday, closed weekends)
<b>TTY Hearing Impaired Service</b>	416-338-0889 (7 days a week, 8 a.m. – 5 p.m., closed holidays)
<b>General inquiries</b>	3-1-1
<b>Website</b>	<a href="http://toronto.ca/yorkcentre">toronto.ca/yorkcentre</a>

**MAP OF WORK AREA**

Thank you for your patience. Building a great city takes time. Better infrastructure for all of us is worth the wait.

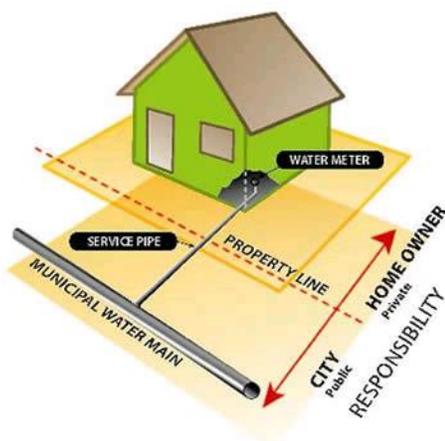
## Lead in Drinking Water

This fact sheet, as explained in the Special Notice attached, is to advise you that the City of Toronto will be undertaking construction work close to your home in the near future.

The construction could involve work on your road, watermain or sewer. **It may also involve replacing the City-owned part of your water service pipe, which may contain lead.**

Lead can affect how the brain and nervous system grows, so this factsheet is very important to read if someone in your house is pregnant, if there are children under 6 years old, or if there is an infant drinking formula made from tap water.

### Water Pipe Replacement



The underground pipe that brings water to your water meter (called the service pipe) is owned by you and by the City. The part that the City owns goes from the municipal watermain to your property line. The part that you own goes from your property line to your water meter.

During construction, if the City finds that the water pipe is made of lead, it will replace the City-owned part. **Toronto Public Health strongly recommends you replace your part of the water pipe if it contains lead.** With only a partial lead pipe replacement, there may be a temporary increase of lead in your drinking water. The best way to reduce lead is to replace both the City-owned and private side of a lead water pipe. Find out how by reading the back of this Fact Sheet.

### Lead, Drinking Water and Your Health

- If you live in a property (storefront, office building or house) built before the mid-1950s and the water service pipe has never been replaced, it is probably made of lead. If it is, then lead may be getting into your drinking water. Apartment and other buildings with more than six units do not have lead pipes.
- Lead is most harmful to the growing brain and nervous system of a fetus, infant or child under 6 years old. If a young child has too much lead in their body, it can lead to a shortened attention span, and intellectual and behavioural problems.



- If you have a baby at home and are breastfeeding, continue to breastfeed your baby. The amount of lead in breast milk is much lower than in tap water and is healthy for your baby to drink. If you are feeding your baby formula, use cold filtered tap water, boil it and then let it cool. Use within 30 minutes. Until you have a filter, consider using bottled water for making baby formula, or ready-to-feed formula.

## How to prepare for lead water pipe replacement

Once construction begins, the contractor will be able to see the underground water pipe and will know for sure if the City-owned portion is made of lead and needs to be replaced. A City staff person or City-hired contractor will tell you in person or leave a note in your mailbox if they are replacing the service to your property. In the meantime, you can take steps to prepare for the possible replacement.

### ***Step 1: Find out if your part of the water pipe is made of lead.***

- If your house was built before the mid-1950s, then the water service pipe is probably made of lead, unless it was replaced at another time. You can find out how old your house is by asking the landlord or checking the ownership papers.
- If possible, look at the pipe that goes into your water meter. If it is grey, scratches easily and does not sound hollow when you tap it, it may be made of lead. To know for sure, ask a plumber or home inspector.

### ***Step 2: Find a contractor to replace your part of the water pipe.***

- Get at least three quotes from a licensed plumber to get the best price. Replacing your part of the water pipe could cost approximately \$3,000 but will be dependent on the characteristics of your home.
- Your contractor must replace your part of the water pipe either before or after the City-hired contractor replaces the City-owned part. Private contractors cannot work at the site at the same time as the City-hired contractor. Be sure that your contractor understands this and can tell you the best way for coordinating the work to save you the most money.

### ***Step 3: Learn more about protecting your health after a lead water pipe is replaced***

- After a lead water pipe is replaced, there may be a temporary increase of lead in your drinking water. The City will provide you with tips and a free water filter to help reduce the health impact from any temporary lead increase.

To learn more about lead pipe replacement and other ways that the City of Toronto is working to reduce lead in drinking water, visit [toronto.ca/lead](https://toronto.ca/lead) or call 311.