September 17, 2018

Public Works
Engineering & Construction
1151 Bronte Road
Oakville, ON L6M 3L1

RE: NOTICE OF CONSTRUCTION
Frozen Water Services Lowering Program, Ward 1, Town of Halton Hills (Acton),
Our File: PR-3055B

Dear Resident/Property Owner:

Beginning fall 2018, Halton Region will be making improvements to your water service, along with a number of other water services around the Town of Halton Hills (Acton), by lowering and / or insulating the line between the watermain and the curb stop (as shown on page 2). This work is required to help prevent water service lines from freezing in typical winter conditions for homes and businesses where there has been a history of freezing on the municipal side. Please refer to the attached ***Frequently Asked Questions and Answers*** for more information.

The contractor for this project is Vic's Group Inc. with project administration being completed by Environmental Infrastructure Solutions Inc. (EIS). Construction is expected to be completed by fall 2019.

Utilities such as Union Gas, Hydro and Bell Canada have already started to locate and mark out their existing infrastructure to prepare for this construction. ***Please do not remove these marker stakes or paint markings. Staff will return to remove them once the project is complete.***

Project Related Information and Recommendations:

- **Traffic Delays** – The project may cause traffic delays, lane shifts or lane restrictions. We will make every effort to minimize any potential inconvenience. Emergency vehicle access will be maintained at all times.

- **Driveway Access** – During the project, direct access to your driveway may be restricted for short periods of time. You will be notified in advance of any planned restrictions.

- **Waste Collection** – Your garbage and recycling will continue to be picked up on the regular scheduled day. It is the contractor's responsibility to move your garbage and recycling to a location where our collection vehicles can pick them up. Please mark your house number on your containers or bins to help with identification.

- **Truck Traffic** – At times you will notice increased truck traffic in the construction area. Please be aware and use extra caution while driving.

- **Vibration** – You may experience some vibration due to the work being done. As a precaution, we recommend that you remove or secure objects on shelves and walls.

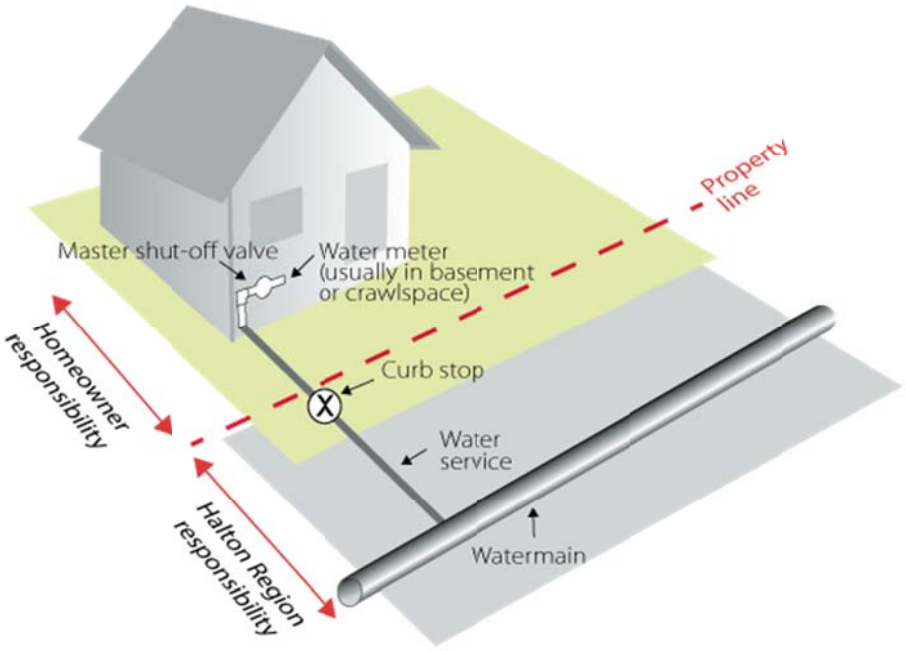
- **Mail Delivery** – We do not anticipate any changes or delays to mail delivery. Should there be any changes, you will be notified in advance.

- **Noise** – You may experience noise as a result of construction. Work will be scheduled in accordance with local noise by-laws.

- **Lawn Irrigation System** – If you have a lawn irrigation system, please locate any sprinkler heads within the public road allowance and on your property.

- **Water and Wastewater Services** – There may be some disruption to water and wastewater services at various times throughout the course of the project. You will receive written notice of any scheduled shutdowns or disruptions a minimum of 48 hours before the disruption occurs.

- **Dust and Mud** – Due to the nature of the work, there may be increased levels of dust and mud near the work site. The contractor is required to manage these impacts.



This project is part of *Building a Better Halton*, the Region's infrastructure construction plan for roads, water, wastewater and waste management projects across Halton Region. For more information on Regional construction projects, please visit **halton.ca**.

If you have any questions or require additional information, please dial 311 or contact me directly at 905-825-6000 (toll-free 1-866-442-5866), ext. 7433 or by email at david.olsen@halton.ca.

Sincerely,

David Olsen, P.Eng.
Senior Project Advisor

c: Gary Carr, Halton Regional Chair
Rick Bonnette, Mayor, Town of Halton Hills
Colin Best, Regional Councillor and Chair, Planning & Public Works Committee
Clark Somerville, Regional Councillor, Ward 1, Town of Halton Hills
Jon Hurst, Local Councillor, Ward 1, Town of Halton Hills
Mike Albano, Local Councillor, Ward 1, Town of Halton Hills
Jane MacCaskill, CAO, Halton Region
Jim Harnum, C.E.T., MBA, Commissioner, Public Works
Marek Braczek, P.Eng., Director, Engineering and Construction Services
Aaron Brouwers, P.Eng., Manager, Capital Engineering and Construction Services
Bill Andrews, P.Eng., Director, Engineering, Transportation & Public Works, Town of Halton Hills
Chris Mills, P.Eng., Commissioner Transportation & Public Works, Town of Halton Hills
Brent Marshall, CAO, Town of Halton Hills
Access Halton
Social and Digital Media

Frequently Asked Questions and Answers for Water Service Lowering

1. **Why is Halton Region replacing my water service?**

   Due to the ongoing freezing issues reported during the past winter seasons, Halton Region is conducting this program to help prevent the water service lines from freezing. The program aims to replace the water service lines by lowering and / or insulating the line between the curb stop at the property line and Regional watermain (public side) to help prevent freezing of the water service in the future.

2. **Do I need to be home for this work?**

   No, you do not have to be home for this work.

3. **What do I have to do prior to this work?**

   You do not have to do anything prior to this work. Just be aware your water will be shut off for a short time during this work. You will be notified a minimum of 48 hours prior to the water shut off. We apologize for this inconvenience and our crews will work as quickly as possible to minimize the disruption.

4. **Would I have access to my driveway during construction?**

   Some properties may have curb stops located in the driveways and this will require partial excavation of the driveway. The contractor will inform you in advance of any driveway excavation to allow the vehicles to be removed from the driveway or out of the garage as required.

5. **Will you be digging up my driveway? If yes, how will you fix it?**

   Depending on where the water line is, we may have to excavate your driveway. For concrete and asphalt driveways, the disturbed portion of the driveway will be replaced.

   For interlocking driveways, the interlocking stones will be removed by the contractor and the same interlocking stones will be reinstalled once the work has been complete.

6. **What if there is still freezing problems after construction?**

   The water service improvements will help mitigate any freezing problems between the watermain and the property line. However, this problem may still persist if the water service on the private side (property line to your house) is still shallow. Please note that it is the home owner's responsibility to lower the water service on the private side to avoid future freezing. In the event any freezing issues arise upon construction completion, you can contact the Region by calling 311. The Region will determine if the freezing is on the private side or public side.

7. **I was told by the site inspector that my water service on the private side is shallow and it may cause future water service freezing. What can I do to prevent further freezing?**

   It is the homeowner's responsibility to hire a contractor to lower the water service to an adequate depth on the private side.

8. **Is water quality affected?**

   Water quality is not affected by the water service replacement. However, please note that when water service lines are restored, you may notice air in your pipes and the water may be slightly cloudy. Just let the water run for a few minutes in your home to get rid of the air and cloudiness.

9. **What are the excavated holes on my driveway and lawn?**

   These are used by the contractor to determine the location of your curb stop prior to excavation.

10. **Who will restore my construction impacted landscape?**

    The contractor will restore the affected site to existing or better condition. Please note that there will be temporary measures put into place to ensure the safety of roadways and pedestrian walkways prior to final restoration.

11. **Can the contractor restore my entire driveway if I pay for it?**

    No, this is outside of the contractor's scope of work with the Region. You may be able to hire the contractor directly, after the scope of work under this contract is complete.