

13 November 2023

Upcoming water outage in your area

Victoria Street Water Main Renewal Project

We're connecting your new, larger water main on the southern side of Victoria Street to other existing water infrastructure in the area.

On **Monday 20 November 2023, between 11pm and 4am**, there will be a **short disruption to your water supply** while works to connect the new water main to the existing network take place. During this time your water will be shut off.

Fire services (i.e. sprinklers) will also be impacted during this outage.

How to prepare

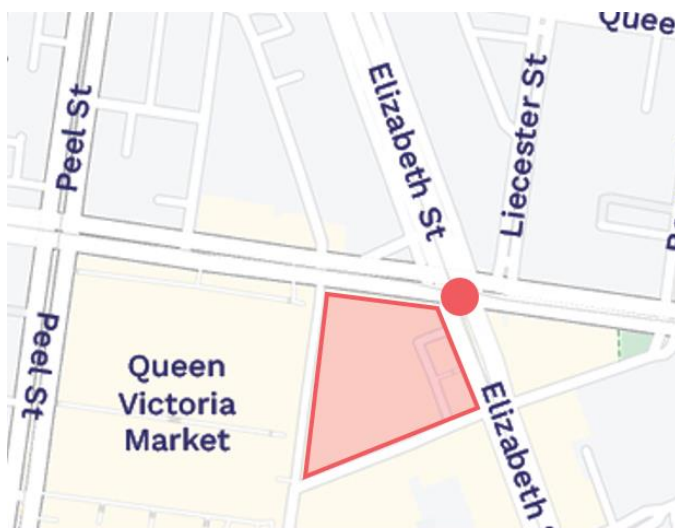
Before your water supply is interrupted, we suggest that you:

- Store water in containers for cooking and drinking
- Fill your sink with water for washing if required
- Fill a bucket with water for flushing the toilet

When your water supply has been restored, simply turn on a tap until the water runs clear. There may be some bubbles in your pipes that will clear with use.

Location of the works

Connection works will take place on the western side of Elizabeth Street, at the intersection of Victoria Street. Traffic management and detours will be in place around work zones during construction hours to help vehicles, pedestrians and cyclists to safely move around the area.



● Location of connection works, with detours in place around these areas during construction hours

■ Location of properties that will be affected by a short water outage



Will my water supply be impacted?

Yes, there will be a short-term interruption to your water supply overnight. Customers who are on dialysis, life support or who have other special needs, please register as a **Special Needs Customer by calling 13 44 99** so we can put measures in place to assist you.

What to expect from construction works

While we will continue to make every effort to minimise disruption and inconvenience to you, the following can be expected:

- Excavation work with fencing, barricades and trench covers to keep you safe.
- Noise and dust from machinery and vehicles during construction hours.
- Increased truck movement through the area.

Changes to traffic, parking and transport

There will be changes to how vehicles and cyclists move around on the southern side of Victoria Street during construction hours, which includes:

- The temporary closure of westbound lanes on Victoria Street between the intersections of Elizabeth and Peel streets during construction hours.
- Reduced northbound lanes on Elizabeth Street between the intersections of Therry and Victoria streets. One northbound lane will remain open during working hours.

Please plan ahead as these changes may result in delays.

Need more information?

For further information go to yoursay.gww.com.au/victoria-street-water-main-renewal

Thank you for your patience during these essential works. Every effort will be made to minimise any inconvenience to you during these works and we will keep you informed of our progress. If you have any questions or concerns, please contact:

Name: Natasha Jones or Gaia Milanesi

Phone: 0448 128 903 (business hours)

Customer service: 13 44 99 or gww.com.au/contact-us (24 hours)

Email: victoriastreet@gww.com.au

Interpreter services: 03 9313 8989

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