



May 23, 2023

Dear Resident or Business Owner:

Re: 2023 Water and Sewer Main Works – Redlands/Uplands, Haven Hill Road

In an effort to keep residents and businesses as informed as possible, the City of Penticton is writing to inform you about construction work scheduled on the following streets:

- | | | |
|-----------------|----------------|-------------------|
| - Redlands Road | - Truro Street | - Acacia Place |
| - Heather Road | - Ash Place | - Acacia Crescent |
| - Heather Place | - Alder Street | - Haven Hill Road |
| - Aspen Place | | |

The 2023 Capital Works project was awarded to TwinCon Enterprises Ltd and will include water and sanitary sewer utility upgrades, service connection replacements, asphalt replacement, curb and gutter repairs and fire hydrant installations in or around your neighbourhood.

It is expected that during construction there will be traffic, access, and utility disruptions. Notification of all scheduled utility and access disruptions will be hand delivered by TwinCon Enterprises Ltd to affected dwellings 48 hours prior to any planned disruptions. We will work hard to avoid unscheduled emergency disruptions of utility services or property access; However, if these occur we will take all steps necessary to provide prompt information to affected parties and restore services and access as quickly as possible. Homeowners may wish to maintain a standby store of water for either a planned or emergency interruption to water supply.

The estimated construction start date is May 26, 2023 with a projected completion date of Oct 13, 2023. **The Contractor's** construction schedule may be revised due to delays from weather, unforeseen underground conditions, and material deliveries. Information about this project will be posted on the City website at www.penticton.ca/roadwork. The travelling public will be advised to avoid these areas as well as observe and obey all traffic control persons and signage during the construction period.

Thank you for your time and consideration. We look forward to working with you throughout this project. If you have any further concerns that arise during construction, please contact the following:

TwinCon Enterprises Ltd
Michael Lauer, Site Superintendent
250-486-6603

City of Penticton, Engineering Department
Dale Hoban, Contract Administrator
250-490-2321

Sincerely,

Dale Hoban, P.Eng, PMP
Project Engineer
City of Penticton
e-mail: dale.hoban@penticton.ca

2023 Water and Sewer Works FAQ

- What is happening?

The City of Penticton is upgrading water and sewer mains on the previously noted streets to replace or repair undersized and/or aging infrastructure that have reached or are showing signs of reaching the end of its service life.

- When is the project scheduled to start and finish?

The estimated construction start date is May 26, 2023 with an estimated completion date of Oct 13, 2023. Information will be posted **on the City's website at** penticton.ca/road-closures. For specific questions or concerns related to this construction project in your neighbourhood, please contact Michael Lauer, Site Superintendent of TwinCon Enterprises, at 250-486-6603.

- What are the working hours?

The Contractor is expected to start work at 7:00 a.m. and finish by 7:00 p.m. each day, Monday to Friday. However, with the large amount of work to be completed in a tight schedule, it is possible that work might extend later into the evening and/or on weekends. The **Contractor must adhere to the City's Good Neighbour Bylaw** involving noise restrictions at all times.

- Why is the City doing the work?

The existing water and sewer mains are either aging or not adequately sized to convey future demands in the area. The City does its best to replace infrastructure proactively to avoid significant failures that could impact water and sewer service to the area. This work will improve access and availability of both clean drinking water and efficient sewer services in your neighbourhood.

- Will I be able to get to and from my home during construction?

Yes – the Contractor is required to maintain access for local vehicular and pedestrian traffic at all times.

- Will the project require any road closures?

Although the Contractor will endeavor to maintain at least one lane open on impacted roadways, it is possible that full road closures may be required at times to complete the work. In the event of a road closure, the Contractor is required to maintain local and emergency access at all times, and all roads that have been permitted to be closed will be reopened at the end of each work day. Please visit penticton.ca/road-closures for a map and up-to-date information on active lane and road closures.

- What about on street parking?

For your safety, and to prevent damage to vehicles, parking cannot take place within the active work zone during the day while the project is in progress.

- Will you cut off my power/water/sewer systems?

There will be water and sewer service disruption throughout this project. The City and Contractor will work diligently to minimize impacts and ensure you are provided 48 hours notice prior to any planned disruption. The City is committed to providing notice for any anticipated interruption and will provide updates as soon as possible in the event of an unplanned problem.

- What about bus service in our area?

The City will be working with BC Transit to ensure that normal bus service is maintained throughout the project. For updates or questions related to bus services, visit bctransit.com.

- I have more questions. Where can I get more information?

You are welcome to contact the Engineering Department at 250-490-2500 during normal City Yards business hours from 7:30 a.m. until 3:15 p.m., Monday to Friday, or email publicworks@penticton.ca. For specific questions or concerns related to this construction project in your neighbourhood, you may also contact Michael Lauer, Site Superintendent of TwinCon Enterprises, at 250-486-6603.