

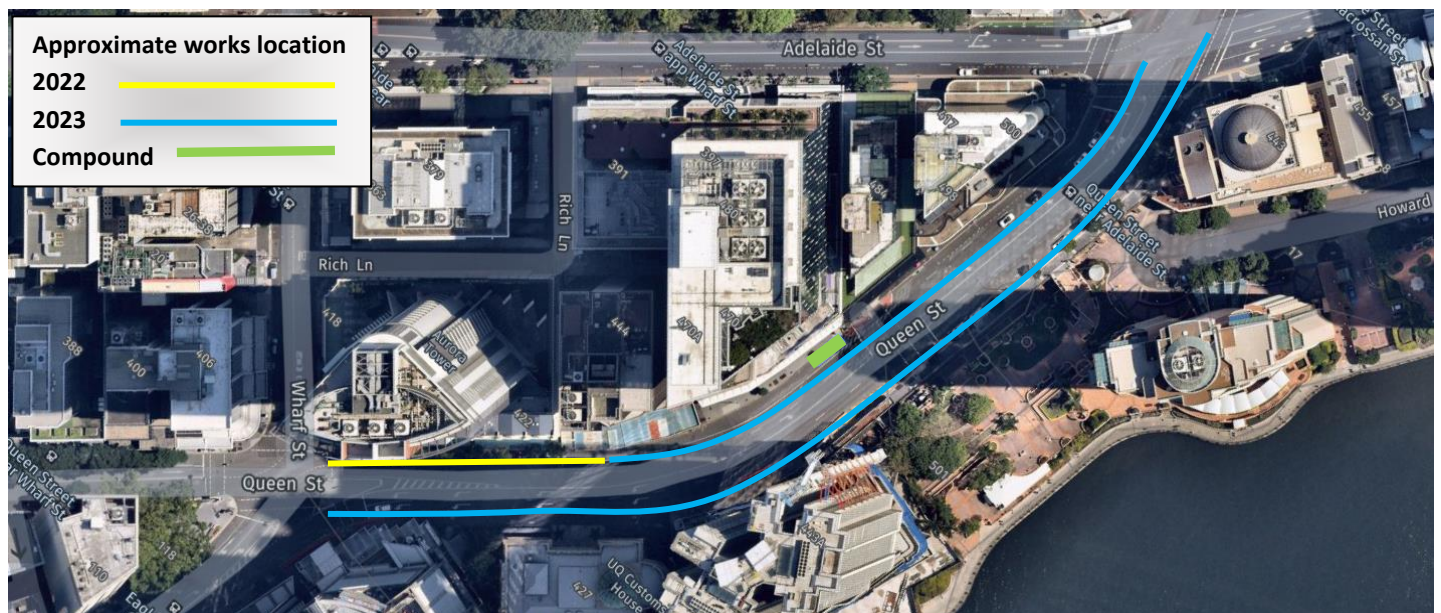
Working beneath the streets

Queen Street, Brisbane City

17 November 2022

What is happening?

Our delivery partner, Diona, will soon start water main replacements along Queen Street, Brisbane. There are two locations of our works; the first will occur on the **even side of Queen Street between Wharf Street and Adelaide Street** and the second on the **odd side of Queen Street between Adelaide Street and Eagle Street**. Construction will commence **week beginning Sunday 27 November** until the Christmas shutdown and recommence early 2023. These works will take place during the night from **7pm to 5am, Sunday to Thursday**. Timelines are indicative only and subject to site and weather conditions.



Why is this happening?

The pipes near your property are reaching the end of their life cycle and upgrades to the network will ensure that we can keep moving the water to your taps. The pipes are within Council land, so we will not need to enter your property.

Pedestrian and vehicle access

Local access will be maintained; however, pedestrian path closures may be in place while we are working near your property. Traffic control will be in place, although you may experience minor temporary traffic delays.

Temporary water outages

We will consult customers who may experience temporary water outages. We need to temporarily disconnect these properties while we work to transfer you to the new water main. Affected properties will be given at least five days' notice prior to any temporary water outage.

Compound Area (fenced storage area)

As part of our works a compound area will be set up in the loading zone located outside 480 Queen Street. You may experience increased levels of noise caused by vehicle movements and the use of machinery, as well as construction crews and equipment being present. The compound area will be restored as close as reasonably possible when the work is complete.

Noise and dust

We acknowledge that our works may have elevated noise and dust levels at times. We will minimise our impacts where possible and do our best to complete all high impact avoidable noise activities early in the shift, weather and site conditions permitting.

Restoration

We will be restoring as close as reasonably possible to pre-existing condition to all impacted areas including roads, driveways, and footpaths.

Important Information for Building Managers:

- Please distribute any notification we issue internally to all employees, customers, tenants, and impacted parties. Tenants, please distribute to your Building Manager.
- A response from all Building Managers is required to confirm you have received this information.

Please contact us by:

Phone: Diona's Customer Assistance on 1300 13 13 38

Email: UUTeam@diona.com.au

Visit: urbanutilities.com.au/wmrp

Thank you for your patience during this essential work.



To go into the draw to win a **\$100 gift voucher**, please scan the QR code to complete a survey at any stage during the project, your feedback is important to us.

For more information visit
urbanutilities.com.au
or call **13 26 57**

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