

NOTICE TO RESIDENTS

Lockhart Road Reconstruction and Servicing Project



GOLDER



Dear Resident,

Installation of sewer and water mains is currently planned for spring and summer 2020 along Lockhart Rd., west of 25th Sideroad (see Figure). Shallow groundwater levels in the area may be lowered as a result of dewatering to install sewer and water mains. Lowering of the groundwater table will be temporary and once the underground services are installed groundwater levels in affected wells will recover.

A water well survey has recently been conducted at properties in the area, and offsite water level monitoring and contingency planning has been enacted in the event of a loss of water supply. The attached response plan outlines the planned approach to address well complaints, including consideration of concerns related to COVID-19.

Should you experience a loss of water supply an ANSWERING MACHINE HOTLINE has been established. The number is **705-722-4468**.

Before you call, please have the following information ready:

Your name: _____ **Your address:** _____ **Your phone #:** _____

Please speak clearly and slowly when you call

Calling this HOTLINE will automatically generate voice mail messages to the Contingency Response Team. A member of the Team will investigate the complaint within 24 hours.



Water Supply Issue Follow-up

The following procedure will be followed to address water supply concerns:

- Residents will be contacted via telephone or email within 24 hours following receipt of a complaint to confirm the details and arrange for an in-person follow-up visit.
- Field staff will visit the property at the agreed upon time. Staff will inspect the well, and if possible will collect water level measurements. In an effort to comply with provincial guidelines regarding personal interactions under COVID-19, it is requested that residents remain within their home during the inspection process. If necessary, staff will communicate with the property owner following social distancing protocols (e.g., minimum 2 m separation).
- All inspection and measurement activities will be conducted using disinfected equipment, and staff will be wearing disposable nitrile gloves.
- If necessary, water quality samples would be collected from an external water supply (i.e. outside tap) using standard sampling protocols.
- If the issue involves a loss of water, bottled water will be provided for immediate use. The water will be delivered to the property by project staff, and will be left for pickup by the property owner.
- If it is determined that a longer-term water supply is required, project staff will follow up with the resident to coordinate delivery and installation of equipment.

