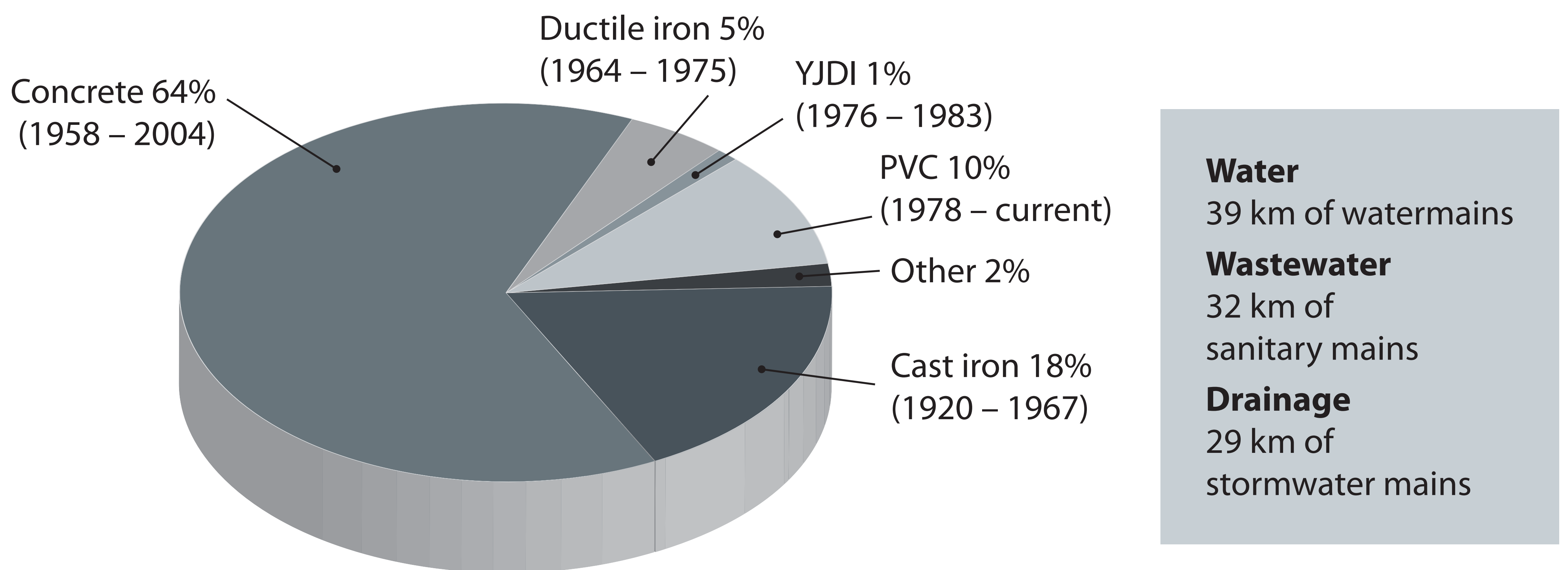




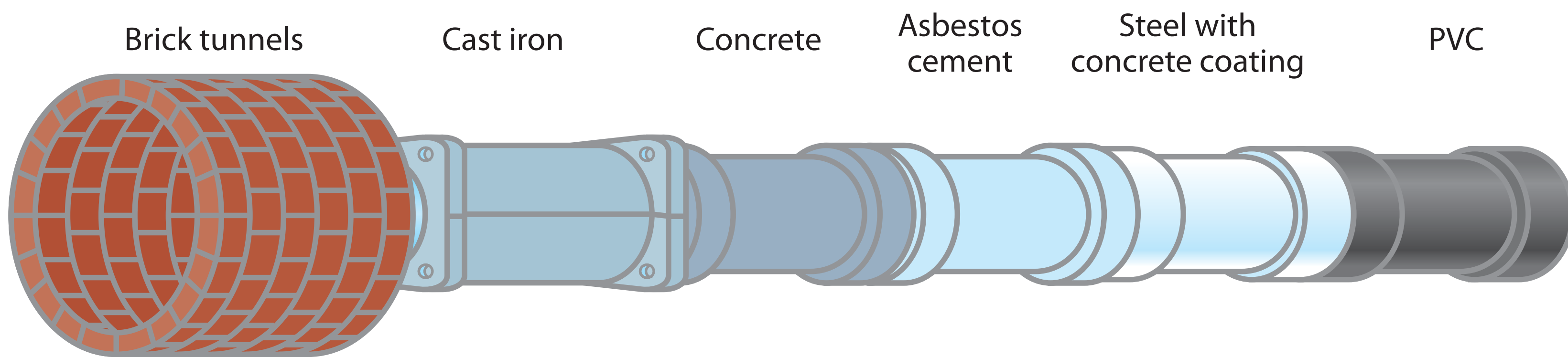
What is in your community?

The City of Calgary operates and maintains three distinct water systems within Willow Park community. All pipes outside your property line are the responsibility of The City, and pipes running from the property line into the house are the responsibility of the homeowner.

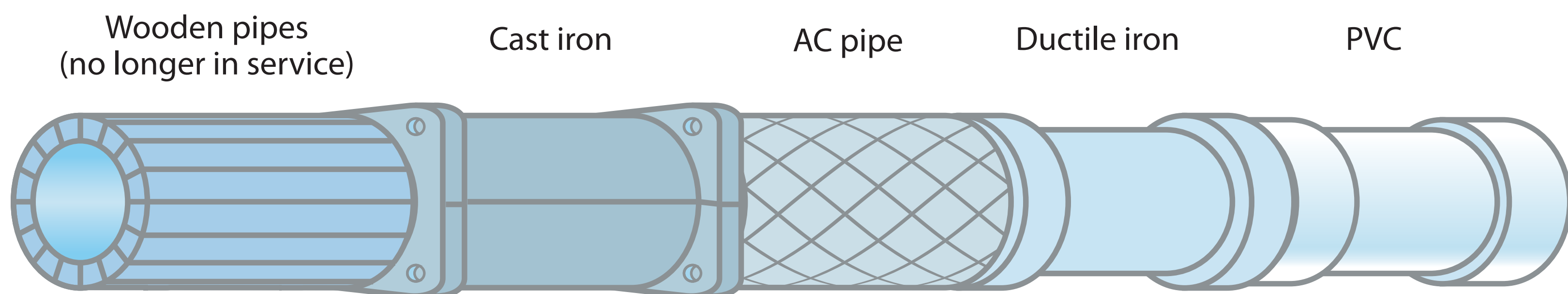
Willow Park utility pipelines – material and age



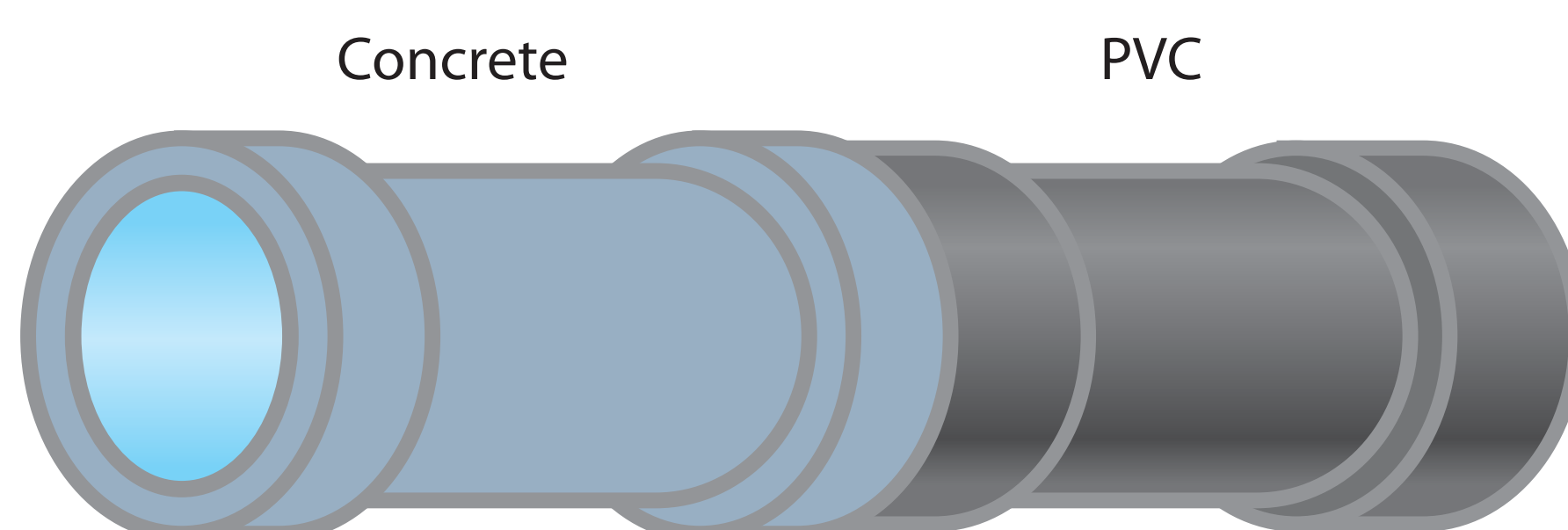
Sanitary pipe types



Water pipe types



Storm pipe types



What has happened in your community? (Sanitary and storm systems)

Cleaning machine and root cutting

In mature neighbourhoods, such as Willow Park, root intrusion is a common occurrence. As a part of the preventative maintenance program, root cutting and cleaning is conducted on a three-year cycle.

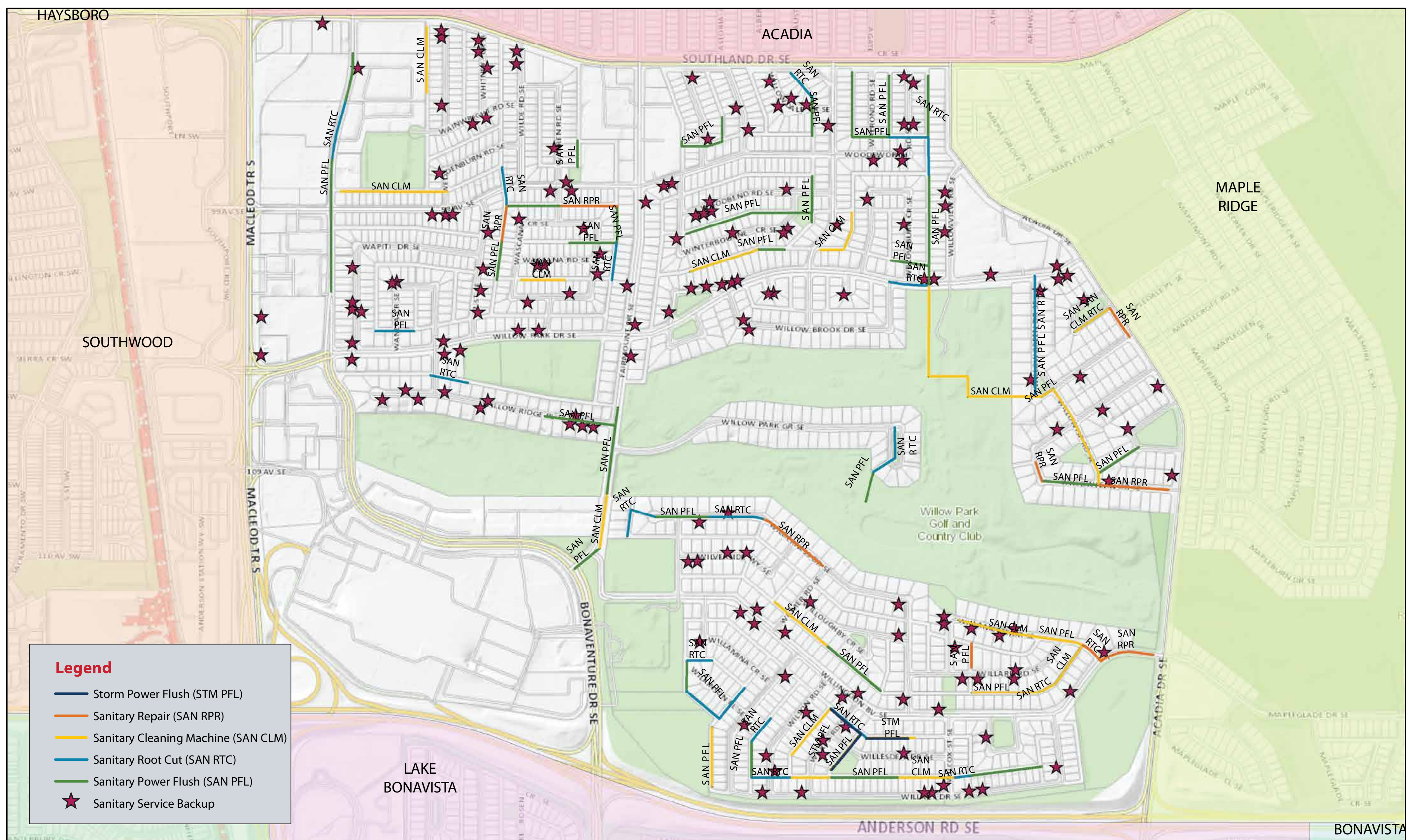
Power flushing

To address the build-up of fats, oils, grease, silt and sediments in the sanitary network, the Willow Park area is on a maintenance plan to power flush the sanitary main every one to three years.

Emergency work

When a sanitary main experiences a break or blockage The City must address it immediately to prevent property and environmental damage. This typically involves digging down to the pipe and repairing or replacing it. The timeline for this varies depending on the severity of the break or blockage.

Sanitary and storm system maintenance – 2011 to date



What has happened in your community (Water system)

Watermain replacement projects

The City proactively replaces some mains to reduce the risk of future main breaks and to make sure adequate flows and water quality are maintained. Adjacent valves and hydrants may be replaced and/or upgraded during this work. Metallic pipes are no longer installed in new construction.

Corrosion protection program

To address challenges related to corrosion in the water network, The City began installing cathodic protection in the Willow Park area in 1999.

Watermain flushing program

To ensure water quality, watermains are occasionally flushed.

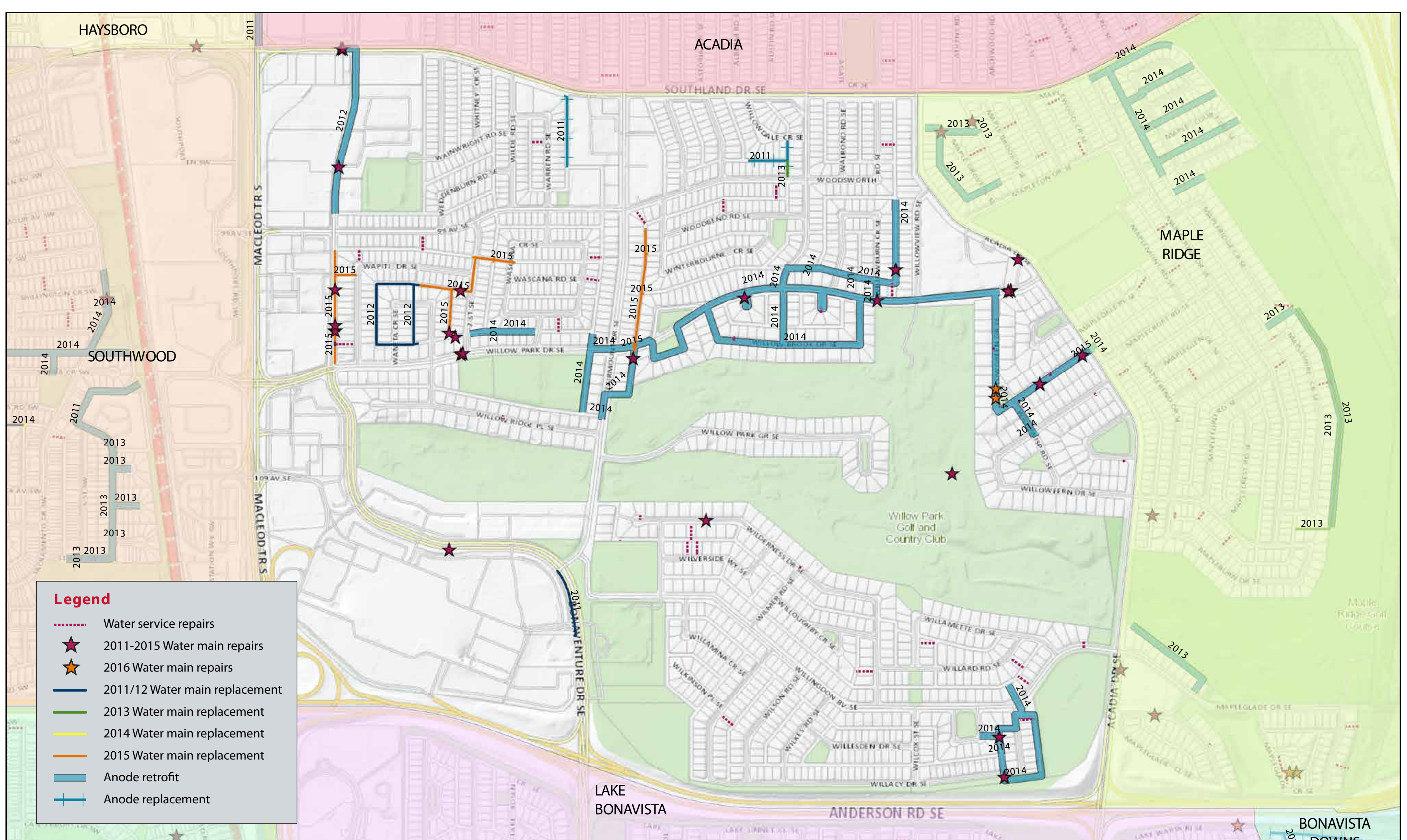
Condition assessments

The City conducts in-pipe inspections, collecting data on the condition of our pipes to plan future main replacements.

Emergency work

When a water main breaks The City must address it immediately to prevent property damage, environmental damage and to protect water quality. This typically involves digging down to the pipe and repairing or replacing it, followed by flushing. This works usually causes service interruption. The timeline varies depending on the severity of the break.

Water system maintenance – 2011 to date





What is planned for your community

The City of Calgary uses the following techniques to upgrade and extend the life of existing systems:

Pipe lining

Cured-in-place plastic liner will be used to rehabilitate sanitary & storm sewers. This non-destructive method has the lowest impact to residents and can be used to address heavy root infiltration.

Anode retrofit

Anodes will be installed to halt further corrosion on existing metallic water pipes, extending the life of the pipes substantially.

Sanitary trunk upgrade

A new sanitary trunk main will be installed to add capacity to the sanitary system.

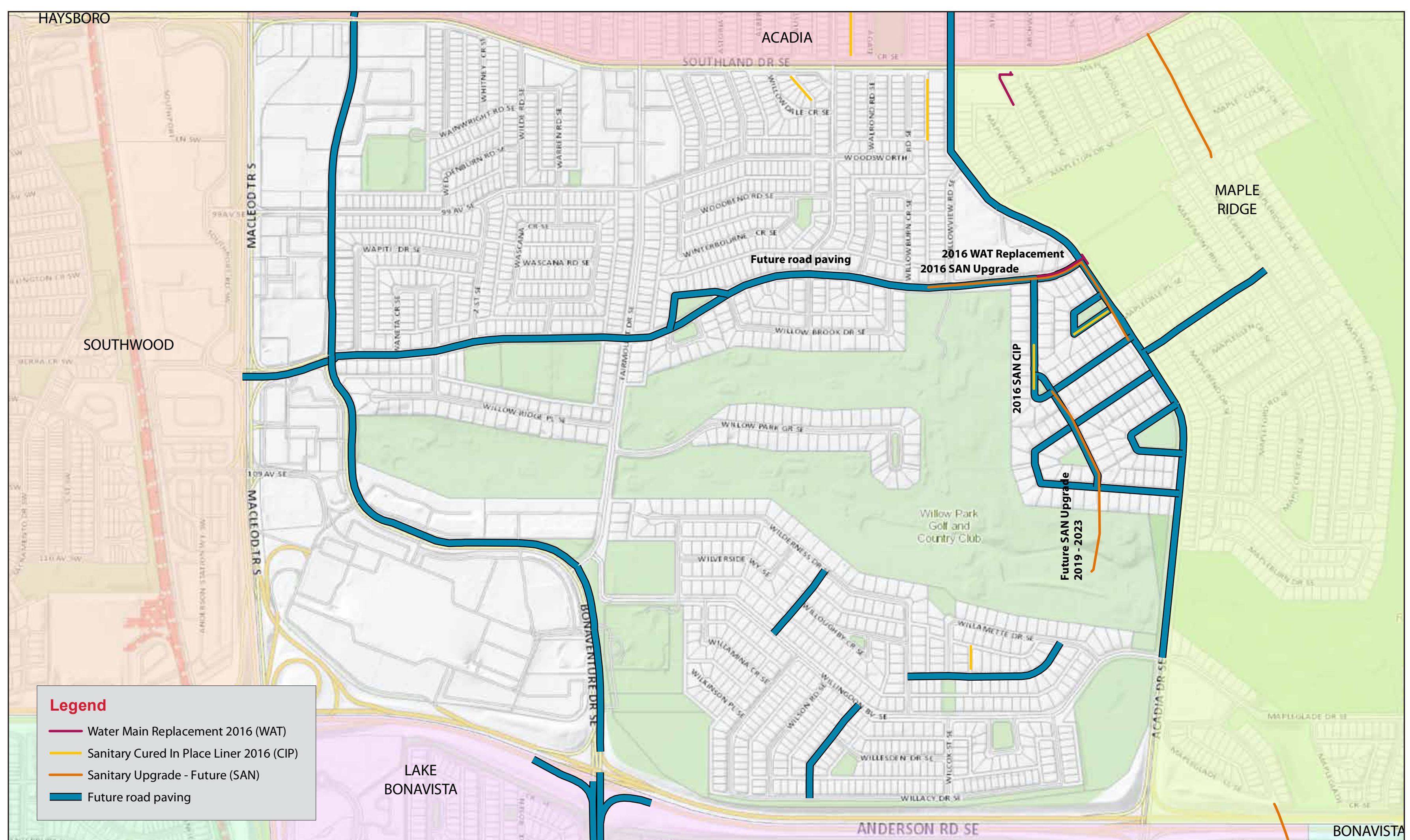
Ongoing preventative maintenance

Sanitary mains in Willow Park will be maintained using power flushing, cleaning machines and root cutting to prevent issues.

Road paving

In mature communities like Willow Park, road surfaces are deteriorating due to age and normal use. The City has ongoing maintenance to rehabilitate the road surfaces.

2016-2017 Planned work



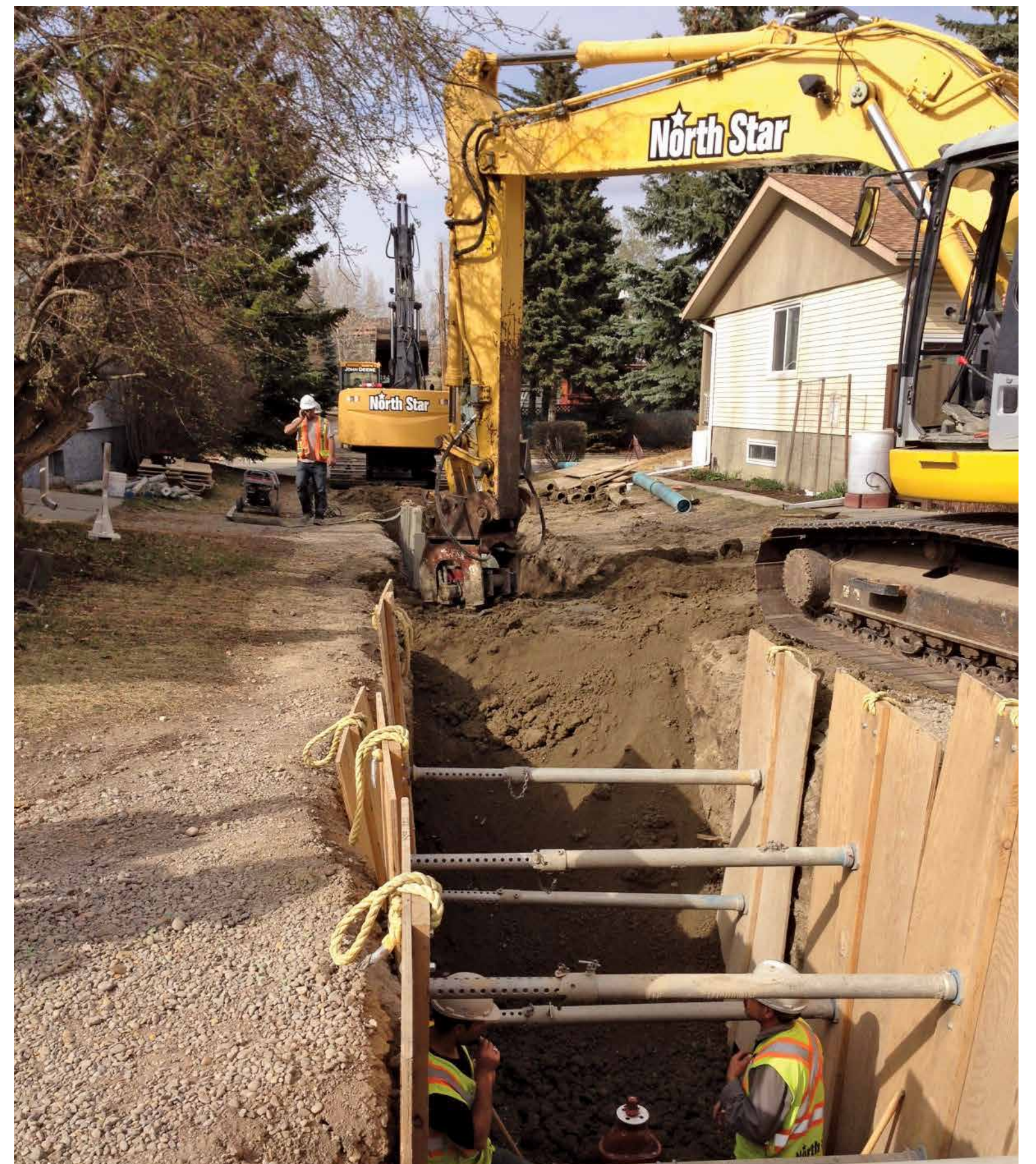


What you will see in your community

Summer 2016

- » Watermain replacement on Willow Park Drive between Acadia Drive and Willowglen Drive
- » Sanitary trunk upgrade on Willow Park Drive starting at Willowview Road and Acadia Drive finishing at Willowgreen Drive

These two projects will involve excavating down to the existing pipe to replace them. There may be temporary traffic disruptions and detours, temporary parking restrictions, driveway and garage access restrictions, temporary water disruptions, and noise and dust from construction equipment.



Fall 2016

- » Sanitary main lining along Willowgreen Drive, Willowind Place, and the alleyways of Willamette Drive, Willowdale Crescent and Woodsworth Road

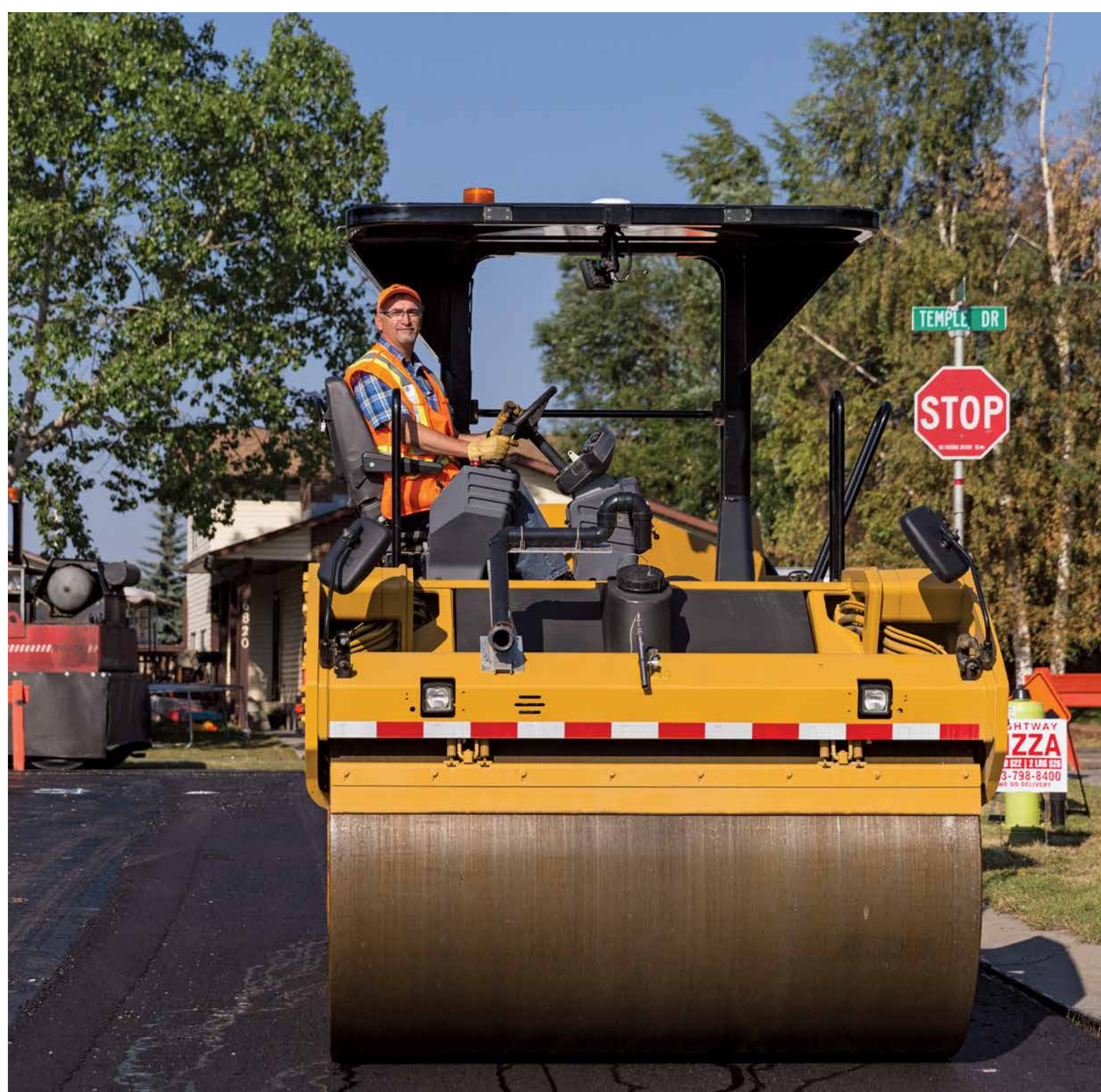


Construction crews will be working at manholes along the road and alleyways to insert a liner into the sanitary main where it will be cured in place. There may be traffic disruptions and detours, noise from construction equipment, and parking restrictions. The traffic disruptions will be significantly lower than main replacement work, as the footprint is limited to the immediate area around the manholes.

What you will see in your community

Ongoing activities

- » **Preventative sanitary maintenance (as required)**
City of Calgary crews will conduct preventative maintenance on the sanitary mains – this involves workers accessing the main through manholes in the roadway. This work typically takes one day.
- » **Anode retrofit (as required)**
A small section of the road will need to be excavated to expose the mains so that anodes can be attached. This work typically takes one day.
- » **Water main break repairs (as required)**



Anticipated 2017 activities

- » **Road paving**
The City will be repaving along select roads in Willow Park by removing the existing asphalt and replacing it with a new layer. There may be traffic detours and closures, parking restrictions, driveway and garage access restrictions, and noise and dust from construction equipment.

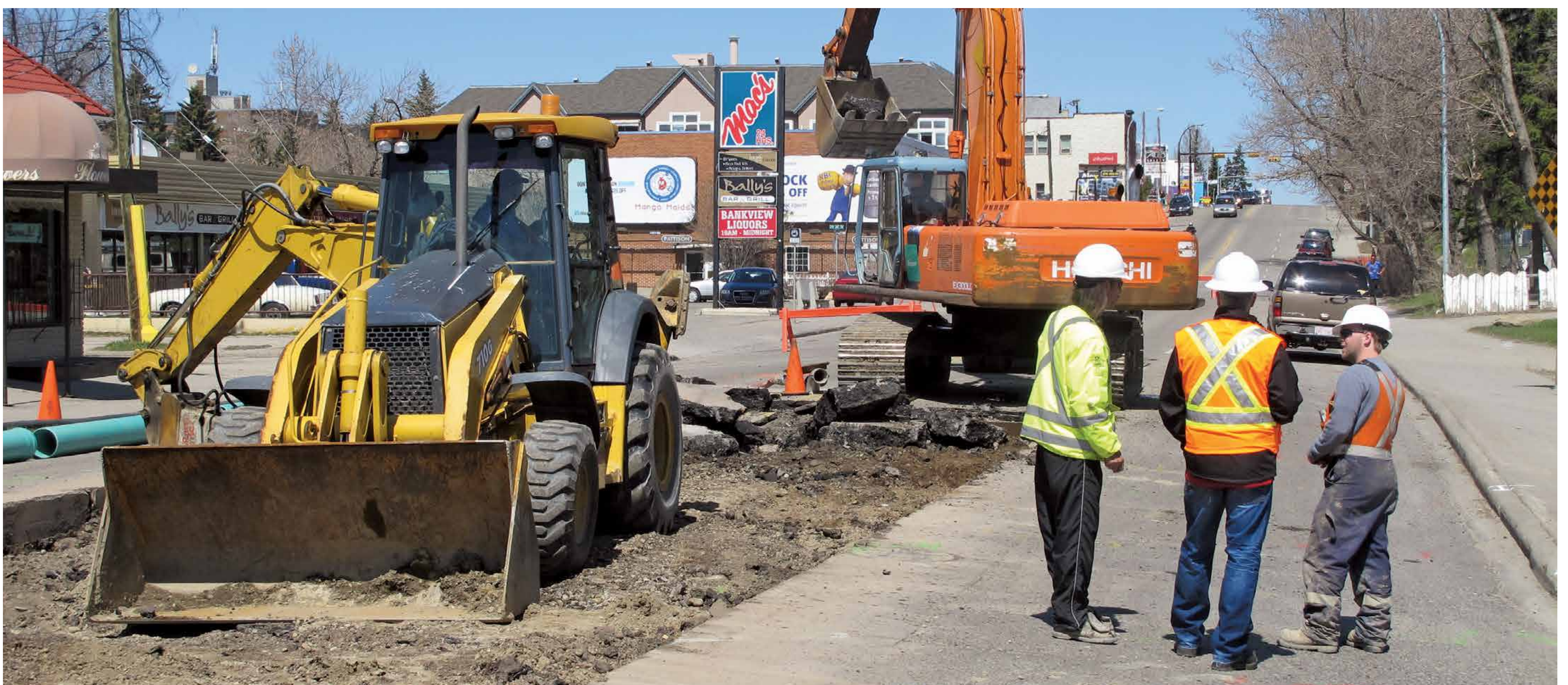
It is typically preferable to wait a year before paving over completed water projects to allow the ground to settle.

How we will work with your community

The City of Calgary is sensitive to the impacts our construction and maintenance work has on residents, and takes steps to minimize disruptions wherever possible.

Minimizing impacts

- The City works hard to ensure that planned construction projects are coordinated and that all City business units are working together. This enables the work of different groups to be bundled together where possible.
- We make every effort to provide residents vehicle access to their property and to street parking, unless safety is compromised. Emergency services will have access to properties at all times.
- In the case of a water disruption resulting from a watermain replacement, temporary water lines may be provided to homeowners. For an emergency repair, water wagons may be provided as a temporary water supply if the repair is taking longer than normal.
- While The City of Calgary noise bylaw does not apply to critical infrastructure work, we do abide by the noise bylaw unless extenuating circumstances cause us to work outside of those hours. The City of Calgary noise bylaw hours are 7 a.m. to 10 p.m. Monday to Saturday, and 9 a.m. to 10 p.m. on Sundays.
- Detour routes for commuter traffic (roads and City pathways) will be advertised in advance via signage and when possible, through mail outs to impacted residents.
- Noise and dust from activities will be monitored regularly to minimize interruptions to the everyday life of your family.



Communicating our work with you

- Property owners will be advised in advance of planned construction activities in their area via a mail out.
- We make every effort to notify residents of service interruptions for non-planned emergency repairs. Unfortunately we cannot predict the time and place of emergency repairs. If you were not notified it may have been because:
 - » The leak was causing property damage and needed to be dealt with immediately.
 - » No one was home when we were notifying residents.
 - » We did not want to disturb you, because the leak was discovered in the late evening or early morning.
- Citizens can call 311 for more information on work in their community.
- Information on any work in your area will also be shared with your community association and Councillor's office.

