

Working Beneath the Streets

William Street, Brisbane CBD

Urban Utilities is committed to excellence in water and wastewater services that enhance the liveability of our communities. As part of this commitment, we will soon commence upgrades of the next sections of water mains in the Brisbane CBD.

What's happening?

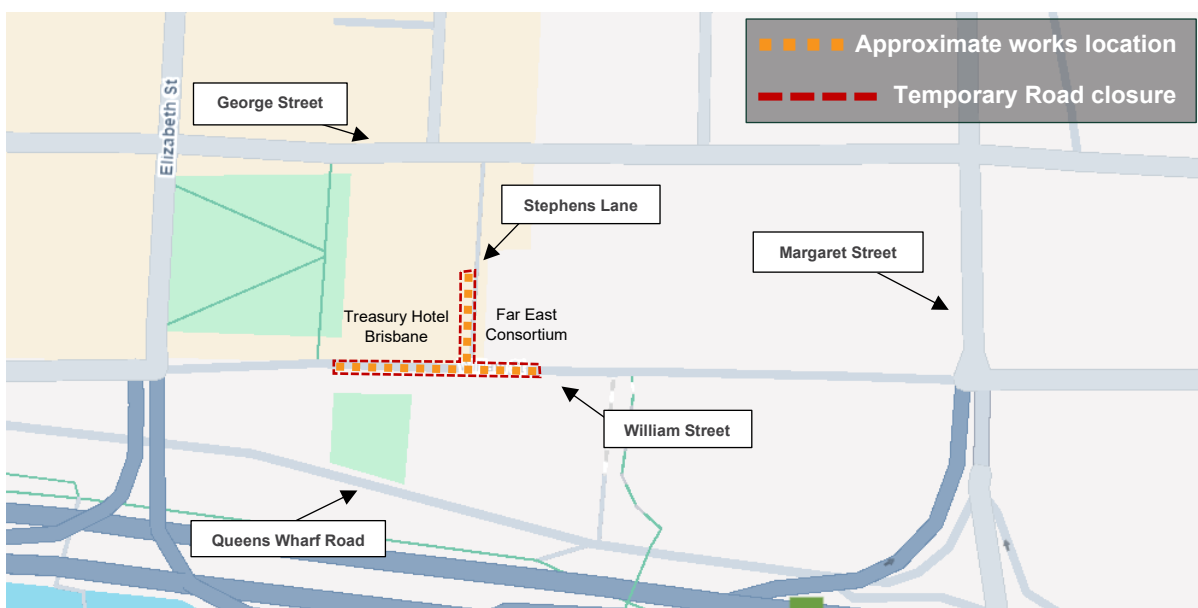
Our delivery partner, **SRG Global Utilities** (formerly Diona), will soon commence construction to replace sections of the water main along **William Street**, between **Elizabeth Street** and **Stephens Lane** and a section of **Stephens Lane, Brisbane**. See construction map shown below.

Works will commence from **Sunday 18 January 2026** and is expected to take up to **three months** to complete, subject to weather and site conditions. All works will be carried out at night, between **8:00pm** and **5:00am, Sunday to Thursday** to comply with permit requirements.

Why is this happening?

The water mains in the CBD are almost 100 years old and are reaching the end of their service life. Upgrades to the network will ensure the reliability and sustainability of the water network, reduce the likelihood of unplanned interruptions, and keep water flowing to your taps.

Map of construction area



What to expect?

Night works - Most of the work will take place at night between **8:00pm** and **5:00am**, **Sunday to Thursday**, weather and site conditions permitting. Traffic controllers may arrive onsite earlier to prepare for traffic management.

Works within the CBD are required to be completed at night to comply with approved traffic and network permits and to minimise the impacts of planned water outages. We understand night works can be impactful to nearby residents and businesses, and we will try to minimise these impacts where possible.

Crews, trucks and equipment - During construction, nearby residents and businesses may experience increased vehicle movements from heavy machinery and minor vibrations.

Safety - Safety fencing, barriers and signage will be installed around work areas to keep everyone safe.

Noise and dust – Residents and local businesses will experience varying levels of noise and dust from crew presence, construction machinery, and construction activities. We'll minimise these where we can.

Water outages – To complete this important work, there will be short-term, temporary interruptions to your water supply. You will be notified at least five days in advance of any planned water outages.

Changed traffic conditions - Road/lane closures and detours and footpath diversions will be in place around work areas and access roads. Traffic management will be in place to manage the flow of traffic, ensure pedestrian safety and maintain local access. Please take care and observe all signposting, speed limits and any directions given by our traffic management team.

Restoration - We will complete temporary restoration of work sites as we progress and will return to complete the permanent restoration at the end of the project. We will attempt to restore the work areas as close to the original condition as possible.

For more information

- Phone **SRG Global Utilities' Customer Assistance** on **1300 13 13 38**
- Email **UUteam@srgglobal.com.au**
- Visit **urbanu.com.au/CBDMainReplacements** or scan the QR code
- Register for project updates: **UUteam@srgglobal.com.au**



Thank you for your patience while we complete this important work.

