

# Working Beneath the Streets

## Night works at Ann 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 be upgrading infrastructure along **Ann Street, Brisbane CBD**.

### What's happening?

Our delivery partner, **Diona**, and their subcontractors, will soon start works to replace sections of water pipe along **Ann Street**, between **Queen Street** and **Albert Street, Brisbane CBD**.

Construction will commence from **Tuesday 28 January 2025** and is expected to take up to **six months** to complete, weather and site conditions permitting. These works will take place at **night** between **7:00pm and 5:00am, Sunday to Thursday**.

### Why is this happening?

The pipes in these locations are nearly 100 years old and are reaching the end of their serviceable life. Upgrades to the network will ensure the reliability and sustainability of the water network is maintained, and we keep the water moving to your taps.

### Map of construction area



## What to expect?

- **Night works** - Most of the work will take place at night between **7:00pm** and **5:00am, Sunday to Thursday**, weather and site conditions permitting. Our work in the CBD will be completed at night to comply with approved traffic permits and minimise the impacts of planned water outages when we connect the new water main to the existing water network. All work will be completed in accordance with regulator permits and approvals.
- **Crews, trucks and equipment** - During construction, nearby residents and businesses may experience increased vehicle movements from heavy machinery and minor vibrations. We'll minimise this where we can. Safety barriers will be in place to keep everyone safe.
- **Noise/dust** - Residents may experience varying levels of noise and dust from construction machinery and changed vehicle movements. We'll minimise these where we can.
- **Safety** fencing, barriers and signage will be installed around work areas to keep everyone safe.
- **Water outages** - To complete this important work, there may be short-term, temporary interruptions to your water supply. The community will be notified at least five days in advance before any planned water interruptions.
- **Temporary water service (bypass pipe)** – Your property may be connected to a temporary water service pipe to maintain your water supply. The temporary pipe is usually laid across driveways. A crossing ramp will be used to maintain safe vehicle access and to protect the pipe. We recommend that you cross the ramp at a slow speed without stopping to avoid damaging it. This temporary water supply is the same quality of drinking water as your normal service; however, you may notice a slight reduction in water pressure.
- **Changed traffic conditions** including lane closures will be in place around work areas and access roads. Traffic control will be in place to manage the flow of traffic, ensure pedestrian safety and maintain local access.

Please take care and observe all signage, speed limits and any directions given by Traffic Controllers.

- **Restoration** – We'll restore all work areas as close to the original condition as possible, once the work is complete.

## For more information

- Phone **Diona's Customer Assistance** on **1300 13 13 38**
- Email [UUteam@diona.com.au](mailto:UUteam@diona.com.au)
- Register for project updates: [UUteam@diona.com.au](mailto:UUteam@diona.com.au)
- Visit [urbanu.com.au/CBDMainReplacements](http://urbanu.com.au/CBDMainReplacements) or scan the QR code



Thank you for your patience while we complete this important 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.