



**WATER RESOURCES/WATER SERVICES SHUTDOWN REQUESTS FOR WATERMAINS 400mm
AND GREATER FOR INDEMNIFIED AND SUBDIVISION WORK**

Please be advised that the appointment booking process for watermain controls and shutdowns is only applicable for watermains that are less than 400 mm in diameter. Shutdowns and controls of watermains that are 400 mm and greater can have significant impacts on the distribution network and the ability to supply water to large areas of the city. Extra time is required in order for Water Services to assess and coordinate these shutdowns. In order for shutdown requests to be considered, please follow these steps:

- Contact Water Services, Customer Care at (403) 268-4355 to request the shutdown. The following information must be provided:
 - Proposed date for the shutdown/control.
 - Required duration of the shutdown/control.
 - Address and location of watermain that needs to be shutdown or controlled.
 - Nature of the work (e.g. watermain crossing, tie-in, etc).
 - Contact information for additional follow-up and coordination.
- Water Services requires a **minimum** of two weeks' notice for a shutdown or control of a watermain that is 400 mm or greater. This will initiate the required planning process for the shutdown, but does not guarantee that the shutdown will proceed within two weeks. Please ensure project timelines account for this.

Customer Care will submit the details of the shutdown request to Water Services, Field Operations, in order to initiate the assessment and scheduling process. Additional follow-up and notification of the scheduled shutdown date will be completed by Water Services, Field Operations. This process applies to indemnified and subdivision work only. Shutdown requests associated with Capital work will continue to be coordinated by the Water Resources Project Manager.

Water Services strives to accommodate all shutdown requests, but may not always be able to do so if conflicting projects are in progress or overall City water demand is too high (especially between the months of May – October). Scheduled watermain shutdowns are also subject to change if active projects are delayed or emergency situations arise.

Please note that this process is only applicable for watermain controls and shutdowns. Contractors will still be required to go through the regular process of notifying Water Resources, Inspection Services at (403) 268-5752 for approval and inspection of construction in proximity to all critical and feeder mains 500 mm or greater.

Question or concerns are to be forwarded to Natasha Kinloch, as follows:

Natasha Kinloch
Leader, Water Operations
Water Services, Utilities & Environmental Protection
T [403 268 4301] | F [403.268 3452]