



After over 150 years of service,  
it's time to upgrade the  
William Street water mains.

## Project Information



William Street in the 1850s, looking south  
*Pictures Collection, State Library of Victoria*



## The William Street Water Main Replacement Project

# Frequently asked questions

### What works are City West Water undertaking?

City West Water will be replacing nearly four kilometres of water mains in William Street and Howard Street – between Flinders Street and Queensberry Street.

### Why do we need to undertake these works?

City West Water is responsible for some of the oldest water pipes in Melbourne – some date back to the 1800s. To ensure these pipes continue to function properly, we conduct regular assessments to look at the condition of these pipes.

There have been a number of bursts and leaks over recent years, and after a thorough assessment, we concluded that the pipes required replacement. Due to the age of the mains, which are over 150 years old, and their location in a busy city street, the failure of water mains could have significant impacts.

### When and where will works take place?

**Water main works are scheduled to start between Bourke Street and Lonsdale Street on 15 August 2011.** Before this work gets underway, some preliminary works were undertaken at the intersection of Bourke Street and William Street on 30 July. These preliminary works will take approximately two weeks to complete, and to minimise disruption to traffic the majority of these works will take place at night and on weekends.

### When will the works be finished?

This water main renewal project will take approximately 15 months to complete. We anticipate a completion date in late August 2012.

### What will the works involve?

We will be replacing two water mains along William Street between Flinders Street and Queensberry Street. The two mains run parallel along the majority of the western side of William Street. Works crews will dig out the old water main and lay new pipe in the same trench.

### How long will the works take?

Works are expected to take 15 months to complete.

To minimise disruption to traffic, residents and those working in the area, renewal works will be undertaken in sections (one CBD block at a time) along William Street and Howard Street to Queensberry Street.

Works crews will progress their way along William Street, one block at a time, over the course of the 15 months. Following is an indicative schedule of works:

Stage	Location	Indicative Commencement Date	Indicative Works Duration
Stage 1	Bourke St to Lonsdale St	15 August - 12 September 2011	3 weeks
Stage 2	Lonsdale St to LaTrobe St	19 September - 24 October 2011	5 weeks
Stage 3	LaTrobe St to Dudley St	31 October - 2 January 2012	9 weeks
Stage 4	Dudley St to Victoria St	16 January - 27 February 2012	6 weeks
Stage 5	Victoria St to Queensberry St	12 March - 19 March 2012	1 weeks
Stage 6	Flinders St to Collins St	2 April - 18 June 2012	11 weeks
Stage 7	Collins St to Bourke St	2 July - 13 August 2012	6 weeks



## Why are you closing William Street to traffic? Will customers be able to access their residence, workplace and/or carpark?

For the safety of pedestrians and workers, we will be closing sections of William Streets as the works are undertaken. Access to residential and business properties as well as underground carparks will still be available. On-site traffic coordinators will be on hand to assist.

## Will water supply be affected?

City West Water is not planning to interrupt the supply of water in William Street and surrounding areas while works are taking place. However there may be some interruptions to some properties for short periods of time. If and when this occurs, those occupying these properties will receive prior notice.

## Will traffic flows be impacted?

Yes, traffic flows will be impacted. There will be ample signage advising motorists of the works before they start, and well as detour signage.

For safety reasons, William Street will be closed to traffic in sections. City West Water will make every effort to provide advanced warning of road closures and detour routes. In addition to traffic radio reports (on the Australian Traffic Network), regular traffic bulletins will be made available on our website to coincide with each stage of the project.

## What detours will be in place?

Traffic detours will be in place for each stage of the project. Signage will advise motorists of traffic detours. In addition, we will be making a traffic bulletin (to correspond with each stage of the project) available on our website. This document can also be emailed to customers.

Please note, only northbound lanes will be closed to traffic. Southbound lanes will remain open at all times and trams will continue to operate in the area (though some tram stops may be relocated).

## What about roads that intersect with William Street?

We'll be doing works across intersections at weekends to minimise impact. We'll advise at least one week before if an intersection will be closed.

## Will trams still be running down William Street during the works?

Yes, trams will operate during the works. Some stops may have to be temporarily relocated during the works, but you're best to look on the Yarra Trams website for the latest information about tram stops.

## How much is the project costing? Who is paying for it? Will this be added to my water bill?

The project is costing approximately \$23 million, which is part of our mains replacement budget, and covered by the money we receive from our customers' water accounts. There will not be an additional charge for the works being undertaken in William Street.

## Who do I contact for more information?

Call the City West Water Customer Contact Centre on **131 691** or email **[williamstreetworks@citywestwater.com.au](mailto:williamstreetworks@citywestwater.com.au)**

You can also follow us on twitter **@WilliamStworks** to get the latest news and updates.



# The William Street Water Main Renewal Project

## Progress of works.



Please note that timings are indicative only and subject to change.