

Arnold Crescent, Highland Lane and Elizabeth Street Road Reconstruction

IMPORTANT NOTICE TO RESIDENTS – TEMPORARY WATER SERVICE DURING CONSTRUCTION

The City is continuing with planned infrastructure improvements on Arnold Crescent and Elizabeth Street. To ensure uninterrupted water service during underground watermain construction, **a temporary watermain by-pass and a temporary water meter** will be installed at affected properties.

We understand that construction activities may cause some inconvenience and appreciate your patience and cooperation as this essential work is carried out.

How your water service will be provided

- Potable water will be supplied to your home through **a temporary above-ground watermain** connected to the municipal water supply.
- Each affected property will be connected through **a temporary water meter**, which will be used for the duration of construction.
- The temporary system allows water service to continue safely and reliably while permanent infrastructure work is underway.
- Water supplied through the temporary system meets **all provincial drinking water quality standards** and is safe for drinking, cooking and bathing.

Water meters, billing and leak detection

- Your **existing water meter will not be used** for billing during this phase of construction.
- Water consumption will be measured and billed **using the temporary water meter**.
- During the temporary water service period, **leak detection and detailed consumption monitoring will not be available**.
- As a result, the City will **not be able to identify or confirm minor plumbing leaks** at your property. Please note that any Water passing through the temporary water meter is billable.
- No action is required from residents regarding meters or billing.

What to expect

- **No disruption to water service** is expected during normal operations of the temporary system.
- The temporary waterline and meter will be installed carefully, typically along the boulevard or driveway area and will be protected.
- Short, temporary service interruptions may be required during initial connection or final removal of the by-pass. The residents will be notified in advance.
- Water pressures are expected to remain similar to normal conditions. Minor changes may be noticed temporarily, but are not expected to last.
- Access to homes, driveways, and emergency services will be maintained at all times.

Safety and Care

- Please do not move, adjust or tamper with the temporary watermain line or meter.
- Use caution when walking, cycling, or driving near the by-pass, particularly in the evening or during low-visibility conditions.
- The temporary system is only in place for the duration of construction and will be removed once permanent watermain installation is completed and operational.

Schedule

- Installation of temporary water system: May 2026
- Estimated duration: Four months (projected watermain completion in September 2026, pending completion of watermain work)

Thank you for understanding and cooperation as the City completes this essential infrastructure improvement.

If you have any questions related to construction, please contact the project lead.

If you have any questions related to water billing, please contact at 905-771-8949 or revenue@richmondhill.ca.

For additional project information including past design notices, please visit RichmondHill.ca/CapitalProjects or scan this QR code. If you do not have access to the website, please contact the project lead.



Contact/Project Lead:

Carrie Park, Project Manager
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Inspector:

Willard Tait, Senior Municipal Inspector
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Contractor:

Direct Underground Inc.

Project Locations:

- Arnold Crescent
- Highland Lane
- Elizabeth Street

Website: RichmondHill.ca/CapitalProjects

Infrastructure and Engineering Services Department
Infrastructure Delivery Division

Dated April 27, 2026