

After the Shut-off

When your water supply comes back on it may be cloudy, discoloured, or have sediment in it. If this is the case please:

- Let your tap run slowly until the water clears. The cold water tap in the kitchen is usually the best one to use for this.
- Do not use your washing machine, dishwasher, shower, or any similar appliance until the water clears.

If your water has not run clear, do not drink it and please contact us (see information given below).

If your water supply is not on after the time shown on the shut-off notice, please talk to one of our representatives on site, call our Landline number (Monday to Friday 9am to 5pm) or call the out of hours 24hr number, which will be on the shut-off notice you will receive 48 hours before your water is turned off, and will also be on the information boards on the site.

What to do if you are concerned about work?

We are expecting to carry out the work with the utmost speed, opening and closing holes with as little disruption as possible. If you would like to contact us please see the contact details on the back of this leaflet.

How will we do this work?

Water is supplied to your property through a water main. This water main is usually found in the footpath, or roadway and there is a connection from the water main to your property via a supply pipe. Excavations will be reinstated within a matter of days.

There is also an underground pipe system, which takes rain water underground, as well as taking the effluent from your property. The existing pipe system is to be replaced with a new more efficient pipe system.

We will need to replace the older pipe work by laying new pipes in trenches, which will require some excavation, which we will always try to keep to a minimum.

Access to your street or property

We will not have to work on your property except in extreme circumstances, however, as the water main is usually found in the footpath, or roadway the works will be near the boundary of your property. The utmost will be done to keep your access clear. At times there may be restricted access, due to holes or vehicle loading, but only for a short time. If you have special access needs, such as disabled car parking or large delivery lorries, please contact us and we will come and talk to you about this.

If you have any problems while the work is being done please talk to our representatives on site. You can also contact us via our

landline (between 9am and 5pm Monday to Friday), or for issues outside these hours, call the out of hours 24hr number, which will appear on the shut-off notice you receive 48 hours before your water is shut off and on the information boards on the site.

Paths and Roads

We aim to fill any holes and put back paths and roads to their original condition as soon as possible. This is usually undertaken within a number of days of the work being carried out. In some cases, this may take two visits, in which case a temporary surface will be used and then permanently reinstated on a second visit.

Extra Care Customers

For those of you who have special needs, we can offer additional services, such as an alternative water supply, or access points. This applies to customers who are:

- Deaf or hearing impaired
- Blind or partially sighted
- Registered disabled
- Elderly
- Chronically ill
- Any special requirements that we need to know about.

Please contact us on our information line on (059) 9172446 (Monday to Friday 9am and 5pm) , or visit our website .

www.carlowmaindrainage.ie

Contact Us

If you have any questions or if you have any problems when the works start, please do not hesitate to contact us on our landline (Monday to Friday 9am and 5pm) or for queries outside these hours, please contact the 24 hour phone number displayed on the construction site information boards, and will be provided on the notice you will receive 48 hours before shut-off.



CARLOW TOWN SURFACE WATER DRAINAGE SCHEME

Address: Resident Engineers Office,
Wills Bros Project Office,
C/O Whitelite,
O'Brien Road,
Carlow.

Phone: (059) 9172446 (Mon to Fri 9am to 5pm)

Email: maindrainage@carlowcoco.ie

Web: www.carlowmaindrainage.ie



CARLOW TOWN SURFACE WATER DRAINAGE SCHEME



Project Information Leaflet

RPS Consulting Engineers

RYAN HANLEY

OPW
The Office of Public Works
www.opw.ie

Wills Bros Ltd
CIVIL ENGINEERING CONTRACTORS

Comhaltas, Oidhreacht agus Rialtas Árainn
Environment, Heritage and Local Government

Who is doing the work and why?

Carlow County Council and Carlow Town Council have established this project.

The name of the project is Carlow Town Surface Water Drainage Scheme, Flood Relief Scheme Phase A and Watermain Rehabilitation Project. It contains five separate projects:

- Surface Water Drainage
- Watermain Rehabilitation
- Flood Relief Scheme
- Urban Relief Road
- Kernanstown SLI (Serviced Land Initiative)

Construction work started in May 2010 and will take place over approximately 2 years.

The project has been going through the various stages of planning, design and approval since 1999 and Carlow County Council secured funding of €20 million to complete the scheme over the next two years. This will be funded by Central Government through the DoEHLG and by Carlow County Council and the OPW. The project demonstrates the commitment of both central and local government to the ongoing conservation of water, improvements to infrastructure, and protection against flooding, which are essential to Carlow's sustainable development.

Surface Water Drainage

The existing drainage network in Carlow is to be replaced with an improved drainage network. This will involve laying 20kms of new pipeline, combined sewer overflow chambers, pumping stations and rising mains.

The new drainage network will improve flow capacity in the town and prevent surface flooding when pipes overflow onto the street during periods of intense rainfall.

Watermain Rehabilitation

Due to the age of the network, many of the pipes are in such poor condition that they are prone to bursts, leaks and low water pressure, and so must be replaced.

This project was set up to assist in reducing leakage by identifying and replacing old watermains that have outlived their usefulness. Approximately 8kms of new watermains will be constructed as part of this project.

Flood Relief Scheme

We are all aware of the damage caused by flooding in Carlow in November 2009. Construction of Phase A of the Flood Relief Scheme will include works on the east bank of the River Barrow, north of the confluence with the River Burrin as well as along the northern bank of the River Burrin. The works will include construction of flood relief walls and embankments to protect against the 1 in 100 year flood event.



Urban Relief Road

A new urban relief road will be constructed along the Barrow Track between Montgomery Street and Cox's Lane. It will be 300m in length, with a mini-roundabout at either end of the road and a tow path adjacent to the River Barrow.

Kernanstown SLI (Serviced Land Initiative)

This element of the scheme will provide the infrastructure required for exiting and future development in the Kernanstown area. It will include the construction of a pipeline along the northern bank of the River Burrin, as well as a pumping station and a rising main.

How will it affect you?

There will be very clear communications with you well in advance of any road closures, or water shut-off that may take place and directly affect you.

This leaflet is being circulated to you now, before we start work in your area.

- A letter will be dropped in your letterbox 1 week before we start work in your street.
- Furthermore, 48 hours prior to water being shut off an information postcard will be dropped to all homes/businesses where the shut-off is planned. This will inform you of the date and times of the water shut-off.
- Under normal circumstances water will be off for less than 10 hours, from 8:00am in the morning to 6:00pm in the evening. It is possible that for some days before and after this, you may experience further shorter shut-offs at the beginning and end of the working day. You will be notified on each and every occasion this happens.
- On the day of the shut-off there will be a representative on site who will be available to answer any questions. If necessary you can also contact our Landline number (Monday to Friday 9am to 5pm) or call the out of hours 24hr number given on your shut-off notice or shown on the information

boards on the site.

- If your water supply has not returned after the time given on the notice, please call the out of hours 24hr number, which will be clearly shown on the information board on the site and on the notice you will receive 48 hours before shut-off, or call us on our Landline number between 9am – 5pm Monday to Friday.
- Customers who reply and confirm that they require 'extra' care, such as those on home dialysis, will receive a home visit by a representative from the site team 2 – 4 weeks before a shut-off in their area (see overleaf for further information).
- There will also be notices in local newspapers and on radio as well as on road signage to inform commuters if and when works will take place in main roads and in particular if there are any road closures.

Before water shut-off

- Store enough fresh water in easy to use containers.
- Make sure all your taps are properly turned off.
- Please help any elderly, or disabled, or sick neighbours that may need help.
- If you have a neighbour who requires special care and is unable to contact us themselves, please inform a representative on site.
- Switch off any gas, oil, or electrical appliances that you will use to heat your water, such as an immersion heater. Most central heating systems can be used during the period when water is off. If you are unsure please refer to your manufacturer's guide to contact your service provider.
- You can still use your kettle to boil water that you have stored.
- Please DO NOT drink water from your hot water tap.
- Please make sure that any appliances that are pre-programmed to work are switched off before the shut-off e.g. washing machines, dishwashers etc.



During the Shut-off

The water supply to your taps may go on or off more than once during the day of the shut-off, but **PLEASE DO NOT USE YOUR WATER SUPPLY.**