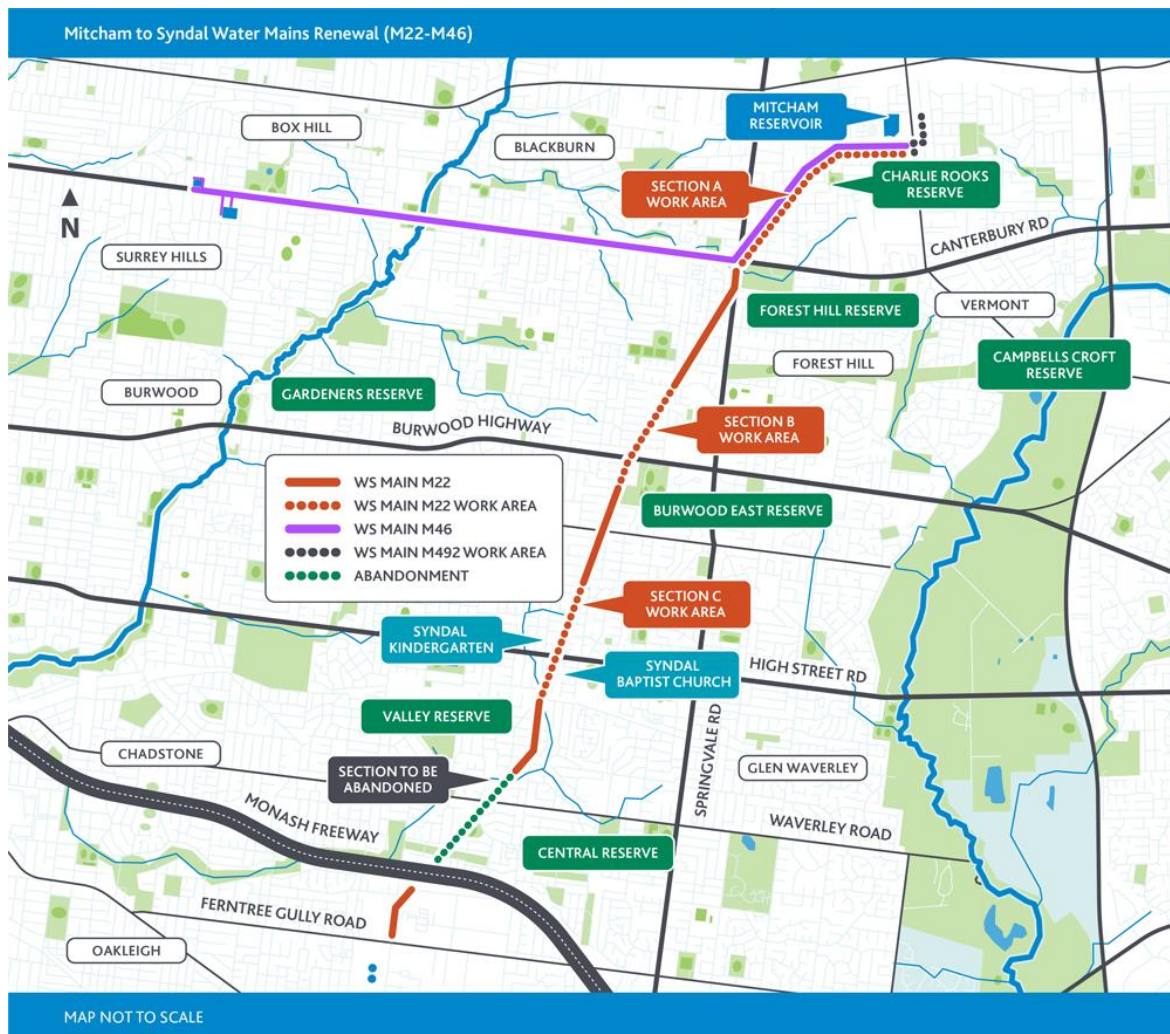


Frequently asked questions

Mitcham to Syndal water mains renewal project

What is happening?

Melbourne Water is replacing three aging sections of the M22 and M46 water mains between Mitcham and Syndal.



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Melbourne Water is owned by the Victorian Government. We manage Melbourne's water supply catchments, remove and treat most of Melbourne's sewage, and manage rivers and creeks and major drainage systems throughout the Port Phillip and Westernport region.



Replacement works will include:

- Replacing sections of the M22 and M46 water mains and installing a single new 1.15 - 1.35m diameter water main between:
 - Percy St, via Mitcham Reservoir, to the intersection of Springvale and Canterbury Road, Forest Hill.
 - The intersection of Hawthorn and Mahoneys Road to Aston Court, Burwood East.
 - Cherry Street to High Street Road, Glen Waverley.
- While most work will be completed within Melbourne Water owned land known as 'pipe track' or grassed reserve, the pipeline runs underneath some roads, including Percy St, Simpson St and Lucknow Rd. It also crosses under some roads, including Mitcham Rd in Mitcham, Burwood Highway in Burwood and High St Rd in Glen Waverley.
- Abandoning a section of the M22 water main between the Waverley Road Basin and the Monash Freeway, Mt Waverley.

Why is this important?

We replace water mains to ensure the supply of safe and reliable water now and into the future for our customers and the wider community. Water mains typically last at least 80-100 years. When they leak multiple times in a short period of time, it indicates that a pipe has come to the end of its life and needs to be replaced. The M22 and M46 water mains are between 90 and 100 years old and leaks have been detected in 8 sections over the last 12 months, indicating that they are nearing the end of their service life and must be replaced.

Why can't the pipe just be repaired?

Due to the age of the pipes to continually repair is not an option. By laying new pipes we can guarantee a life expectancy of 100-150 years

When will works occur?

The timing of the Mitcham to Syndal water main renewal project is critical to ensuring safe and reliable water for approximately 800,000 residents and businesses in Melbourne's South Eastern suburbs.

John Holland has been appointed to provide a detailed design and construct the new water main. Design work is currently underway and works in Percy St are planned to commence in April 2022. The work front will slowly move south, finishing in Glen Waverley mid to late 2023.

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Will any trees be removed?

To construct the new water main, removal and trimming of some trees along the alignment will be necessary. Careful vegetation management is important for the following reasons:

- The roots of trees and shrubs close to water mains can cause corrosion, blockages and damage, impacting water supply and reducing the service life of water main pipes.
- Trenching and working beside trees can undermine their root systems, making them unhealthy, unstable and unsafe.
- We will also prune trees along the alignment to reduce the possibility of damage from machinery during our works.

Melbourne Water takes tree removal seriously and seeks to avoid it where possible.

What steps have been taken to avoid tree removal?

A thorough process was undertaken to minimise tree removal, including;

- adjusting the new water main location to avoid trees where possible.
- design efficiencies that minimise the project's footprint, and
- use of construction methodologies aimed at minimising impacts to tree roots.

We have worked closely with an arborist and local councils to avoid tree removal where ever possible but unfortunately some trees will still need to be removed.

Does the planning permit identify all trees that will be removed?

Melbourne Water's planning permit conservatively advises all potential tree removals for the project. When tree removal occurs, an arborist will be onsite to determine if the tree can be saved. By reassessing trees, when we have a better indication of what is happening under the ground, many trees flagged for removal will be safely retained.

Are the trees identified for removal being replaced?

We recognise that trees are important for the community, and therefore, it is important for the project to consider offsetting or replacing some of the trees. We are working closely with Whitehorse and Monash Councils to develop a reinstatement strategy that benefits the community. Reinstatement works will

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occur at the end of the project in late 2023. There will be an opportunity for you to provide feedback and more details will be communicated in future bulletins.

What about flora and fauna?

A flora and fauna assessment has been completed for the work area. This assessment aims to determine ecological values that occur within the Project area, the potential legislative implications of these values if present, and provide recommendations for further assessment and next steps required to progress the project.

We will have determined the construction footprint of the pipeline with a focus on the principles; Avoid, Minimise, and Offset to achieve no net loss to biodiversity.

No referral is required under the Environment Protection and Biodiversity Conservation (EPBC) or Environmental (EE) Acts.

How will wildlife be protected?

A qualified wildlife handler (ecologist and zoologist) will be onsite during any tree removal to:

- complete a wildlife pre-clearance check before construction
- checking the site for fauna and marking trees likely to have habitat.
- attempting to catch and relocate fauna (without causing it distress). If this isn't possible, the contractors will move to the next tree and return to try again later.
- relocating nests or nesting boxes.

It is preferable to relocate fauna within the same site. If this is not possible, the wildlife handler will advise on a relocation strategy.

Can the water mains go somewhere else?

Water mains connect existing assets such as Mitcham, Notting Hill and Surrey Hill water reservoirs and supply water to water retailers networks. These pre-determined connection points dictate the alignment for new water mains.

Most of the Mitcham to Syndal water main renewal work will be located on operational land set aside for this type of work. This land is owned by Melbourne Water known as a 'pipetrack' and its purpose is to accommodate water supply pipes. This minimises the impact on both the community and the

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environment. Where water mains are not within the pipetrack careful consideration has been given to minimise impacts.

The new water supply pipelines often cannot be located within road reserves as there are a number of other services and infrastructure located in these areas such as drainage, gas, telecommunications etc.

What is a pipe track?

Pipe tracks are areas of land owned by Melbourne Water to protect our infrastructure and allow uninhibited access. Trees with large root structures are not intentionally planted on pipe tracks and is discouraged by Melbourne Water. There are approved shallow root plant species that can be planted on the pipe track

Why are there trees located on the pipetrack if they are only going to be removed?

Pipe tracks have an operational function to protect our water supply infrastructure to ensure easy and safe maintenance. This land can also accommodate multiple community benefits such as open space, shared paths and vegetation. Although trees are not recommended to be planted along pipetrack, due to the potential damage and impact on infrastructure, over the years trees and vegetation has been planted. Melbourne Water must consider the operation needs and the community needs in these spaces.

What steps are being taken to inform the community of this project?

A project introduction bulletin was distributed to approximately 18,000 households along the pipetrack between Mitcham and Syndal in July 2021. The newsletter explained the need for the project, the methodology being used, project benefits and impacts, including the need for tree removal and trimming. A copy is available on the project web page:

M22@melbournewater.com.au.

Group information sessions have been restricted over the pandemic. Instead the project team has engaged with the community via online meetings, telephone, email and individual face to face meetings outdoors. This has included engagement with;

- properties owners along the alignment, via door knocking
- local businesses
- local environmental groups

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- properties owners where trees are flagged for removal or trimming
- schools and pre-schools along the pipetrack
- other stakeholders, including the Department of Transport, Yarra Trams and Yarra Valley Water

Will my water service be disrupted?

Your water supply is not expected to be interrupted during our works. If you experience any issues with your water, please call Yarra Valley Water on 13 27 62.

What are the work hours for the construction crew?

Most construction works will occur during standard construction hours of Monday to Friday between 7 am and 6 pm and Saturdays from 7 am to 3 pm.

Nightworks may be required where the pipeline crosses under roads to minimise traffic disruption. Residents and businesses will be advised if works are necessary outside of these hours.

Will the works generate any noise?

Noise will be generated from the operation of machinery, including large trucks which clean the sewer and suck out the content removed during the process. Generators, cranes and noise from the work crew are also expected. Mitigation measures for noise will be implemented where possible.

What are the impacts on traffic (parking, cyclists and pedestrians)?

There will be changes to traffic conditions, including lane and road closures, parking restrictions and alternative driveway access for some properties.

Detours will be in place for traffic, pedestrians and cyclists. We encourage you to be careful around work areas and observe signage.

Keeping you informed

Melbourne Water will continue to maintain contact with the community through door knocks, notification letters, phone calls and site signage to ensure you are informed of upcoming works.

To keep you up to date with what we are doing, how the works are progressing and when we will be in your area, we will also provide web updates at: M22@melbournewater.com.au

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MORE INFORMATION

For more information or have any questions or concerns, contact the Mitcham to Syndal Water Mains Renewal project team on:



1800 319 555



M22@melbournewater.com.au



www.melbournewater.com.au/m22

Scan the QR code below for current project information



To access the TTY and Interpreter Services: TTY 133 677
Interpreter 131 450



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