

## Appendix B

### *Sample Notification to Neighbourhood*

# Notification to Residents

metrovancoover | LIQUID WASTE

## QUEENSBOROUGH PUMP STATION UPGRADE



*We're working in your neighbourhood to improve sewer system service*

This notice contains important information that may affect you. Please ask someone to translate it for you.

Cet avis contient des renseignements importants qui pourraient vous concerner. Veuillez demander à quelqu'un de le traduire pour vous.

이 공지문은 귀하에게 영향을 미칠 수 있는 중요한 정보를 포함하고 있습니다. 이를 번역해 줄 수 있는 사람에게 의뢰하시기 바랍니다.

Este aviso contiene información importante que puede afectarle personalmente. Pídale a alguien que se lo traduzca.

此通告包含可能影響閣下的重要資訊。請找人為您翻譯。

Thông báo này có chứa những thông tin quan trọng có thể ảnh hưởng đến quý vị. Vui lòng nhờ người phiên dịch hộ.

ਇਸ ਨੋਟਿਸ ਵਿੱਚ ਮਹੱਤਵਪੂਰਨ ਜਾਣਕਾਰੀ ਹੈ ਜੋ ਤੁਹਾਨੂੰ ਪ੍ਰਭਾਵਿਤ ਕਰ ਸਕਦੀ ਹੈ। ਕਰਿਪਾ ਕਰਕੇ ਕਸਿ ਨੂੰ ਤੁਹਾਡੇ ਲਈ ਇਸ ਦਾ ਅਨੁਵਾਦ ਕਰਨ ਲਈ ਕਰੋ।

September 2024

## UPCOMING WORK

### Project Overview

The Queensborough Pump Station safely moves wastewater from the Queensborough area of New Westminster to the Annacis Island Wastewater Treatment Plant in Delta. Metro Vancouver will be completing necessary upgrades to the Queensborough Pump Station to improve its performance. Over approximately two weeks, Metro Vancouver will replace and upgrade an internal pump and install new pipes to increase the reliability of the pump station and prevent overflows during the wet weather season.

### Project Impacts

Sewer service will remain uninterrupted and continue as usual during this work.

All construction activities will take place within the pump station site boundary, however, a portion of Wood Street adjacent to the Queensborough Pump Station will be closed to allow for the use of construction vehicles and the delivery of equipment and materials. Sound barriers will be used to mitigate noise impacts. Vehicle, cyclist, pedestrian traffic, and parking access will be affected during these important upgrades. Motorists and pedestrians are advised to follow the direction of signage and traffic control personnel.

### Construction Impacts

Construction impacts may include:

- Traffic pattern changes and parking restrictions
- Noise from the use of equipment
- Concrete cutting to access underground pipes
- Construction vehicles and crews in the area
- Road closure on Wood Street

- Signage and traffic control personnel

### Project Location

304 Wood Street, New Westminster

### Project Timeline

Starting in mid-September for approximately two weeks

### Hours of Work

Construction will take place between 7:30 am and 4:00 pm, from Monday to Friday. However, a bypass system to maintain sewer service in the area while work is underway will be in place 24 hours a day. All work will comply with City of New Westminster bylaws or granted bylaw variances.

### Community Liaison

A Community Liaison is available to answer questions and respond to concerns. Please see below for their contact information.

### Thank You

Thank you for your continued patience and understanding as we work to complete this necessary pump station upgrade in your community. Metro Vancouver recognizes this construction may affect you and the community, and is committed to minimizing impacts whenever possible.

**Community Liaison:** 604-432-6200 (Monday to Friday from 8:00 am to 4:30 pm)

**After Hours Emergency:** 604-451-6610

**Email:** [icentre@metrovancover.org](mailto:icentre@metrovancover.org) (Include "Queensborough Pump Station Upgrade" in the subject line of your email)

**Website:** [metrovancover.org](http://metrovancover.org)

**metrovancover**  
Together we make our region strong

*Metro Vancouver is a diverse organization that plans for and delivers regional utility services, including water, sewers and wastewater treatment, and solid waste management. It also regulates air quality, plans for urban growth, manages a regional parks system, provides affordable housing, and serves as a regional federation. The organization is a federation of 21 municipalities, one electoral area, and one treaty First Nation located in the region of the same name. The organization is*