



Date: May 31, 2019  
To: Customers of Long Beach Water Works impacted by seasonal service delay  
for west summer water line  
Subject: Action Plan for restoring seasonal water service

## DEAR RESIDENT,

We apologize for the delay in delivering seasonal water service to customers along Lakeshore Road west of Augustine Road. Despite our continual efforts since May 1 to locate issues and repair the buried water lines, we have been unsuccessful at making the west summer line functional.

We are committed to providing customers with safe, reliable water service. To that end, we will be proceeding with alternative plans to bring service to the affected properties as quickly as can be coordinated.

## ACTION PLAN BEING FINALIZED

We are currently preparing for the implementation of a two stage action plan:

1. Temporary above ground water lines will be connected from the year-round water system to individual buildings. These water lines will run through private yards and connect to your outdoor hose faucet where available, and alternatively to indoor plumbing as required. These details will be discussed with individual owners as the work proceeds. TIMING – 1 to 2 weeks
2. A new permanent west summer water line will be constructed along the south side of Lakeshore Road. By replacing the water line with modern materials, we will ensure reliable and safe service to all customers moving forward. TIMING – 3 to 6 weeks

Additionally, we continue to make progress on the upgrade project for the Long Beach water treatment plant. The timeline for this project has been extended to October 2019 as we shuffle resources around to accommodate the immediate need for water line replacement.

## BOIL WATER ADVISORY IN EFFECT

Reminder that a Boil Water Advisory remains in effect for all customers of the Long Beach water system until further notice. Refer to attached recommendations for handling water during a boil water advisory. If you have any further questions about safe use of water, please contact the Niagara Regional Public Health Department at 905-688-3762 or 1-800-263-7248.

We will keep you up to date with timelines for the scheduled work as it affects residents. Thank you for your patience as we move forward with the necessary improvements to service over the coming weeks.

Sincerely,

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