

## **Frequently Asked Questions**

### **1. What is the expected duration of the project?**

The project is expected to reach substantial completion by August 2026.

Major milestones include:

- New Pumping Station Commissioning: March 2026
- Existing Pumping Station Upgrades Commissioning: July 2026

### **2. What is being proposed on the site?**

The project includes several critical upgrades:

- Construction of a new stormwater pumping station and flow diversion chamber
- Upgrades to the existing pumping station
- Installation of emergency backup power generators
- Construction of a new electrical building
- Site improvements, including landscaping and a new access driveway

### **3. How will I be kept informed about the project's progress?**

Residents can now receive real-time updates online. The project webpage includes:

- Construction progress and milestones
- Notices about potential disruptions
- Contact information for questions and concerns
- You can access the page using the QR code provided in the letter or by visiting the project website. Paper updates are available upon request.

### **4. How can I stay connected?**

Visit the project update page using the QR code or website link provided in the notice.

If you prefer paper updates, contact us at:

[pollutioncontrol@citywindsor.ca](mailto:pollutioncontrol@citywindsor.ca)

Phone : 519-253-7217 or 311

### **5. Will there be any interruptions to my utilities?**

There are no planned utility service interruptions. However, if unexpected utility disruptions occur, they will be communicated in advance through the online update platform and, if requested, by mail.

**6. What measures are being taken to minimize noise and dust?**

Construction activities may generate noise and dust. The City and contractors will implement industry best practices to minimize these impacts, including dust suppression and limiting noisy operations during designated working hours.

**7. What are the working hours for the project?**

Standard construction working hours will be followed, typically Monday to Friday 7 am – 7 pm. Any work outside of these hours will be communicated to residents in advance.

**8. What type of experience do you have with this type of project?**

The City of Windsor has extensive experience in delivering major infrastructure and flood mitigation projects through its Sewer and Coastal Flood Protection Master Plan (SMP). This project is also partially funded by the Government of Canada through the Disaster and Mitigation Adaptation Fund (DMAF).

**9. Who can I contact if I have any questions about the project?**

For inquiries, please contact:  
Pompiliu Ignat, P.Eng.  
Project Lead – Pollution Control Project Engineer  
[pollutioncontrol@citywindsor.ca](mailto:pollutioncontrol@citywindsor.ca)

You can also dial 311 for general questions.

**10. How can I report any concerns or issues?**

You can report concerns directly to the Pollution Control team via:  
[pollutioncontrol@citywindsor.ca](mailto:pollutioncontrol@citywindsor.ca)  
311 or 519-255-2489

**11. Will there be vibration monitoring during construction, and how will it be managed?**

Vibration monitoring was conducted during major excavation activities, and no exceedances were recorded. These activities were completed in accordance with engineering best practices to ensure safety and minimize impact to surrounding properties. While major excavation has been completed, additional vibration monitoring is expected as the project progresses. If you have any concerns about vibrations, please contact the project team using the information provided.

**12. Will the ongoing excavation cause settlement issues on the project site or nearby properties?**

To date, no settlement has been observed on the project site or neighbouring properties because of the ongoing excavation activities. The project team is actively monitoring the site throughout the construction period to identify and address any potential settlement concerns promptly. Should residents observe any signs of settlement potentially related to the construction, they are encouraged to contact the project team lead or call 519-253-7217 or 311 to report the issue.