

Fact sheet

Ryde to Pymble pipeline upgrade – Open trench work

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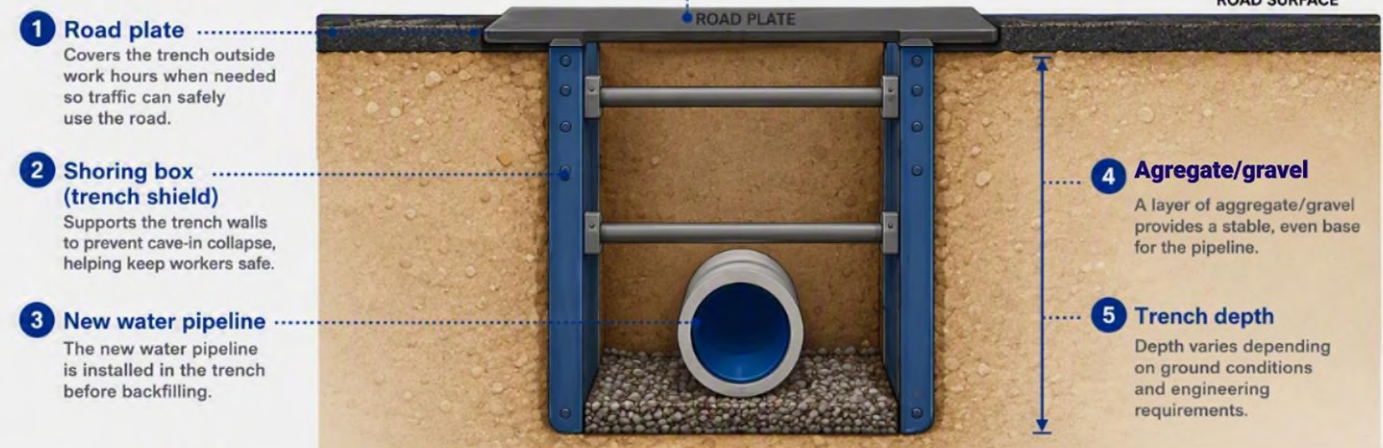
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What is open trenching?

Trenching involves excavating a narrow channel in the ground to install underground infrastructure such as utility services, power, water or wastewater networks.

How trenching works

A cross-section of a typical trench



The trenching process

We complete the work in stages and restore the area when we're finished.

1 Excavate



We dig a temporary trench along the planned route.

2 Install trench shield



We install a trench shield to support the trench walls and keep everyone safe.

3 Install pipe



We lay the new water pipeline.

4 Backfill trench



We remove the trench shield and backfill the trench with clean material.

5 Restore area



We reinstate the road, footpath and landscaping as close as possible to the original condition.



We'll do everything we can to keep disruption to a minimum and keep you informed every step of the way.

What residents can expect each day

During the construction period, residents can expect daily activity involving construction vehicle traffic, localised construction noise, and temporary changes to normal access routes. Dedicated traffic control personnel will be on-site each day to manage vehicle movements, direct pedestrian flow, and safely guide residents through any temporary disruptions or detour points.

How deep will the trench be?

The depth of each trench depends on ground topography and location of existing services. We design all trenches to meet strict safety standards, engineering and operational requirements.

Why we are trenching in the area

We're installing a new water pipeline to help provide a more reliable water network and support future growth. To install the pipeline safely, we need to dig temporary trenches along sections of the route.

Timing and Duration

Trenching work started on Monday 17 August 2026. We'll complete the work in stages and let you know before work begins near your property.

How you will know when work is happening near your property

We'll provide updates through notifications, signage, our project webpage and direct communication with affected residents and businesses when required.

How long will trenching take?

Our crew will aim to complete approximately **12 metres** of trenching each day, subject to ground and site conditions.

Work directly outside or near your property are expected to take approximately **two to three days**. As trenching progresses along the road, you may continue to experience varying levels of construction activity and noise as crews move closer to, and then further away from, your property.

Our work hours

Most trenching work will be done during standard work hours between 7am-6pm Monday to Friday and 8am-1pm on Saturday. Some trenching works will be scheduled to occur over weekends to limit impacts to road users.

Will you be working at night?

In some locations, we may need to work at night to reduce traffic disruption and maintain access to roads. If this is required, we'll let nearby residents and businesses know in advance and explain what to expect.

Access Impacts

Yes. The project team will work to maintain pedestrian and vehicle access wherever possible. If temporary restrictions are necessary, affected residents will be notified beforehand.

What happens if my driveway is affected?

If work affects your driveway, we'll speak with you directly before construction reaches your property. We'll work with you to maintain access wherever possible and minimise disruption.

Will bins still be collected?

We'll work with your council and waste collection provider to make sure your bins are collected. If collection arrangements need to change temporarily, we'll let you know in advance.

Will emergency services still have access?

Yes. Emergency services will continue to have access throughout construction, with traffic management arrangements in place where required.

Traffic

We'll need temporary lane closures, road closures or changed traffic conditions while we do this work. Traffic controllers and signage will help keep everyone safe.

Will parking be affected?

We understand parking is important for residents and businesses. Some on-street parking will be temporarily unavailable near active work areas. We'll keep these restrictions in place only while work is underway.

Dust, Noise and Vibration

Trenching involves excavation equipment and construction vehicles, which can generate noise. Our team will keep work to approved working hours (7am-6pm Monday to Friday and 8am-1pm on Saturday) and implement measures to minimise impacts.

What we are doing about dust

We'll use a range of measures to reduce dust, including watering work areas, covering loose materials and keeping the site tidy. These controls help minimise impacts on nearby residents, businesses and road users.

Will there be any vibration?

You may notice some vibration while work is underway. We'll monitor levels and use practical measures to reduce impacts on nearby properties. If you're worried about how the work may affect your property, please contact our team so we can talk through your concerns.

Safety

Safety is our top priority. We secure work areas with fencing, barriers, signage and traffic management measures. When trenches are open, we use trench shields (also known as shoring boxes) to prevent the trench walls from collapsing and to protect workers. Where required, trenches will be covered with steel road plates outside work hours so roads can be reopened safely.

Can children or pets access the trench?

No. Temporary fencing will be installed around active worksites to ensure trenches are secured, and residents are encouraged to keep children and pets away from construction areas.

Services and Utilities

If planned outages are necessary, affected customers will receive advance notice.

If a utility is accidentally hit, the project team will respond straight away and work with the utility provider to safely restore services as quickly as possible.

Property and Restoration

As each section of the new water pipeline is installed, the trench will be backfilled and any affected surfaces, including roads, footpaths and verges, will be temporarily restored. Permanent restoration will be completed in accordance with project requirements and relevant council standards prior to project completion.

We'll progressively restore affected lawns and landscaped areas as trenching work is completed. This may include replacing topsoil and re-establishing grass.

Environmental Considerations

We understand trees and landscaping are important to the local community. We'll plan our work to minimise impacts wherever possible. If any vegetation needs to be removed or trimmed, this will only occur where necessary and in accordance with environmental approvals and project requirements.

How are environmental impacts managed?

We use a range of environmental controls throughout construction to minimise impacts on the local area. These may include dust suppression, noise management, erosion and sediment controls, waste management, spill response procedures and regular environmental inspections.

Contact

If you have questions or concerns during construction, please contact our Community Engagement team. We're here to help and will work with you to address any issues as quickly as possible.

Visit our project webpage for the latest updates and work notifications. You can also subscribe to receive project updates by email.

Call: 1800 664 935

Email: rydepymblepipeline@sydneywater.com.au

Website: www.sydneywater.com.au/ryde-to-pymble-pipeline