We are working in your area

November 2026

Sydney Water is planning future upgrades to the drinking water network to help meet growing demand and support new housing. These improvements will increase the amount of water the network can deliver and help ensure a reliable and resilient water supply for current and future customers.

We recently notified you about geotechnical investigation work planned within Francesco Crescent Reserve. This work has been rescheduled and will now take place on the dates outlined below.

What do you need to know?

We are carrying out early investigations to help inform planning for future water infrastructure in the area. This work involves scanning the area, locating existing underground services and drilling small holes to take soil samples and better understand the ground conditions below the surface. The holes will be approximately 125 mm wide (approx. width of a drink can) and up to 15 metres deep. The work will take place within Francesco Crescent Reserve, shown on the map overleaf, in Bella Vista. A drilling rig, vacuum truck, trucks and support vehicles (up to three vehicles on site) will be used to carry out the work and safely manage excavated material.

Updated investigation timeline

The investigation work previously scheduled for early September 2026 has been rescheduled. Work will be carried out over one day on a weekday between Wednesday 4 November to Wednesday 11 November 2026, weather and ground conditions permitting. We will provide an update if the timing changes.

Work hours

Our standard working hours are: 7:30am-6pm, Monday to Friday. No work will be carried out on weekends or public holidays.

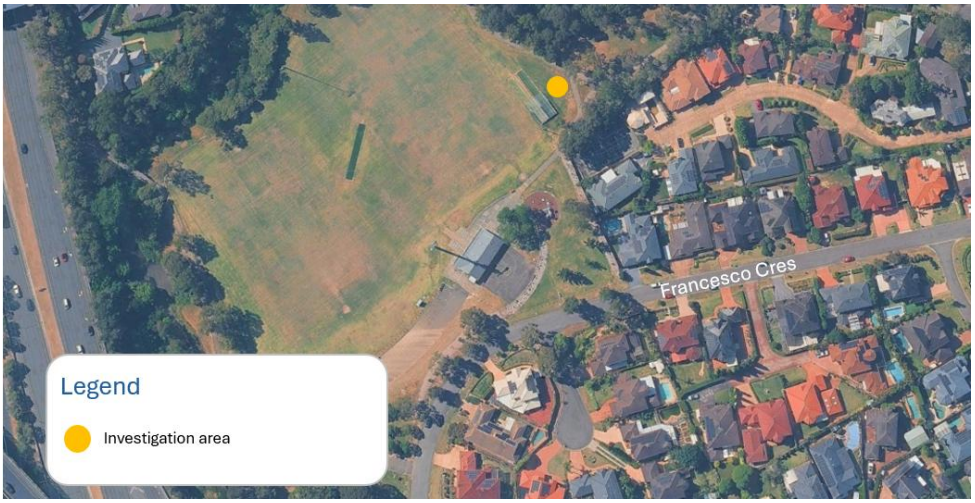
Traffic and pedestrian access

You may notice a temporary increase of construction vehicles along Francesco Crescent while the work is being undertaken. Safe work zones will be setup around the drill rig and hole location. Access for pedestrians and vehicles will be maintained at all times. All activities will be carried out in accordance with relevant environmental and safety requirements.

Managing disruption

These investigations may result in some temporary impacts, including noise, vibration and changes to access around the work area. To minimise disruption, we will:

- monitor and review noise levels
- keep the work areas as small as possible and restored promptly following completion of investigations
- provide nearby residents with at least 7 days' notice of upcoming work
- temporary minor diversions may be required within the work area during investigations, which may affect pedestrians, users of the reserve, and users of the reserve carparks.



For more information

If you would like more information, please contact us on:

Email: NorthwestDrinkingWaterSupply@sydneywater.com.au

Phone: 1800 555 119

For 24-hour service difficulties or emergencies, please call 13 20 90.

Interpreter service 13 14 50

Arabic | Chinese (Traditional) | Chinese (Simplified) | Greek | Korean | Vietnamese

اتصل بالرقم أعلاه إذا كنت بحاجة إلى مترجم

如果您需要口譯員，請撥打上面列出的電話號碼

如果您需要口译员，请拨打上面列出的电话号码

Εάν χρειάζεστε διερμηνέα, καλέστε τον αριθμό που αναφέρεται παραπάνω

통역이 필요한 경우 위에 나열된 번호로 전화하십시오.

Nếu bạn cần thông dịch viên, hãy gọi số điện thoại được liệt kê ở trê