



Title:	<i>Minimum Standard for Communications to Public</i>		
Document #	<i>PW-Y-008-01</i>	Document Level	<i>Level II</i>
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1 PURPOSE

Outline minimum standard for external communication notification with regards to planned operational work.

2 SCOPE

This refers to correspondence with the public related to planned Public Works operations and service impact. Unplanned and emergency operational work does not apply.

3 STANDARD FOR COMMUNICATIONS TO PUBLIC

Scope	Description	Minimum time for external communication
Minor impact	0-2 days of service interruption, closure/ partial closure of a service	24 hours- 48 hours
Medium impact	3-7 days of service interruption, closure/ partial closure of a service	1 week
Major impact	>7 days of service interruption, closure/ partial closure of a service	4 weeks

People Leaders are to resolve and provide discretion on any questions or concerns categorizing the impact.

For changes to schedule, the revised start date is to be communicated to the public as soon as the information is available.

4 ASSOCIATED DOCUMENTS

- [Escarpment Access Closure Procedure](#)
- [Hamilton Water Process for Issuing External Communications with the Public Procedure](#)
- [Sewage Spills Communication Plan Procedure](#)
- [Communication Requirements for Public Works](#)