



October 30th, 2018

Completion of Cherry Neighborhood Drinking Water Pipe Improvement Project

Dear Customer:

Charlotte Water and Michel Construction completed water pipe rehabilitation project in your neighborhood. In roughly one year, Charlotte Water staff and the contractor will walk the project and identify any areas that need repair.

Frequently Asked Questions:

Will contractor repair / restore areas?

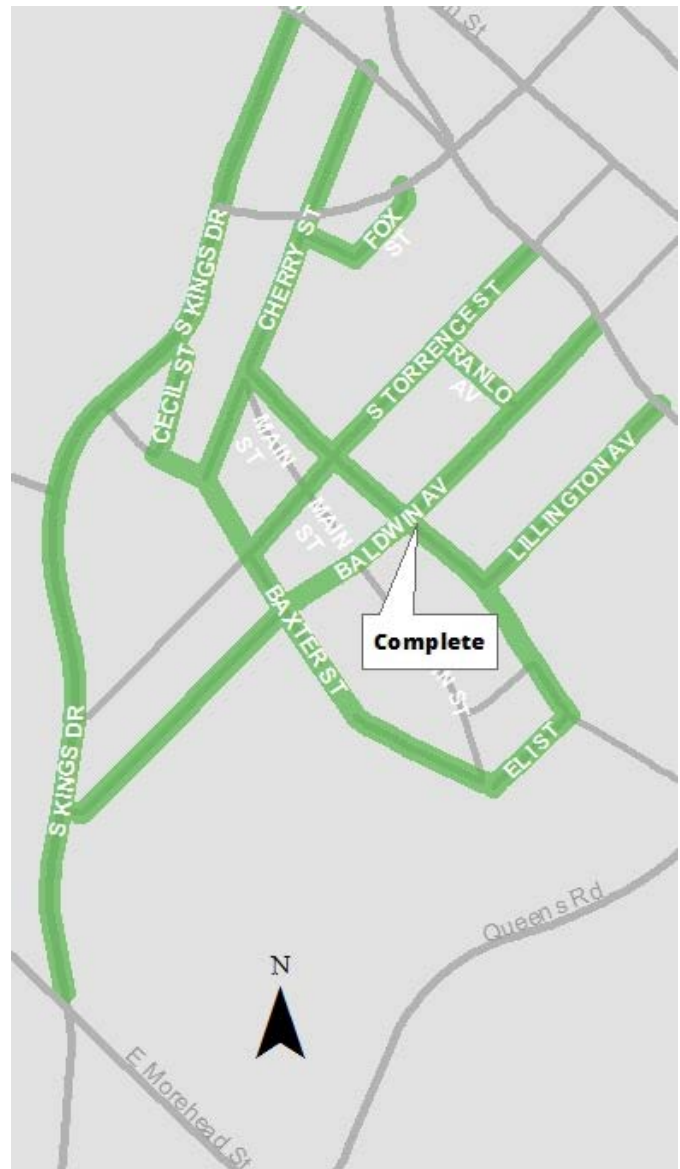
The contractor is required to restore yards affected by water pipe construction with seed and straw.

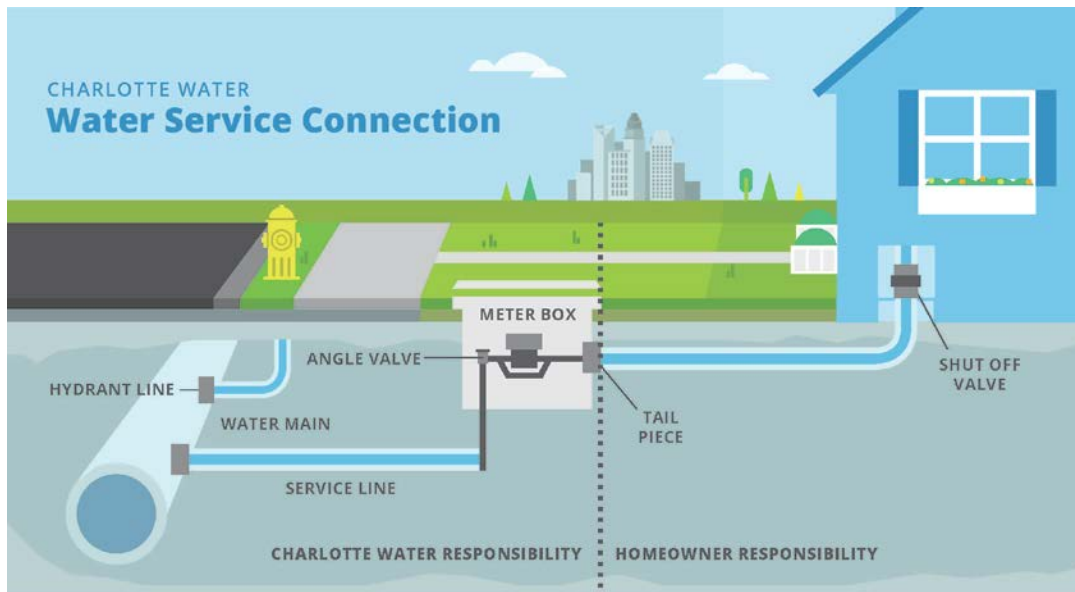
When will roads be repaved?

Charlotte Water will inform Charlotte Department of Transportation (CDOT) of the project being complete. The trenched areas were repaved.

What should I do if I experience discolored water?

Charlotte Water is committed to providing safe drinking water throughout Mecklenburg County. If you experience discolored or cloudy water, please run cold water until it clears. If it doesn't clear up within 15 minutes, please let us know by calling 311 or 704-336-7600 anytime.





Where does my private plumbing start?

Property owners maintain all water pipe beginning at the end of the meter, which is the tail piece for a common 5/8ths inch service. They are also responsible for all plumbing, plumbing fixtures, and appliances, in their buildings. Likewise, an owner's responsibility for wastewater pipe (sewer) begins, as a rule of thumb, at the street right-of-way. There may be exceptions. Charlotte Water maintains the water meter, including the meter yoke assembly, meter box, and water and wastewater mains under public streets.

Does my plumbing need to be replaced?

Just as pipes under the street age and have an end-of-service, so does plumbing from the meter to your home and plumbing inside your home. Plan for the eventual replacement of plumbing that has already provided 50 years of service.

Who do I call about ...?

Construction and restoration questions:

- Project Inspector: Karl Klyn, 704-995-7507 or email Kklyn@charlottenc.gov
- Engineering Project Manager: Allen Brown, 704-353-0295 or email Abrown@charlottenc.gov

Water leaks: 704-336-7600 and select water emergency if after hours.

Billing or general questions: 704-336-7600 between 7:00 a.m. and 7:00 p.m.

To learn more about water quality, please visit www.charlottewater.org.