



August 24, 2020

Hesperus Place and Rudd Court Water Main Replacement Project – Temporary Water Outage

Dallas 1, under Charlotte Water (CLTWater) supervision, is replacing a water main in your neighborhood.

In order to maintain high quality water and wastewater services, Charlotte Water constructs dozens of system improvement project every year. In some cases, the construction of the improvement causes temporary service outages. However, in this time of a community pandemic, in a heightened effort to maintain constant water service, Charlotte Water has taken steps to minimize the frequency and duration of interruptions in water service to customers.

For the **Hesperus Place** and **Milan Road** (between Hesperus Place and Caps Hill Mine Road) water outage, Charlotte Water will reduce the planned outage duration and number of customers affected to minimize disruption as much as possible. Your **water service** must be **temporarily interrupted** to make final connections.

DATES OF INTERRUPTION: Monday, August 31, 2020
DURATION OF INTERRUPTION: 9:00 AM to 4:00 PM

If foul weather or some other unforeseen circumstances prevent completion of work, the scheduled **makeup date** is **Tuesday, September 1, 2020** with the same hours.

Once service is restored, you may experience water that appears slightly discolored. You may also notice a latent chlorine odor from disinfection of the new main. This is quite normal and temporary. To help with this process, run your **cold-water tap** for a short period of time. If water doesn't clear up after 15 minutes, please call 311 or the contacts below. The new main has been flushed and de-chlorinated, so it should not take very long for the appearance of the water to improve.

Please visit the project website by going to www.charlottewater.org. (Projects, Construction, Hesperus Place and Rudd Court Water Main Replacement).

The project contacts are listed below:

Project Inspector – Alex Tettmar, 980-287-5623 or Alex.Tettmar@charlottenc.gov
Project Coordinator – Matt Christman, 704-432-0740 or rchristman@charlottenc.gov

We apologize for any inconvenience this outage may cause and ask for your patience and cooperation as this project moves toward completion.