

CHARLOTTE WATER

Monday, January 30, 2017

SUBJECT: Drinking Water Pipe Replacement

Charlotte Water reinvests part of the money paid in water bills to replace existing water mains of significant age so that high quality drinking water and the city's infrastructure may be maintained.

WHERE: Dallas 1, under contract with Charlotte Water, will replace drinking water mains and service lines on area streets as follows:

- Picardy, Normandy, and Lorene (west) - replace water mains and service lines.
- Colony, Roswell, and Lorene (east) – transfer and replace service lines from water meter to newer existing water mains, removing connections to older water mains being abandoned.

* Please alert us to invisible fence, irrigation systems, and other underground improvements to your home near the street.

WHEN: Construction will start in mid-February on Lorene Avenue and Colony Road at intersections with Selwyn Avenue. The entire project should take at least through May 2017 to complete.

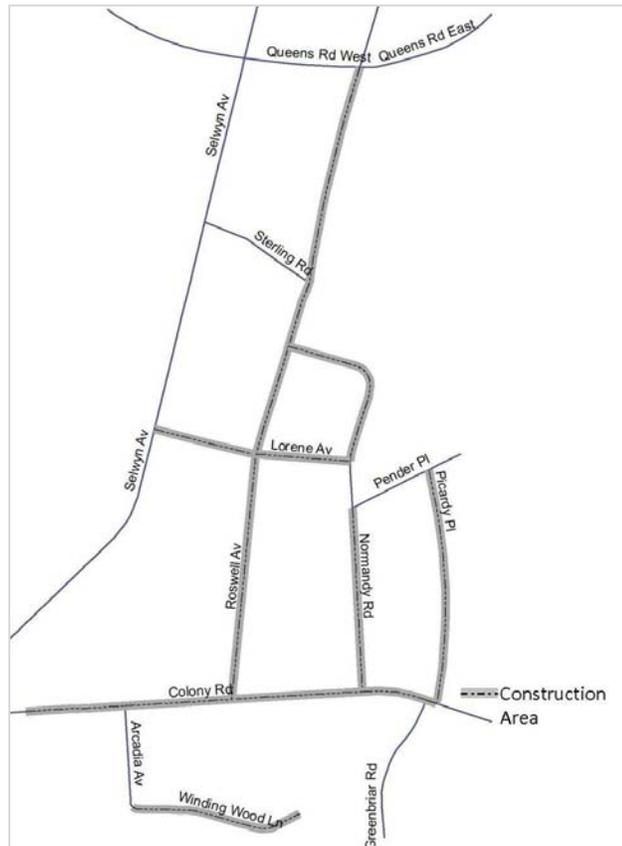
HOW: Construction will take place within street rights-of-way. Access to your property will be maintained unless you are given advance notice. Contractor will typically work from 7:30 a.m. until 5:30 p.m. On-street parking at any particular location within the construction zone will be temporarily restricted as the construction zone progresses from end-to-end and street-to-street.

No action is required to maintain your existing service. If you would like to apply for an additional water service connection (i.e. separate irrigation meter), please call 311 and ask to inquire with Charlotte Water Installation and Development Services or learn more at www.charlottewater.org. Charlotte Water offers a residential only 10% discount on connection fees for a dedicated new service, if application and fee is paid prior to construction. Fees are subject to increase July 1st each year.

CONTACT: Project Coordinator: Richard Ingle, 704-391-4697 or ringle@charlottenc.gov or Inspector: Steve Roosen, 704-995-7496.

Thank you for your patience as we move forward with this important job.
Jeff Boone, PE

Project Manager



Frequently Asked Questions

Will I be without water at any time?

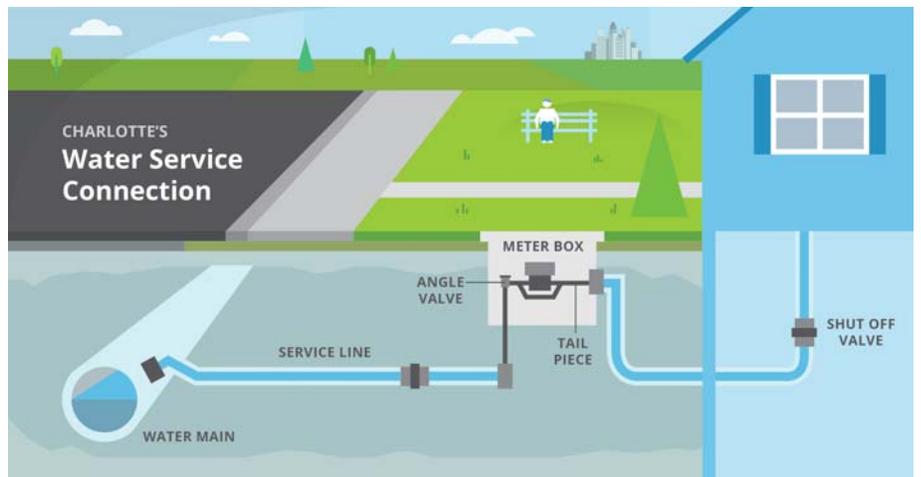
There may be a few hours when your home/building will not have water service so that crews can connect your service line to the new water main. You will be notified at least 48 hours before this planned water outage. If you experience an unplanned water outage, please call the Inspector or other provided emergency number(s). This will be treated as an emergency and restored promptly.

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 in an indoor sink or bathtub 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?

The property owner maintains water pipe from the end of the meter (tail piece) to the private building(s), and is also responsible for pipes and fixtures inside the building(s) and wastewater pipe to the edge of the street or street right-of-way (varies). Charlotte Water maintains the water service line from the water meter, including the meter yoke assembly and meter box, to the water main. Charlotte Water also maintains wastewater pipes under the street (not shown).



Does my plumbing need to be replaced?

Just as pipe under the street ages and has an end-of-service life, so does plumbing in your home. Consider planning for the eventual replacement of plumbing that exceeds 50 years. After Charlotte Water replaces pipe, you may experience better flow which may stir up sediment and rust in plumbing and cause cloudy or reddish water. If this doesn't go away after flushing cold water for 15 minutes, it may be time to evaluate private plumbing.

How can I learn more about drinking water?

Charlotte Water staff takes pride in providing safe, reliable drinking water. Each year the water quality report compiles data from 150,000 tests taken from the Catawba River to the tap. If you would like to learn more about our drinking water quality, please visit www.charlottewater.org.