



September 27, 2019

**SUBJECT: Interruption of Water Service
Scheduled Temporary Water Outage**

**WHERE: Piney Grove Road (between Heatherdale Court to Amelia Drive)
3823, 3829, and 3902 Piney Grove Road
Trescott Court (Heatherdale Court to Dead End)
Heatherdale Court**

Project Name: Studley Road, Piney Grove Road, Gustar Court, Cloughy Circle, Winchelsea Drive, and Sandy Glen Court Water Main Replacement
Project Number: 7030700015-18-049

Dear Customer:

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

One of the consequences is that **your water service** must be **temporarily interrupted** to make final connections.

DATES OF INTERRUPTION: Tuesday, October 1, 2019
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 Wednesday, October 2, 2019** 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 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 and select 'Projects' to view updates.

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

If you have any questions or your water service is off during times other than indicated above, please call the Project Inspector, Alex Tettmar, at [980-287-5623](tel:980-287-5623), or myself at 704-336-7461.

Sincerely,
CHARLOTTE WATER
Olivier Veille, EI
Water & Sewer Replacement