Charlotte Water and Atlantic Coast Contractors, Inc. will replace drinking water service lines (from pipe under the street to water meter) in your neighborhood starting in early 2021.

- Contractor and staff will have proper identification.
- No contractor or staff will need to enter any home.
- Crews will check meter inside water meter box to determine if upgrade is needed.
- Customers don't need to be home.
- If your meter box is inside a locked area or have large animals near meter box, please call contractor at 704-483-7120.

Service line is the pipe between water pipe under the street and meter box.
Charlotte Water is Replacing Drinking Water Service Lines

Charlotte Water will be replacing service lines in parts of your neighborhood. This project will enhance water quality and flow.

Crews will dig mostly in the road, road right-of-way, and along utility easements. Pipe and other materials will be along construction zone and right-of-way.

You will be notified in advance of any activity on your property.

Do you need to replace your plumbing from the water meter to your house? CLTWater has a financial assistance program to help. Please contact Christen Solberg at csolberg@charlottenc.gov or #704-432-4798 to learn more.

Have a question about this project? Please call or email: Marvin Battle at 704-336-2322, mbattle@charlottenc.gov. Bruce Hess at 704-533-6776. Learn about your water at www.charlottewater.org