



5100 Brookshire Boulevard
Charlotte, NC 28216

Construction Complete

**Stately Oak Lane & Fir Knoll Court
Water Pipe Replacement Project**



charlottewater.org



Drinking Water Project Update

Thank you for your patience and understanding during the water main replacement project on Stately Oak Lane and Fir Knoll Court.

Completed

Crews completed water pipe replacement and restoration efforts. All customers were switched onto the new pipe.

Restoration

Properties that lost grass during construction were reseeded and covered with straw. Our project inspector can assist with restoration questions.

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 Coordinator - Olivier Veille, 704-336-7461 or Olivier.Veille@charlottenc.gov.

Project Inspector - Enzo Martucci, 980-721-0225 or Fiorenzo.Martucci@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.

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