



June 10, 2020

Dear Customer:

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

In order to maintain high-quality water and wastewater services, Charlotte Water constructs dozens of system improvement projects 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 1100 and 1200 block **Shady Bluff Drive** (between Longbow Road to dead end) 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 install a blow off at end of 1200 block of Shady Bluff Drive and abandon the existing 2-inch galvanized steel pipe on Circlewood at 1201 Shady Bluff Drive.

DATES OF INTERRUPTION: Wednesday, June 17, 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 Thursday, June 18, 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 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, Sherwood Forest Water Pipe Replacement).

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

Olivier Veille, EI
Engineering Project Coordinator
Water & Sewer Replacement