

Water Main Transition

Skybrook North Neighborhood



Dear Skybrook North Resident,

Charlotte Water is launching a Water Main Transition project in your neighborhood. Please review this package for project background and details.

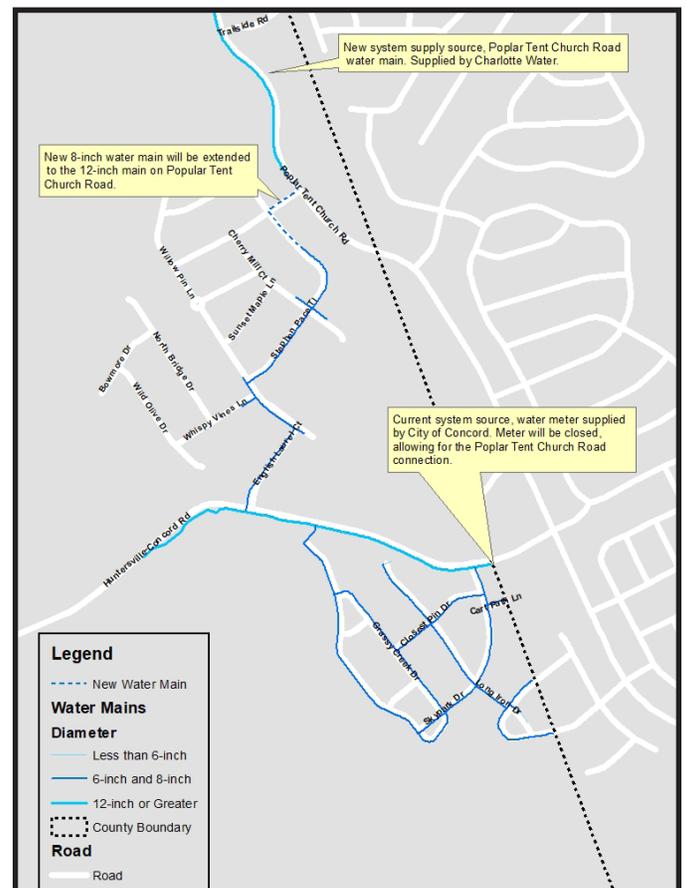
BACKGROUND

At the time the Skybrook North neighborhood was constructed, there was no way to connect homes to the Charlotte Water infrastructure so a temporary connection to the City of Concord water infrastructure was created to serve the neighborhood. During this time, customers have been receiving a Charlotte Water billing statement, but receiving water from the City of Concord. In addition, residents have been receiving a separate Consumer Confidence Report (CCR) detailing the quality of your water.

As planned, over the past two years, there has been a water main installed in the neighboring area that now allows Charlotte Water to deliver drinking water to the Skybrook North neighborhood. Soon, Charlotte Water will transition your neighborhood from the City of Concord drinking water to Charlotte Water drinking water.

INFORMATION ENCLOSED IN THIS PACKAGE:

- **2020 Consumer Confidence Report for water received in the 2020 calendar year**
Due to the pending water main transition, your neighborhood is receiving a separate Consumer Confidence Report (CCR) than the one sent to other residents in Mecklenburg County. Your CCR provides drinking water quality monitoring results from the past year. To view the previous year's water quality monitoring results from the City of Concord or Charlotte Water, please visit: www.Concordnc.gov/WaterQualityReport or www.Charlottewater.org
- **Water Main Transition Project details and next steps**
- **Project FAQs**
- **Virtual Project Info Session details- May 13 at 6:30 PM**



CLTWater Water Main Transition Project

WHAT TO EXPECT & TIMELINE

Starting May 6 you may notice additional CLTWater staff in your neighborhood performing field work. Work will take place between 8:00AM- 5:00PM. As part of their work, residents may see:

- Hydrant flushing and end of line flushing
- CLTWater vehicles and equipment
- Asphalt patching
- Utility locates testing and spray painting street where underground utilities are located

Pressure Reducing Valve (PRV) Assessments

Starting on May 10, CLTWater staff, accompanied by plumbing contractor, W.H. Hobbs, Inc, will be going door to door to assess and gather data on the existing pressure reducing valves (PRVs) in the neighborhood. In this region, if a home has a PRV it is likely in the garage or crawl space. The visits by this team will take on average 1 hour and require minimal disturbance or interruption in service. Data from these visits will help guide the next steps of the Water Main Transition Project.

Official Transition of System

CLTWater plans to officially switchover the water service this summer if work remains on schedule. More information and details will come on the timeline of the Transition as the project advances.

FAQS

Will there be an interruption in water service?

Minimal interruption in service is planned. When a scheduled water service interruption takes place, residents will be notified beforehand. If an unplanned interruption occurs, the issue will be treated as an emergency and repairs will be made to restore service as quickly as possible.

Will there be a change in water quality or taste from City of Concord to Charlotte Water drinking water?

No significant water quality changes will take place. To view the Charlotte Water Consumer Confidence Report from previous years, please visit www.charlottewater.org.

Will the price of water service change?

No, there will be no change in cost to your water service. You are currently receiving a bill from CLTWater and will continue receiving a monthly billing statement.

Why is this happening now?

The Water Main Transition Project was always the intention of CLTWater once the infrastructure was available in the area.

YOU'RE INVITED - PROJECT INFO SESSION TO LEARN MORE VIRTUAL MEETING | MAY 13 AT 6:30 PM

A link to access the virtual meeting will be posted on the project site: bit.ly/SkybrookWaterMain

If you are unavailable to join, a link to a recording of the meeting will be available to view on the project website.



QUESTIONS

Please visit the project website at www.charlottewater.org (click on Projects> Construction> Skybrook Water Main Transition) for updates on progress.

For questions regarding the new main extension project please contact:

Jennifer Frost, Public Affairs Manager, at 704-507-6565 or jennifer.frost@charlottenc.gov