



September 28, 2018

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

**WHERE: Whispering Pines Drive
Sternwalk Place
Westham Ridge Road
Coolbrook Court
Sleepy Hollow Road (Between 300 to 401 Sleepy Hollow Road)**
Project Name: Wilbrow, Whispering Pines & Westham Ridge Water Main Replacement
Project Number: 7030700015-17-099

Dear Customer:

R.H. Price., 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: Wednesday, October 3, 2018
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, October 4, 2018** 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
Engineering Project Coordinator
Water & Sewer Replacement