



September 8, 2020

White Feather Ln. Water Main Replacement Project – Temporary Water Outage

Dallas 1, under Charlotte Water (CLTWater) supervision, is replacing a water main in your neighborhood.

In order to maintain high quality water and wastewater services, Charlotte Water constructs dozens of system improvement project 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 **White Feather Ln.** and **Crossridge Rd.** (between Tall Tree Ln and Running Deer Rd.) 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 make final connections.

DATES OF INTERRUPTION: Wednesday, September 16, 2020
WINDOW OF INTERRUPTION: 9:00 AM to 4:00 PM
ACTUAL OUTAGE WILL BE FROM 2-4 HOURS DURATION.
IF THERE ARE NO UNFORESEEN CIRCUMSTANCES.

If foul weather or some other unforeseen circumstances prevent completion of work, the scheduled **makeup date** is **Thursday, September 17, 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 311 or 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, White Feather Ln. Water Main Replacement).

The project contacts are listed below:

Project Inspector – Alex Tettmar, 980-287-5623 or Alex.Tettmar@charlottenc.gov
Project Coordinator – Olivier A. Veille, 704-361-6232 or Olivier.veille@charlottenc.gov

We apologize for any inconvenience this outage may cause and ask for your patience and cooperation as this project moves toward completion.