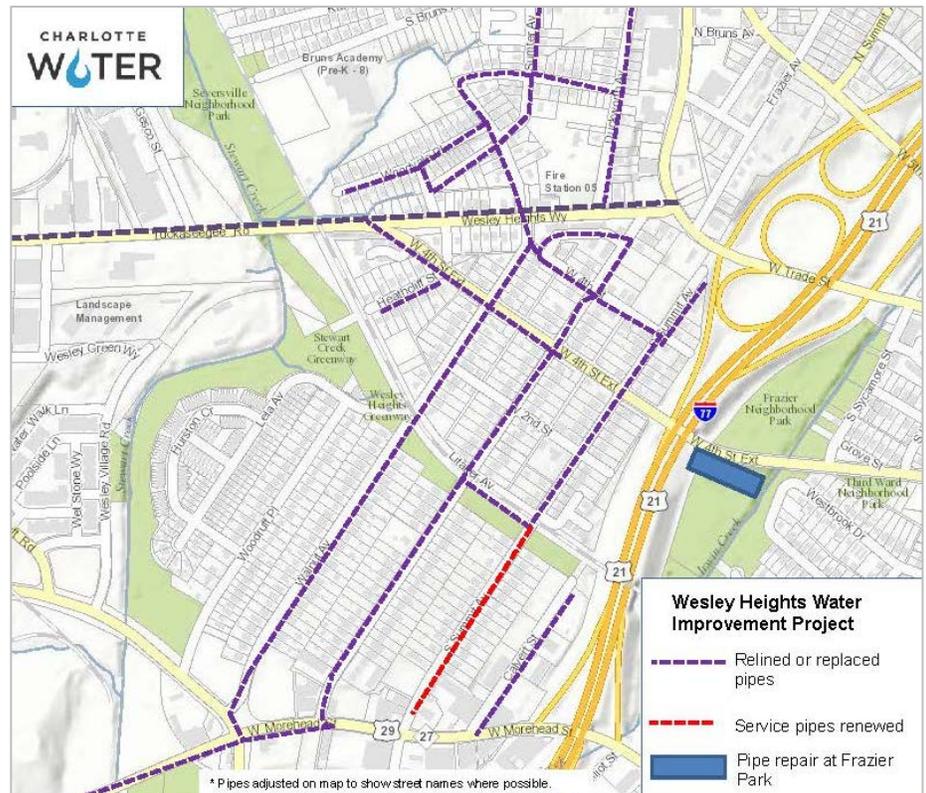




Wesley Heights Pipe Improvement Projects and Discolored Water Response

Charlotte Water reinvests part of the money paid in water bills to replace and reline existing pipes in the oldest neighborhoods so that we can continue to provide high quality drinking water as our city ages. Several blocks in Wesley Heights have either had existing pipes relined to extend their service life and minimize construction on the street, or replaced when the pipe is near the end of its expected lifespan. Charlotte Water recently replaced drinking water connections under the 500-700 blocks of S. Summit Avenue as part of this effort. The work consisted of replacing the service line that connects the main pipe running down the street to the meter box at every home. These projects and others throughout Wesley Heights total more than \$2 million dollars invested into this community.

On March 1st, Charlotte Water discovered a leak on S. Summit Avenue that had developed during construction. In order to make the repair, valves were closed at each end of the block to shut off the water going through the leaking pipe. On March 30th, a customer notified Charlotte Water of discolored water. Crews responded and found that one valve was accidentally left closed after the repair was complete. Over time, it is possible that the closed valve caused sediment to collect at that end which caused discolored (cloudy or brownish) water. Crews found and opened the valve that day, flushed the line through a fire hydrant and conducted bacteriological tests to ensure water quality.

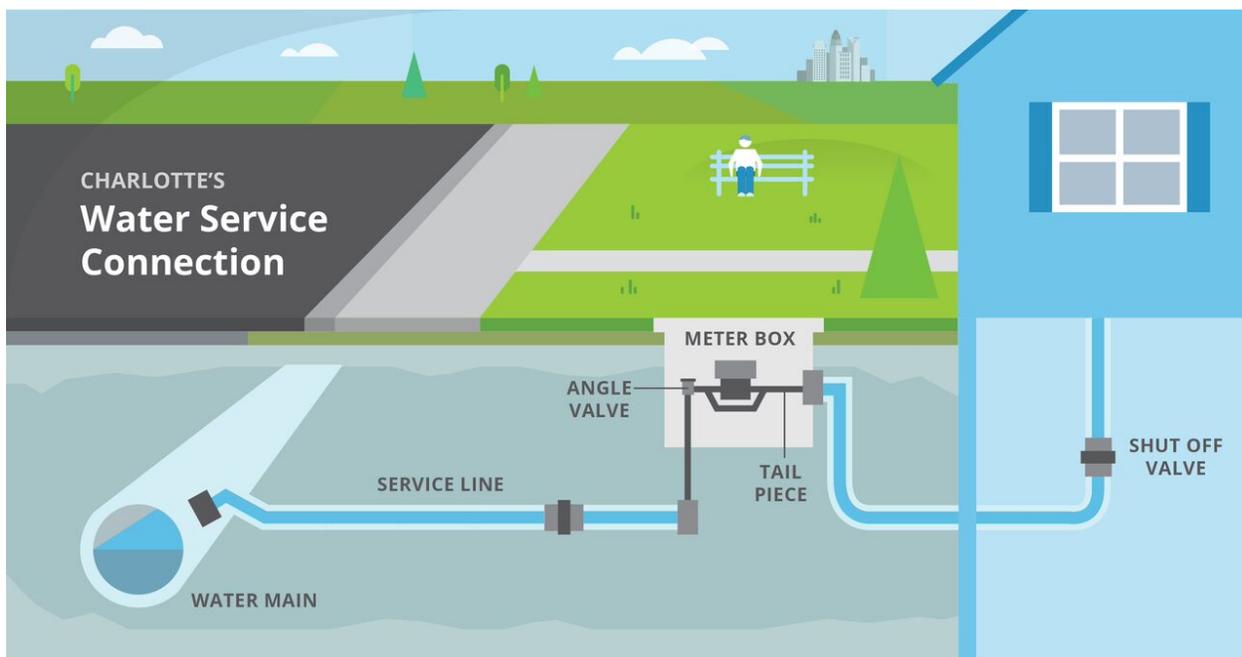


In May, customers contacted Charlotte Water and staff was able to identify that the same valve had broken and staff replaced it immediately.

A review of the recent activities in Wesley Heights indicates that communicating expectations during construction is an area of improvement for Charlotte Water to

address. Charlotte Water is committed to improving customer communications in an effort to better explain impacts and expectations during rehabilitation work and when there is a cloudy or discolored water concern.

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? The property owner maintains water pipe from end of meter box (including tail piece) to building(s). The property owner is responsible for pipes and fixtures in the buildings and wastewater pipes until the edge of street or street right-of-way (varies). Charlotte Water maintains water meter up to and including the meter yoke assembly, meter box, and water and wastewater pipes under the public street.

Does my plumbing need to be replaced? Just as pipes under the street age and have an end of service, so does plumbing in your home. Consider planning for the eventual replacement of plumbing that exceeds 50 years.

How can I learn more about drinking water? Charlotte Water staff takes pride in providing safe, reliable drinking water. If you would like to learn more about our drinking water quality, please visit www.charlottewater.org or call 311.

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