

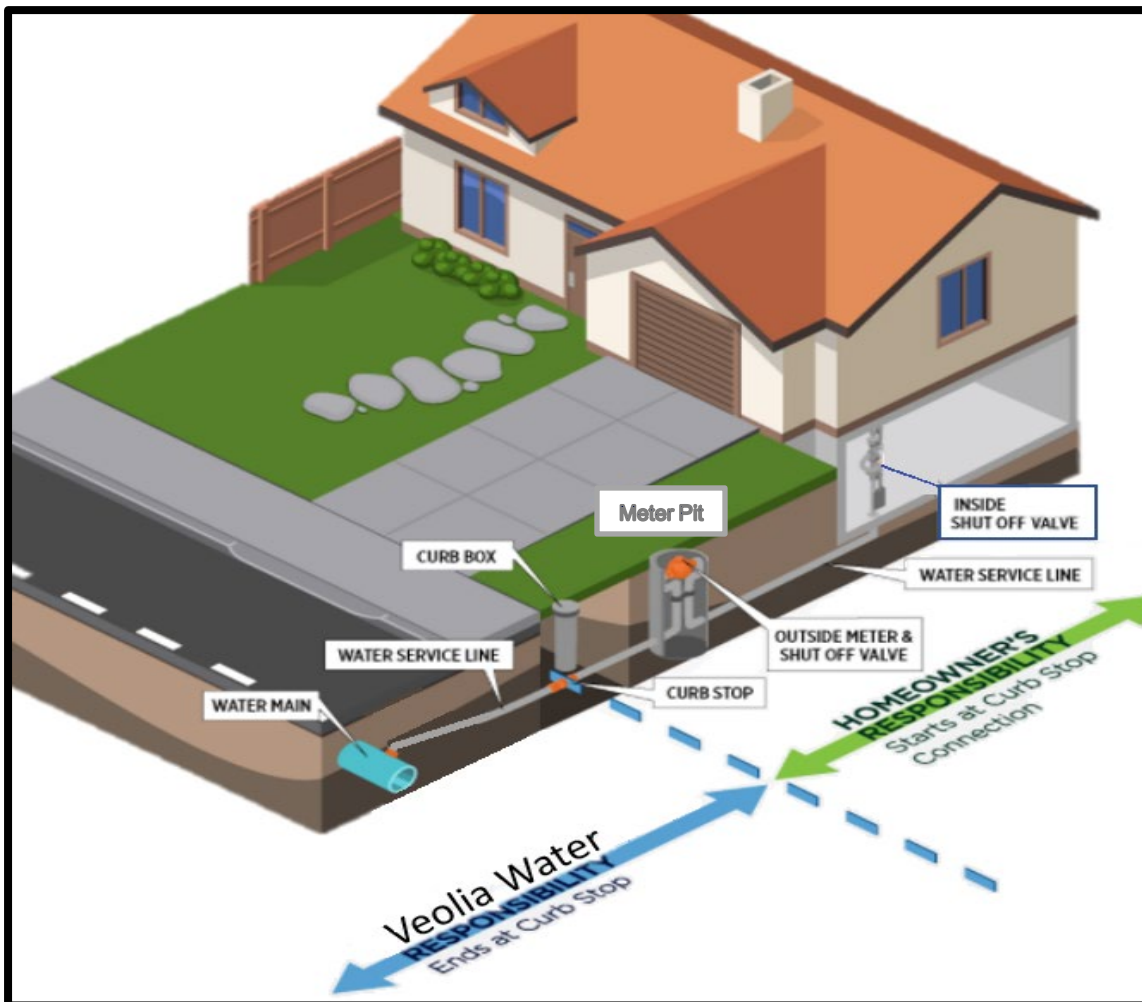
FAQ's:

What can I expect during the project?

The project will be done in four steps:

1. Excavation, installation, and testing of new water main.
2. Installation and connection of individual water service lines to each home
3. New water main lines are tied into the existing water mains. Aging water main is cut, capped, and abandoned.
4. Final restoration of the disturbed sidewalks, curbs, driveways, road, and grass areas

Traffic patterns will likely be modified to enable project work to be completed. Parking on the street will be temporarily affected. Access to your property may be briefly interrupted at times with every effort made to notify you in advance. There may be large equipment in the road and areas used for material storage; these items will be removed at the end of the project. Any driveways, roads, sidewalks, or grass areas affected during construction will initially be restored with temporary materials and then permanently restored at the end of the project.





Will my water service be affected during this project?

Individual Service Connections:

- If you have received notification that your individual service is to be replaced, this will require an outage of approximately 30 minutes to 1 hour to reconnect service line. You will be notified prior to this outage and the crew will give you ample time to take care of your water needs.

Water Main Lines tied into Existing:

- There may be an outage of up to 8 hours while final main connections are made; for this outage, you will be notified by a phone call, text, email, or door card at least 1 day prior.

Emergency/Unplanned Shut offs:

- It is possible that a water line could be accidentally hit and broken during construction, requiring an unplanned outage. All known mains and services are marked prior to construction to best avoid this occurrence.

Can I expect any discoloration of my water?

If you experience water discoloration, it is recommended you run your COLD water until it clears, starting with the tap closest to where the water service comes into your house.

Will my driveway be affected?

The driveways may be affected if your existing service line is located within the driveway. If the service line is in the driveway, the area of the driveway disturbed by the relocation of the water service will be restored with a temporary material as part of the work. Final paving restoration will be completed to the disturbed area at the end of the project.

Will the grass areas disturbed by the work be restored?

Upon project completion, the contractor will apply topsoil and seed in any grass areas that have been disturbed. Straw is left in place to minimize erosion and maximize germination of the seed. Proper watering and mowing can reduce unsightly weed or rough grass growth but cannot eliminate these issues. Parking on a newly seeded area should be avoided.

Will curbs, sidewalks, driveways, and roads be restored?

All these items disturbed will be restored under the direction of PennDOT or local municipalities. Concrete and asphalt will be installed per PennDOT or local municipality specifications. The material color may not match existing paving material and may fade as it weathers. The surface texture, slope, and access ramps will be installed as required by PennDOT and according to standards set within the Americans with Disabilities Act.

Is there anything else important to know?

Yes. While Veolia will be focusing our main excavation work in the roadway itself, the right-of-way can extend 16 ½ feet or more from center of the roadway. This is the legally delineated space for most public utilities. Some residents may have flower beds, bushes, shrubs, and other plantings near the road's edge within this right-of-way. Please be advised if you have plantings within the right-of-way, they may be affected by construction, you should remove any that you wish to save. Plantings that are in conflict and remain in the right of way may have to be removed by us, with no guarantees as to their survival. Final restoration does not begin until all pipes are installed, and the system is tested for leaks. Roadways, driveways, and sidewalks are done first and there is time necessary to allow fill materials to settle before these all can be done. Final restoration of lawns and other green spaces follow hard surface restoration.

Who should I contact if I have questions?

If you have any questions concerning water main construction or scheduling, please contact Customer Service at 888-299-8972. You may also go to our website at mywater.veolia.us

WHAT IS EXPECTED OF CUSTOMERS?

- The meter pit assembly that will be installed as part of the project includes a backflow preventer. It's a safety measure put in place that prevents water from flowing back into the public water system from the home. When your hot water tank heats the water, the water expands pushing water from the tank into your homes plumbing system. A closed faucet or backflow preventer will prevent the expanding water from moving causing a buildup of pressure. To alleviate the increased pressure due to thermal expansion, Veolia strongly advises the customer to have a **thermal expansion tank** (see typical diagram, right) installed by a certified plumber to prevent damage to the home's plumbing.
- If you have special access needs, please call customer service at 888-299-8972.
- Prior to construction, contact Veolia Customer Service at 888-299-8972 if you believe you may need to temporarily move any plantings to safety while work is being performed in the right-of-way.
- Customers should expect the possibility that work crews may be out of sight, down the street continuing to work before they return to perform restoration of roadways, driveways, sidewalks, and lawns.
- Please do not park in front of your house when we are working in front of your house.
- Please be patient as crews perform this important work to improve water service for years to come.
- If you notice water discoloration, we suggest that you run the cold water. Wait until the water runs clear before drinking or washing clothes or dishes. It may take a few hours for the water to clear and for normal service to resume. Discolored water is typically the result of sediment in the water main.
- Once topsoil and seed are put in place at the end of the project, we recommend you water these areas until grass is established and mow as needed for best results. The seed mixture does include a rough grass that is intended to grow quickly to help hold the regular grass seed in place for best germination.

