



Department of Environmental Services  
10 Felix Street  
Rochester, New York 14608  
[www.cityofrochester.gov](http://www.cityofrochester.gov)

Dear Water Customer:

In the near future, the water main on your street will be replaced by Villager Construction, Inc., under the supervision of the Rochester Water Bureau. This work will improve water quality and available flows for fire-fighting. Construction on Your Street from Limit 1 to Limit 2, includes the installation of a new 8 inch water main and appurtenances, including fire hydrants and water services.

A portion of the water service line, from the water main to the curb stop (commonly referred to as the "Outside Service"), will be replaced as part of this project. An illustration of a typical water service is enclosed. Replacement of the "Outside Service" will require your water service to be shut-off for several hours. If it is found that the "Outside Service" is composed of lead or lead containing materials, enhanced flushing will be performed. Lead water services can be one source of lead in drinking water.

Shutting the water off for several hours and replacing the "Outside Service" can temporarily disturb and dislodge lead containing sediment in your pipes. To remove sediment from the buried portion of your water service, the contractor will thoroughly flush the water service line from the water main to the water meter, immediately after the new service has been installed. To perform this flush, the contractor will need to access your meter to remove it, and attach a hose. Water will then be flushed through the hosebib to the outside or to a washtub or drain in your basement. After the contractor completes this flush, the hose will be removed and the meter reconnected. **The contractor is instructed not to turn on your water until their service line flushing is complete.**

The property owner is responsible for ownership and maintenance of the "Inside Service", which is located between the curb valve and your home. During construction, your "Inside Service" will be visually inspected and you will be informed whether or not it is made of lead. If it is made of lead, we encourage you to replace it. After the contractor has completed their service line flush, it is important that you thoroughly flush the plumbing inside your home as soon as possible before using water for drinking and cooking. You will be given a copy of an **"Important Notice Regarding Your Water Service"** which has instructions for flushing your faucets right after construction.

Free lead testing of your water is available approximately one month after your service has been replaced. For more information or to request a lead testing kit, contact the Water Quality Lab at **(585) 428-6680 ext. 1** or [watertest@cityofrochester.gov](mailto:watertest@cityofrochester.gov).

The contractor will make every reasonable effort to protect the existing "Inside Service" when connecting the new water service to the existing water service at the curb stop. If your "Inside Service" is composed of galvanized steel or similar material, it is possible that the water service might be significantly corroded. Our experience has been that galvanized water services have a limited service life because they are prone to corrode. If a galvanized service is significantly corroded, it may not be possible for the contractor to connect the new water service to the existing galvanized "Inside Service". If the contractor is unable to make the connection due to the poor condition of the existing "Inside Service", it may be necessary for the property owner to replace their "Inside Service".



Some traffic restrictions are necessary in order to complete the work in the shortest possible time. Access to driveways is always maintained. During construction, there may be periods of noise and dust. We will make every effort to limit and control these nuisances. All pavement, sidewalks and lawn areas that are disturbed by this work will be restored by the contractor.

You will be notified by the contractor 24 hours prior to any planned water shutoff. Planned water shuts are necessary, but are for relatively short durations. Contact will be in person when possible, otherwise a door hanger will be used.

The Contractor's employees will have City issued photo ID badges for identification. Water Bureau personnel will perform construction supervision and inspection and will carry ID badges. If you have any questions or concerns about a worker wanting access to your basement, or if you have any other concerns about this work, you may call our 24-hour Dispatch Office at (585) 428-7500. If you have any special needs, such as handicap accessibility, please contact George Wheatley, at the Rochester Water Bureau - **428-6133** or **[george.wheatley@cityofrochester.gov](mailto:george.wheatley@cityofrochester.gov)**.

Thank you for your patience and understanding as we perform this work to improve the City's water system.

Sincerely,

Patrick O'Connor, P.E.  
Water Bureau Director