City of Rochester

Bureau of Water

Department of Environmental Services
10 Felix Street
Rochester, New York 14608
www.cityofrochester.gov

Dear Water Customer:

Water main rehabilitation work will soon begin on your street.

The City's contractor, Heitkamp, Inc., will be cleaning the interior of the water main to remove rust and other deposits and then applying a cement mortar lining to prevent rust and other deposits from reforming. The project will improve water quality and increase flows available for fire protection. City Water Bureau personnel will perform construction supervision of this project.

While the work is in progress, the water main must be taken out of service. Temporary bypass water pipes and service hoses will be installed to provide your home or business with water during construction. Bypass pipes are typically located above ground, alongside the curbs on each side of the street and are disinfected and approved by the Monroe County Department of Public Health before temporary service connections are made to your home or business. Ramps are installed where bypass pipes cross driveways.

In most cases, your water meter will be removed to make the service hose connection. Service hose connections are normally made through a basement window. Any opening used for installing the hose will be covered and made secure by our contractor. Our contractor will contact you to coordinate access to your basement to make this temporary service hose connection and also, upon completion of the water main work, to disconnect and remove the service hose and reinstall the meter. Work in your basement should take about 30 minutes to complete. It is important that you allow the contractor to do this work in your basement for the following reasons:

- To maintain water service to your building during construction.
- To ensure that the cement applied during the lining process does not plug your water service. **Please be aware that if cement hardens and plugs your service because the contractor was not able to work in your basement, the property owner is responsible for all costs necessary to unplug the service.** These costs could amount to several thousand dollars.

If you have any questions or concerns about a worker wanting access to your basement, please call our 24-hour Dispatch Office at 428-7500.

In most cases, residents will be notified by our contractor 24 hours prior to any planned water shutoffs. Notification will be in person whenever possible, or by door hanger notice.

Some temporary parking and traffic restrictions may be necessary in order to complete the work in the shortest possible time.

You may notice water in the streets while the work is being performed. To insure the best water quality, large amounts of water are used to flush the pipes after they have been lined.
All paved areas, sidewalks and grass areas disturbed by our contractor will be restored as part of this project. Basement windows will be restored to pre-construction conditions.

The majority of the work on your block of the street may take approximately 4 to 6 weeks to complete, beginning from the day that the bypass pipe is installed to the day that the driveway ramps are removed. Please understand that work could extend longer if unanticipated field conditions are encountered. Additional time may also be needed to complete all permanent surface restoration work.

You will not be billed for water used while your meter has been removed. However, the normal quarterly base charge will still apply.

On prior projects, some of our customers have indicated that the water may become temporarily discolored during construction. This temporary discoloration is not harmful to your health; however, it may stain laundered clothes. Repeated washings with clean water and, if needed, commercial rust remover should remove these stains. Some customers have also indicated that the water may at times be warm (particularly on hot, sunny days) and have an odd taste or odor. This is caused by the above ground temporary service hoses and is not harmful to your health. If this happens, you should run water through a faucet so that the water does not remain stagnant in the hose. You may also want to keep a pitcher of water in your refrigerator. If you experience any water quality or quantity problems please call our Dispatch Office.

We will make every effort to prevent construction related problems and inconveniences. There will be some noise, dust and traffic challenges to overcome. However, if any occur during construction you can be assured that the city and our contractor will do everything possible to minimize and/or correct the situation. Any problems arising from the water main work should be directed to our Dispatch Office at 428-7500. We also encourage you to visit our project website at www.cityofrochester.gov/cleaningandlining for more detailed information about the project and for weekly construction updates.

We thank you for your patience and cooperation while we work to improve our water system.

Sincerely,

Enrique Maisch

Enrique C. Maisch, P.E.
Director of Water