



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

Dear Water Customer:

Work will start in the near future on the water system in your area. A contract for water main replacement under the supervision of the Rochester Water Bureau will be performed by Villager Construction, Inc. This project will improve the reliability of the water main, improve water quality, and increase flow for fire-fighting.

The construction on Your Street from A St. to C St. includes the installation of 1025 feet of new 8 inch water main and fire hydrants. In addition, the water service line from the water main to the curb shut off valve (commonly referred to as the "Outside Service") will be replaced as part of this project. An illustration of a typical water service is enclosed with this letter. The "Inside Service", located between the curb valve and your home, is the responsibility of the home owner.

We recognize that lead service lines can be one of the possible sources for lead in drinking water. In order to minimize your possible exposure to lead we have implemented an enhanced flushing procedure. This procedure is described below.

Construction activities or shutting the water off for several hours and changing the "Outside Service" can temporarily disturb and dislodge lead containing sediment in your pipes. To remove the sediment, the contractor will thoroughly flush the buried service line from the water main to the water meter after the new outside service has been installed. The contractor will need to access your meter to remove it as part of the procedure. Water will be flushed through a hose to the outside or to a washtub or drain in your basement.

If both the "Outside Service" and "Inside Service" are copper or polyethylene (PE) a normal outside service flushing procedure is conducted. The contractor does not need access to your house for this procedure.

During construction, your "Inside Service" will be visually inspected and you will be informed whether or not it is made of lead containing materials. If so, you may wish to replace it. After the contractor has completed the service line flush, it is important that you thoroughly flush the plumbing inside your home as soon as possible or before using water for drinking and cooking. You will be given a copy of **"Important Notice Regarding Your Water Service"** which has instructions for flushing your faucets following 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.

If your "Inside Service" is composed of galvanized steel or similar material, it is possible that the water service might be highly corroded. Our experience has been that galvanized service material has a short life expectancy. If the "Inside Service" is highly corroded, it may be impossible for the contractor to connect the new polyethylene water service to the existing water service at the curb stop. If the contractor is unable to make the connection due to the condition of the existing service material, it may be necessary for the property owner to replace the "Inside Service". The contractor will make every effort to protect the



existing water service and connect the new water service line to the existing water service line at the curb stop.

Some traffic restrictions are necessary in order to complete the work in the shortest possible time. Access to driveways is always maintained. Water main construction will cause periods of noise and dust. We will make every effort to abate these conditions with your best interest in mind. All pavement, sidewalks and lawn areas that are disturbed by this contract will be restored as part of the contract work.

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

If you have any special needs including handicap accessibility, George Wheatley from the Water Bureau can be contacted to coordinate your needs with the contractors' operations. He can be reached at 428-6133 or george.wheatley@cityofrochester.gov. Any problems arising from the water main construction should be directed to the Water Bureau Dispatcher at 428-7500. The Water Bureau dispatcher is available 24 hours a day, seven days a week.

We ask your patience as we perform necessary improvements to the water system in order to build for a better tomorrow.

Thank you for your cooperation.

Geoffrey Gugel
Director of Water