

Notice - Water Customer

Water main replacement work in your area will be underway soon. While this work is in progress you will be connected to an **above ground temporary water system** that will provide water service to your property during construction.

A few things to know concerning the **TEMPORARY WATER SYSTEM (TWS)**:

1. The above ground temporary water system (TWS) will be placed adjacent to the existing watermain. The pipeline will be ramped where crossing driveways, walkways, and other ingress & egress areas.
2. The temporary water system (TWS) will undergo treatment, sampling, testing and Health Dept approvals prior to being put in service.
3. Your property will be connected with a service hose running from the TWS to an outside functioning hose bib in most cases. A hose "WYE" or split connection will be installed so you can continue to use your garden hose.
4. At the time crews are connecting your property to the TWS, they will need access to your inside water service valve (usually near your water meter or where your service line comes into your property) to **shut it off and again to open it** upon completion of the new water main installation. Please **do not operate** this valve at any time.
5. Upon completion of the water main installation, your property service will be placed back on to the new water main and the TWS will be removed.
6. **PLEASE USE CAUTION WALKING, DRIVING & MOWING AROUND THE TWS.**

Typical Questions & Answers:

1. How long will the TWS be in place? **Typically, 6 to 8 weeks depending on the nature of the work being done.**
2. Why is the water warm? **The TWS is above ground and will be affected by outside temperatures and cannot be controlled.**
3. Is the TWS water safe to drink? **Yes! The TWS has been tested and approved by the Health Department.**
4. The TWS water at times tastes different, why? **Warm water may at times taste & smell different. It remains Safe to drink.**
5. What if I have a problem with my water supply? **If you experience TWS problems, please call the number below.**
6. How often does the contractor need to enter my property? **Generally, 2 times (1-connect & 2-disconnect).**
7. Can we move our service hose to mow? **YES! We use flexible hoses for this purpose and encourage care when mowing.**

If for any reason you experience any issues with your water service, there is a system set up to respond.

Please call this number: MILHERST CONSTRUCTION : MIKE MURPHY : 716-799-2349

We greatly appreciate and thank you for your patience, cooperation, and understanding during this project.