

Downtown Water System Maintenance Project Fact Sheet

- 1. Q. What are the benefits of this project?**

A. This is a two-phase maintenance project that began in 2016. The purpose is to improve flows and water pressure in this area. The second phase begins on January 4, 2017.
- 2. Q. How long and when will my water be out?**

A. Most of the work will occur at night between the hours of 9:00 PM and 5:00 AM on a few consecutive days and water service will be restored during the day. Our crews will place a doorhanger at your location and you will also receive an automated telephone notification message about 48 hours prior to the beginning of the work section that includes your location.
- 3. Q. Can open the tap while the water service is out?**

A. Technically yes, but this is not recommended as it will cause your private service lines to pull from the water main while it is being flushed, potentially damaging your service line.
- 4. Q. Will my water quality suffer as a result of the maintenance work?**

A. A primary goal of this effort is to improve water quality. The potential for discoloration of the water after this maintenance is normal but should be minimal and temporary. It is generally corrected by running the cold water only at your faucet for ten to fifteen minutes.
- 5. Q. Will there be a Precautionary Boil Water Notice (PBWN) after the work?**

A. Yes. A precautionary boil water notice will be issued after the first night's work in each section, **and will continue until approximately 48 hours after the work is completed in each section.** Precautionary boil water notices are issued as part of standard protocol after any loss of water pressure, whether as a result of unplanned water outages or planned utility work. For convenience, customers may wish to store water ahead of time for drinking and cooking purposes. Guidelines to precautionary boil water notices are available on our website at:
<http://www.ecua.fl.gov/water-quality/boil-water-notices-and-why-we-issue-them>
- 6. Q. Will the sections on the map be worked on in consecutive order?**

A. Not necessarily. We have done our best to schedule work consecutively, as shown on the map, but changes will inevitably occur as a result of weather or operational issues that may arise.
- 7. Q. Why is only half of the parcel where my property sits in the project area?**

A. Some structures receive water service from a water main located behind their property or are fed from two separate mains. This allows the structure(s) on the parcel to receive water service while some others may not.

8. Q. Will you block the road with the work equipment?

We will keep traffic interruptions to the minimum amount necessary to safely accomplish the work. However, some road blockages will be unavoidable. These will typically occur during very low traffic times between 8:00 PM and 6:00 AM.

9. Q. Is there information online where I can follow the project's progress?

A. Yes! Beginning January 4, you can follow our progress on the ECUA website to see how the project is moving forward and see the status of each section at <http://www.ecua.fl.gov/advisory>.

10. Q. Who may I call if I have a question or problem?

A. Yes! Use the following information as required:

- During business hours please call our Customer Service center at 476-0480
- After-hours, please call the Field Supervisor at 378-7402 or the Project Engineer at 698-4660.
- ECUA After-hours general line at 476-5110.