



The City of Wilmington is Upgrading Your Water System, Water Personnel May Need Access to Your Property to Investigate Your Water Service Line

Water line maintenance work is being conducted in your area. Construction will take place during daytime hours. Temporary service disruptions may be required.

Some traffic disruptions could occur.

The City of Wilmington will be performing water service line investigations and replacements in your neighborhood as part of the City's ongoing maintenance of our water system.

This project will identify and remove lead and galvanized water services; you will benefit from higher quality water while we improve the operation of our water system. Investigations are expected to take place on weekdays between 7am and 5pm. Challenging replacement work may require working outside of these hours.

To identify the lines, excavation work will take place next to the edge of your street or your sidewalk. If your line is made of copper, no further work will be performed. If your service line is found to be made of lead or is galvanized, it will be replaced with a copper line at no cost to you. A construction crew leader will attempt to make contact with you to schedule access to your residence for the replacement of your privately owned service line.

While you will continue to receive water during the investigation work, a temporary shutdown of your service will be required if we need to replace your service. You will be notified in advance of the shutdown, and our contractor will make every effort to reduce its impacts.

During the project, your street will remain open to traffic. However, some temporary road closures and traffic delays may occur. All construction-related openings will be covered nightly and repaired as quickly as possible. We respectfully ask you to exercise caution when moving through the work zones, and to tell your family and anyone visiting you to be cautious while driving and walking in the area.

As the work occurs, we encourage you to use call the Public Works Call Center at 302-576-3878 to report any water-related concerns, including discolored water, low pressure, main breaks, and fire hydrant issues. Operators are available Monday through Friday, from 8:30am to 4:30pm. After hours, contact Wilmington Police Non-Emergency at 302-654-5151.

We apologize for any inconvenience, and we will work with you and our contractor to minimize any disruptions. We thank you for your understanding and cooperation as we work to improve our water system for the benefit of the people we serve. For more information on the Wilmington Water Utility Lead Reduction Program please visit our website at <https://www.wilmingtondewater.gov>.

WILMINGTON WATER UTILITY | PHONE: 302-576-3878 or use Wilmington311

E-MAIL: water@wilmingtonde.gov | www.WilmingtonDEWater.gov

Resident Notice – Service Work Only





What to Expect:

Residents will receive notice in advance of the contractor beginning their work. Temporary No Parking signs will be placed 24 hours before work begins. Utilities will be marked out on sidewalks and streets with spray paint.

Step 1 - Water Service Line Material Investigation

- Services to every property will be excavated to determine the material of the water line.
- Traffic will be detoured with accommodations made for residents.
- Portions of the sidewalks around the water services may be removed to allow the contractor to view the service line.
- If **copper** is found on both the homeowner side and the city side, then no further work is required other than restoration.

Step 2 - Lead or Galvanized Service Line Replacement Work

If a **lead** or **galvanized** pipe is found on either the homeowner's side or the city side, the contractor will return to replace the water line.

If **lead** or **galvanized** is found on the city side only, a "temporary shutdown/no water" notice will be hand-delivered the day before the replacement is to be performed. The water to the property must be shut off during the work.

- The service line will be replaced at no cost to the property owner.
- A pitcher filter will also be delivered to the property the day before the replacement is to be performed. The pitcher filter will include instructions for flushing the water service line after replacement.
- The service line will be replaced with **copper** from the city water main to the curb stop.
- The replacement typically takes four to six hours. Water is then turned back on.

If **lead** or **galvanized** is found on the property owner side, the replacement will be scheduled with the property owner.

- The service line will be replaced at no cost to the property owner.
- A licensed plumber will contact the property owner to discuss basement access and arrange a date for the installation.
- A pitcher filter will also be delivered to the property the day before the replacement is to be performed. The pitcher filter will include instructions for flushing the service line after replacement.
- The service line will be replaced with **copper** from the curb stop to the meter in the homeowner's basement.
- The replacement typically takes six to eight hours. Water is then turned back on.

Step 3 - Restoration Work

- Ground disturbed at the curb stops will be filled in and temporarily restored with stone or asphalt.
- Sidewalks will be replaced after all investigation and service line work has been completed in the immediate area.
- The City's restoration work could include upgrades to non-compliant ADA curb ramps and other curbing in advance of the street repairs.

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