

IMPORTANT INFORMATION

PIPE REHABILITATION PROJECT



During upcoming infrastructure improvements on your block, Denver Water will:

- Clean and re-line the water main under your street as part of a project called pipe rehabilitation. Crews will drain water mains, clean them by removing mineral buildup from the past 100-plus years, and then line the mains with a specialized mortar to extend their lifespan by decades. See step-by-step photos of the pipe rehabilitation project at denverwater.org/PipeRehab.
- Replace impacted lead water service lines.

WHAT YOU WILL NOTICE DURING THE PROJECT

Marking utilities with paint

To prevent hitting underground utility lines, the law requires we find and mark utilities with temporary paint before we begin construction. You will see these markings on your landscaping, sidewalk and street up to two weeks before construction. This paint is temporary and designed to fade away over time.

Relocating plants and shrubs

We have noticed that some property owners in the work area have landscaped, paved or built over their water meter access pits in the city right of way. Homeowners must keep the area around their water meter access pit clear of obstructions. Any obstructions found on or immediately around the access pit will be removed and not replaced. We recommend homeowners remove any obstructions in this area before the project begins.

Street parking and access

You may see crew vehicles and equipment transport trucks parked along the streets in the project area. Some parking spots will also be impacted. Street access will be maintained with signs and flaggers. No road closures are expected, although some will be limited to one-way traffic or merged lanes. Because your safety is important to us, holes and pits will be filled or covered with a metal plate at the end of each day.

Other safety measures

In addition to traffic signage, we will also place cones, pylons and sandbags in the work area denoting hazards and the above-ground water bypass system. This will allow for an efficient flow of traffic while also ensuring the safety of workers and pedestrians. You will notice debris catchers in front of storm drains. They keep construction debris from washing in the storm drains, and could interfere with flow during a rain event.

Above-ground water bypass system

Because we need to drain the water mains in the street to complete the pipe rehabilitation project, we will set up an above-ground water bypass system so we can continue delivering drinking water to your home. We will run disinfected bypass piping from the nearest fire hydrant into your service line.





Water service shutoff

As we move your drinking water source to the above-ground water bypass system, we will need to shut off your water for about 10 to 15 minutes. You will be notified before this transition.

Access to your outside faucet

If you have a lead service line or a water meter located inside your home instead of your yard, we will have to connect the above-ground water bypass system directly to your outside faucet. We will use a faucet attachment that allows water to enter your home and also has a spigot that allows you to attach a hose for exterior use.

Restoring the work area

Denver Water's contractor, Mainlining America, will restore all sidewalks and landscaping to their pre-project condition after the project, with the exception of any landscaping, pavement or plants found on or near the Denver Water meter access pit. Items found on or near the access pit will be removed and not replaced.

Digging in front of your home

During construction, we will be working in the city right of way, but depending on the location of your water meter access pit and if we need to replace your service line, we may need to dig in your yard. The contractor may need to dig through lawns, sidewalks and streets. Denver Water's contractor, Mainlining America, will take photographs of the repair area prior to construction to ensure it is properly restored.

Street restoration

Streets that are disturbed during construction will be patched and typically restored within 60 days. Some streets may require more than 60 days if additional work is scheduled by the city or another utility and is dependent on weather conditions.



POSSIBLE HOUSEHOLD PLUMBING ISSUES

Water temperature

Because the above-ground water bypass system is exposed to sunlight, water temperature can rise steadily throughout the day. It is likely on hot days that the water coming out of your cold water tap will stay warm. We recommend storing tap water in your refrigerator so you will be able to access cold water.

Low water pressure

While you are on the above-ground water bypass system, you may experience a drop in water pressure due to the bypass pipe being smaller than your normal service line. If you find the water pressure is too low to run your irrigation system, please contact Denver Water at 303-893-2444 so we can add an additional bypass pipe to increase pressure.

Discolored water

If older pipes are disturbed or sediment is dislodged during construction, you may experience discolored water. Run the cold water tap for 15 minutes from the outside hose faucet or the lowest point in your home. Removing and cleaning faucet aerators will assist in flushing the sediment from your plumbing.

Household plumbing noises

If air becomes trapped in the pipes, you may experience knocking, banging sounds or sudden bursts of water when you turn on the faucet. Run water through all your faucets and make sure valves under all your sinks are fully open.



WATER SERVICE

The **water main** runs underneath the street and is owned and maintained by Denver Water. These pipes are not made of lead, nor is any of Denver Water's water distribution infrastructure.

The **service line** connects to the water main and runs into your house. The service line is owned and maintained by the homeowner. These may be made of lead.

The **water meter** measures the amount of water running through the service line. Denver Water maintains the water meter.

The city right of way includes the street, sidewalk and any landscaping between the street and the sidewalk. Found within the landscaping is the water meter access pit, denoted by a round metal plate and with the Denver Water label on it. Denver Water uses this access pit to access the water meter. Although the homeowner maintains the right of way, Denver Water is allowed to work within it when accessing the water meter.



LEAD SERVICE LINE REPLACEMENT

Lead can cause serious health problems if too much enters your body from drinking water or other sources.

Lead isn't present in the water Denver Water sends to your house, but lead can get into water as it moves through a lead-containing service line connecting a home to the water main. If lead is present in your service line, you have an increased risk of exposure to lead through drinking water. When a lead service line is disturbed during construction the risk can be increased.

In Denver Water's experience, homes and buildings most likely to have lead service lines are those built before or during the mid-1950s. Because service lines are initially installed by builders and are owned by customers, Denver Water does not know the specific locations of all of the lead service lines in our service area. A new house built in an older neighborhood could retain an existing lead service line, and an older house could have had its line replaced by a previous owner. The only way to be sure about the composition of a service line is a direct test.

During the pipe rehabilitation project, Denver Water will determine if your service line is made of lead and then notify you.

If your water service line is determined to be lead, Denver Water will replace the entire service line from the water main in the street to your house at no cost to you.

Scheduling lead service line replacement on private property

If we confirm that your service line is lead, Denver Water will give you information so you can call our contractor, Mainlining America, to schedule a date for the lead service line replacement. Mainlining America will ask you to sign an agreement for us to replace your service line at no cost to you.

Access to inside water connection

The contractor will need access inside your home where the existing service line enters the building. You will need to move any items including boxes, furniture, washers and dryers that block pipes inside or outside your home where the existing service line enters the building.

Providing access during replacement

You must be home on the date and at the time of lead service line replacement. It is the homeowner's responsibility to provide access to the plumbing connection inside your home. The replacement work at your house should take less than one day.

IF WE DETERMINE YOUR SERVICE LINE IS MADE OF LEAD, THE ENCLOSED INFORMATION IS CRITICAL FOR YOU TO READ.

After a lead service line replacement, a temporary increase in lead will likely occur in your tap water. Lead levels can potentially remain elevated for a few months after a lead service line is replaced. Please review the information we will provide you about steps you should take to protect yourself and your family.

FOR MORE INFORMATION:

For all water quality issues and general questions on this project during regular hours:

Please call Denver Water Customer Care, 303-893-2444, Monday-Friday, 7:30 a.m.-5:30 p.m.

For all water service emergencies after hours:

Please call Denver Water Central Dispatch, 303-628-6801

For project details and construction status maps: denverwater.org/PipeRehab

For information about lead: denverwater.org/Lead



denverwater.org

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