

FAQ – WATER MAIN CLEANING AND LINING

1. What work is being done in my neighborhood?

The Regional Water Authority (RWA) is cleaning and applying a protective interior coating of cement to existing water mains. This process improves water quality, service reliability, and fire protection while extending the life of the water system.

2. Why is this work necessary?

Over time, minerals and corrosion can build up inside water mains, reducing the flow capacity. Cleaning and lining removes these deposits and adds a protective cement layer, helping maintain high water quality and quantity, and reliable service for years to come.

3. When will the work take place?

Construction is expected to begin in **mid-April 2026** and last approximately **16–18 weeks**, weather permitting. Work will be completed in phases:

- Phase 1: beginning on or about (April 27th) on the following streets: Sleeping Giant Drive, Kenwood Drive, Seminole Drive, Seminole Drive, Monterrey Drive, Klarman Dr. and Brown St.
- Phase 2: Knob Hill Road, Cumpstone Drive, Clark Street and Cannon Street
- Phase 3: Evergreen Avenue (from Whitney Ave. to 500 Evergreen Ave.)

Customers in Phase 2 & 3 will be notified up to a week in advance of work beginning in your area.

4. Will my water be shut off?

Yes. Brief water interruptions may occur during service transfers. During the project, we'll be connecting your house via a temporary water line, and you may lose service briefly during disconnection and reconnection. Customers will receive **at least 24 hours' advance notice** of scheduled shutoffs. Emergency shutoffs may occur if necessary.

5. What is the temporary water system? Is it safe?

While the main is being cleaned and lined, an **above-ground temporary water pipe** will supply your home. The temporary system is disinfected, tested, and meets all drinking water standards before being placed into service.

Customers **will not be charged** for water usage during their phase of the project.

6. Will the temporary piping affect my property?

Temporary piping may run across lawns, sidewalks, or driveways. Please do not move, disconnect, or drive over the piping. Access to homes and properties will be maintained.

7. What should I expect when water service is restored?

After service is restored, you may notice temporary air in the lines or discolored water. This is normal.

We recommend:

- Removing faucet aerators
 - Flushing cold water taps until water runs clear
 - Avoiding laundry for several hours after restoration
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8. Will the RWA need access to my home?

Yes. After the lined main is returned to service, the RWA must flush your individual water service line.

If you are not home at that time, your water will remain off until you call **203-562-4020** to arrange restoration.

9. What if someone in my household has a medical condition or uses home dialysis equipment?

Please notify the RWA as soon as possible. Special accommodations can be made to help ensure continuity of service for medically sensitive customers.

10. Who do I contact if I have questions or problems?

A contractor will perform the work, and an RWA inspector will be on site daily.
During normal work hours, please speak with the onsite inspector or call 203-562-4020