

[Insert mailing date]

Dear Valued Customer:

The City of Minneapolis Public Works Department has scheduled a water main renewal project in your neighborhood (*please see enclosed maps*). This project will begin in April and is scheduled for completion in November.

Project background & description

The water main in the project area is made of unlined cast iron pipe. Although the water main is in sound condition, mineral deposits have built up on the inside of the unlined pipe. The purpose of this project is to remove the mineral deposits and install a lining to prevent future mineral build up which can limit proper water flow. This cement lining is certified for use in potable drinking water pipes. The costs associated with this project will **not** be assessed to your property. Please note that the renewal project in your neighborhood is one of many being delivered throughout the city this season. These projects are delivered in multiple phases by different specialty crews to efficiently utilize their time. As such, there will likely be periods of minimal activity in your area, but please be assured the project is progressing.

Temporary water supply and water billing

To maintain water service during the project, plastic pipe will be installed along the curb and connected to the exterior faucet of each building using potable water hoses. While the temporary service is in use, you will be billed for estimated water usage based on your prior year's monthly use. Water service should not be interrupted during this project.

The connector installed on your outside faucet will allow you to connect a garden hose. The enclosed diagram outlines the steps to make this connection. Please review the diagram carefully and keep it to refer to until the project is complete in your area.

If a building's water stop valve (located near the curb) does not work, a City of Minneapolis Public Works employee will temporarily remove the building's water meter to prevent backflow of domestic water into the water main. If it is necessary to access your building for this reason or anytime during this project, you will be contacted to schedule an appointment. Please note that City employees carry a City of Minneapolis identification badge. If the water stop valve does not work, you will be notified of the repair requirements.

Opening the water mains

A City of Minneapolis contractor will dig the access holes and cut out sections of water main near the street intersections in the project area. The holes may be dug a few weeks in advance so the cleaning and lining contractor can work continuously once they arrive on site. A trench shield will be installed around each access point.

Cleaning & lining

Crews will clean the inside of the water main by pulling scrapers through the pipe and then install the protective lining.

Testing the water & closing the holes

After all the lining is complete, the City will test the water in the mains and then restore normal service to each building. When the water meets all Federal requirements, the contractor will close the holes in the streets. City crews will remove the temporary plastic pipe networks and permanently restore the pavement over the excavations.

Again, at various stages of the project, it may look like there is little activity taking place and/or no workers are visible within the project area. This means the crews are working at different locations in the City.

Impact to irrigation/sprinkler systems

The temporary water service lines will provide sufficient water supply and pressure to complete typical activities of daily life: bathing, cooking, drinking, etc. However, if your property relies on an irrigation system, you may find that the temporary water service does not provide sufficient water pressure for your system to function properly.

Stay informed

Minneapolis uses an automated Notification System to alert residents to service outages both planned and unplanned and other important information. If you are signed up to receive these notifications, you can receive short, prerecorded voice messages when there are events or major schedule changes. Go to <https://www.minneapolismn.gov/contact-us/sign-up-for-news-alerts/> to make sure we have your number.

Safety

Many safety hazards are present in a construction work area. Please drive slowly and cautiously in the affected areas and remind children not to play in or around the construction sites, construction equipment or on the staged and covered soils in the street.

Traffic

Most of the access holes will be located at intersections. Therefore, parking and driving lanes may be restricted. The City will do everything it can to keep the traffic moving. We will do our best to keep the inconveniences to an absolute minimum. Thank you in advance for your cooperation while we make these improvements to your neighborhood. If you have any questions about this project, please call the City of Minneapolis, Public Works Water Treatment & Distribution Services Division at (612) 673-5600. For more information, visit:

Sincerely,



Annika M. Bankston, P.E.

Director – Water Treatment & Distribution Services
City of Minneapolis – Public Works

If you need this material in an alternative format, please call 311. Deaf and hard-of-hearing persons may use a relay service to call 311 agents at (612) 673-3000. TTY users may call (612) 673-2157. Attention: If you have any questions regarding this material, please call 311. Dmōng - Ceeb toom. Yog koj xav tau kev pab txhais cov xov no rau koj dawb, hu (612) 673-2800; Dpanish - Atención. Si desea recibir asistencia gratuita para traducir esta información, llama (612) 673-2700; Dmali - Ogow. Haddii aad dooneyso in lagaa kaalmeeyo tarjamadda macluumaadkani oo lacag la' aan wac (612) 673-3500