

Colonial Heights Waterline Replacement Project

The Colonial Heights area water system was acquired from Johnson City in 1985. Since that time there have been no significant improvements or replacements to the system.

In 2001, the City of Kingsport began the first phase of waterline replacements in the Colonial Heights system. In that phase the City installed a new 12" water main to ensure the long-term availability of water to Colonial Heights.

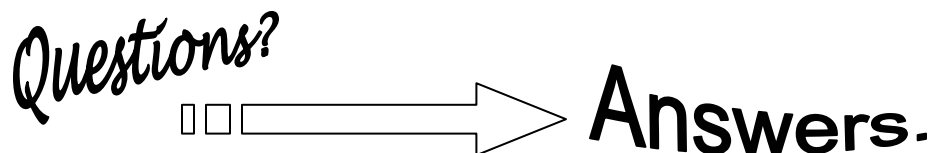
In 2002, the second phase began in the area around Meadow Lane and Proffitt Lane to improve reliability of water service in the area. The City also replaced an existing water storage tank servicing Colonial Heights. In that project we increased the capacity of the tank to 300,000 gallons ensuring long-term viability.

The third phase began in 2003 in the Colonial Acres area, including Summerville Road and Patrick Henry Circle.

The fourth phase will begin in the summer of 2004. The area involved in phase four will be Colonial Heights Road and the surrounding area, and Woodcrest Drive.

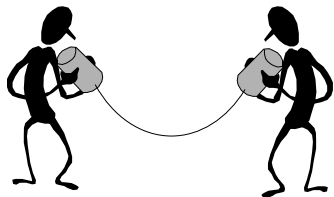
The City of Kingsport has invested \$4.2 million in the last 3 years on the Colonial Heights system.

Projects of this size are likely to generate many questions so this fact sheet has been created to explain the major elements of the project. It is impossible to anticipate and answer every question, so please call the Project Manager at the Water Services Division office if you have any additional questions, the phone number is 224-2509.



1. Who should I call if I have questions?

The City has appointed an official Project Manager to coordinate all of the many activities of this project, including answering your questions. Since the Project Manager is the primary point of contact for all inquiries, you should call him. You can reach him at the Water Services Division office, **224-2509**. You should be prepared to give your name, address, and phone number for all inquiries, so that appropriate City staff can address your concerns.



For after hour **EMERGENCIES** only, please call the City's Central Dispatch at 246-9111 – they have the resources to contact the appropriate immediate response team.

2. Why is all this work being done to the water lines?

Water main breaks, such as those pictured, have become all too familiar to many of our customers. Incidents of water main breaks and leaks have begun to occur in much greater frequency over the last few years. Each break disrupts water service and affects infrastructure such as streets and sometimes private property damage.

To minimize damage, the galvanized piping that *was* standard needs to be replaced. The galvanized piping has deteriorated to the point that it is not effective to just fix the bad portions of pipe. The repairs not only tax our manpower and equipment, it also affects water quality for you, the customer. We need to replace the failing waterlines to adequately serve everyone.

The current replacement projects have already reaped benefits for our system. The maintenance crews have a lesser workload of breaks, which allows them to focus on fixing problems in other areas that have needed to be addressed for a long time. We have also saved approximately 500 gallons per minute of water serving just the Colonial Heights system.

3. How much pipe is being replaced?

To date, the amount of pipe replaced in the Colonial Heights pressure zone is approximately 110,000 ft (20 miles) of waterline in the last 3 years. In Phase III, we will be replacing approximately 30,000 ft (6 miles) of pipe.

4. What will happen to the old water line?

Once the new water line is installed and tested, it will be put into service and will eliminate the need for the existing failing line. Once all the appropriate tie-ins are complete, the old line will be valved-off and removed from service permanently. The old lines will be abandoned in the ground.

5. With a new water line in place, will the breaks stop?

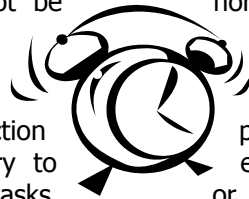
The new waterline will mean the end of the many repeat breaks that are prevalent in your area. Leaks and breaks will always be a part of any water system that has hundreds of miles of pipes underground that are exposed to corrosive soils, weather, and shifting loads, but these routine breaks should occur with much less frequency.

6. When will the project start and how long will it take to finish?

This phase is designed to be a 10-month project. We anticipate the actual construction to begin in June 2004, and should finish around April 2005, weather permitting.

7. When will the construction occur?

Construction hours will be 7 AM to 6 PM, Monday through Friday. There may be occasional weekend work, but it should not be normal. The construction workers may arrive before 7 AM to start checking and preparing the equipment for the work of the day or they may stay late to clean up around the site, but the construction activity is generally limited to these hours. Please understand however that construction projects are dynamic and there will likely be times when it may be necessary to extend construction hours later in the evening in order to finish certain tasks or to take advantage of favorable weather conditions – however, these instances will be the exception, not the norm.



8. Will the construction activity be constant?

The construction schedule is designed for construction activities to be sequenced in a logical and well-planned manner that is based on the practical demands of managing a construction project.

The extent of the activity and its impacts on the neighborhood will vary according to the type of work being performed, but in general the work will be focused in the immediate block that the crews are working in. In other words, construction activity will be constant, but maybe not constant on your block.

9. Will City crews be doing the work?

The City will manage and inspect the project, but an outside contractor will perform the actual construction.

10. Will fire hydrants be installed during the project?

In most areas, the infrastructure will be in place to serve fire protection. However, since most of the service area is in the county, there will be no NEW fire hydrants installed. We are required to replace all fire hydrants that are currently in service. If you are interested in placing a fire hydrant on your street, the cost (per City Ordinance) is \$2,000. If you have any questions about this, please contact the Project Manager.



11. How will the construction impact my neighborhood?

Construction impact can be divided into two categories – general impacts and localized impacts at your home.

The general impacts include such things as noise and the temporary closures of the street to thru traffic during the project. This restriction will seek to minimize the interference of cut-thru traffic, so you may see less daily traffic in front of your home at various times during construction – which should make it easier for you and the construction crews to safely get around.

During construction, there will also likely be temporary on street parking restrictions put in place in order to accommodate construction within those blocks that are in an active construction area. These will be temporary restrictions that will move down the street as the construction advances – and reopen once the construction work passes. In addition, while a block is still under active construction the open trenches will be barricaded off and backfilled. When all of the underground improvements are complete, the contractor will come back and pave driveways and re-sow grass.

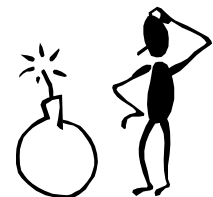
When the crews move to your block and the construction is getting ready to begin in front of your home the City’s Inspector will be available to meet with you individually to discuss issues such as getting in and out of your driveway, parking, etc. It is likely that the construction area will disturb an area up to 10’ from the street. Please keep in mind that these areas are in the public right-of-way and will be repaired (e.g. re-seed grass, smooth out the dirt) to original condition. The contractor is required to repair these areas in a reasonable amount of time. The time required will depend on weather, time of year, etc. If you have concerns about the amount of time it is taking, please contact the Project Manager at 224-2509.

12. What should I do if my property gets damaged from the construction?

Given the large equipment and heavy materials used in construction it is always possible for unintentional damages to occur. Recognizing this prospect, the City has a process in place for residents to submit claims for property damage with the contractor. Anyone with property damage questions or claims should contact the Project Manager at 224-2509.

13. Will there be any blasting of rock on this project?

Given the topography of this area, it is always possible to hit rock in unexpected places, which will require selective blasting. If this occurs you should receive advance notice from the contractor who will explain exactly what is planned and when it is planned. It is important to remember that in this area, blasting is a very common construction practice that is safe and effective.



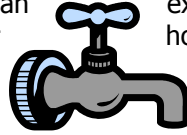
14. Will the construction be noisy?

Anyone who has ever been around an active construction site knows that noise is an unavoidable consequence of using heavy equipment to tear-out, move, and rebuild the infrastructure. However, the contractor is on notice to manage noise to the maximum extent possible and the City’s inspector will monitor those noise levels.

Even under the best circumstances, noise from construction on your street will be heard at your home. The levels of noise will vary based on the construction activity.

15. How will the construction affect my water service?

In general, there should be no impact on your household water service until we hook the new services to your meter. This will only take about 30 minutes. However, it is possible that the contractor could damage your water supply lines during the new line installation, but if that occurs the contractor will stop and fix it immediately to restore your water service as quickly as possible. If you do not have water service for an extended period, please contact our Customer Service office at 229-9416, or after hours call 246-9111.



It is not unusual for water to appear slightly discolored or cloudy during and after the construction period as a result of excess air bubbles in the water. Typically this problem can be resolved after a little flushing of your lines in your home. However, continued discoloration or floating particles may also be an indication of rust or other deposits in the pipes of the plumbing of your home that flaked-off as a result of the adjacent construction activity. If this is the case, you should flush your lines a little longer and you may need to check with a plumber to ensure that your pipes are in good condition. Sometimes loose particles also clog the filters at the end of faucets so if you are experiencing poor water flow, check your filters.

16. How will the construction affect emergency services as well as other services such as trash collection, mail delivery, etc.?

The City's contractor is required to maintain adequate emergency access at all times during this project. If you have any access concerns or special medical needs in this regards please advise the Project Manager as soon as possible at 224-2509.



For your non-emergency services, like trash collection and mail delivery, your services should remain unchanged. The contractor will work with you to ensure that you have no disruption in your routine services. For situations that may require special handling, please contact the Project Manager.

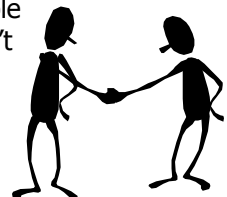
17. Will construction create dust and debris?

An unfortunate consequence of digging up and removing pavement and dirt is airborne dust. In recognition of this problem, the contractor is required to maintain dust control measures throughout the construction period. Dust control include wetting down the areas of construction activity as necessary to capture the particles on the ground before they get into the air. The contractor will also have erosion controls in place to contain any mud that can add to dusty conditions. Weather conditions also contribute to dust problems so during extended dry periods, additional on site dust suppressants may be used. The City and the contractor are very sensitive to the needs of the neighborhood so if you have any concerns or special needs, please contact the Project Manager and he will work with you on a case-by-base basis.

Final Thoughts



Construction projects always have their "ups and downs" and even the best plans encounter unforeseeable events once the shovels hit the dirt. However, the City is committed to working with you at every step of the way to minimize the disruption in your daily life and to get you the infrastructure that you need to last another 100 years. The success of this partnership depends upon your access to information and your comfort level with the people assigned to the project. If there is anything you need at any time, please don't hesitate to ask.



Thank You
City of Kingsport
Water Services Division