

Connecticut Water Company
93 West Main Street
Clinton, CT 06413

Customer Service: 800.286.5700



March 2, 2020

«Customer_Name»
«Mailing_AddrLn1»
«Mailing_AddrLn2»
«Mailing_City», «Mailing_ST» «Mailing_ZipCode»

Re: Sound View Water Main Replacement

Dear Property Owner:

Connecticut Water Company will be replacing water main on the upper portion Swan and Portland Roads, as well as the extensions of Portland, Hartford and Swan north of Rte. 156 beginning on or about the week of March 9, 2020. Additionally, we will be replacing service lines for those properties currently connected to a seasonal (shallow depth) water main. The expected work hours will be 7 a.m. to 4:30 p.m., Monday through Friday. We expect that the water main installation portion will be completed by May 22nd with the water service work being completed this year. It is intended that any work done between May 25th and September 7th will be limited to same side or private property service activity to minimize disruption of road traffic.

This work to improve your water system is possible because of our Water Infrastructure and Conservation Adjustment (WICA) program. WICA funds enable us to accelerate the replacement of aging water system infrastructure and sustain valuable water resources. These projects ensure you and future generations of customers will continue to have reliable water service.

This project will replace the current water main and install new water main at a depth that is capable of providing year round service. The full depth water main will remain in service throughout the year. CWC's standard operating procedure will be to shut off "seasonal" customers in the fall and reactivate in the spring, following our current practice. Only those properties that receive "Year Round Status" approval from the Town and comply with CWC's standard service requirements, from the curb to the home, will be left in service year round. Any customer wishing to pursue year round service is subject to Town and Health Department requirements.

For further information on obtaining "Year Round Status" refer to the Ledge Light Health District (LLHD) website: <https://llhd.org/>. This link will bring you directly to the reference document needed: <https://llhd.org/wp-content/uploads/2020/01/Year-Round-water-memo.pdf>.

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Information is also available at the LLHD office at the Old Lyme town hall. If you have further questions contact Patti Myers (pmyers@llhd.org) or Wendy Brown-Arnold (warnold@llhd.org) at Ledge Light Health District.

Where applicable the service line replacement for each property will be specific and reviewed on a case by case basis. CWC's Project Coordinator will coordinate specifics with property owners directly at the appropriate point in the project. During the service line replacement for each property it may be necessary to briefly interrupt your water service during that time. We will notify you at least 24 hours in advance of planned interruptions so that you can plan accordingly. Most interruptions are brief, lasting less than a few hours. It is not necessary that anyone be present at your home or business at the time of the replacement.

We also ask that you use caution in the construction zone. Our work will involve excavation of trenches that may be up to 6 feet deep. Our contractor will take all required safety measures to ensure the work area is safe, including appropriate signs, barricades and traffic control. At times traffic lanes may be restricted. Work of this nature can be a natural attraction to children and we ask that children be kept clear of the area.

Any disturbed paved areas will be temporarily patched by May 22nd. Permanent restoration work in the area, such as repaving of driveway aprons and restoration of grass along the curb line will take place when the project is fully completed. Due to seasonal constraints around paving and planting, the restoration work may take place several weeks after we have moved through your area.

For properties that are not currently on the water system, a separate mailing will be sent later this month with instructions on how to obtain service. We suggest interested parties coordinate their connection within the establish project timeline to minimize costs and future disturbance of the road.

Updated information on this project can be found on our website at www.ctwater.com/projects. Additional information, including scheduled service interruptions, will be communicated through phone, text and e-mail messages. You will only receive these notifications if we have your contact information. Please visit www.ctwater.com/notification for convenient ways to provide your contact information for future notifications.

Thank you for your patience and understanding as we work to improve our water main infrastructure to better serve customers. If you have any questions concerning this project, please contact Dwayne Peart, Infrastructure Rehabilitation Coordinator, at 860-389-4082.

Sincerely,



Daniel F. Lesnieski, Jr.
Infrastructure Rehabilitation Manager