

# Customer Information Kit

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# The Refresh Evansville Program is Underway!

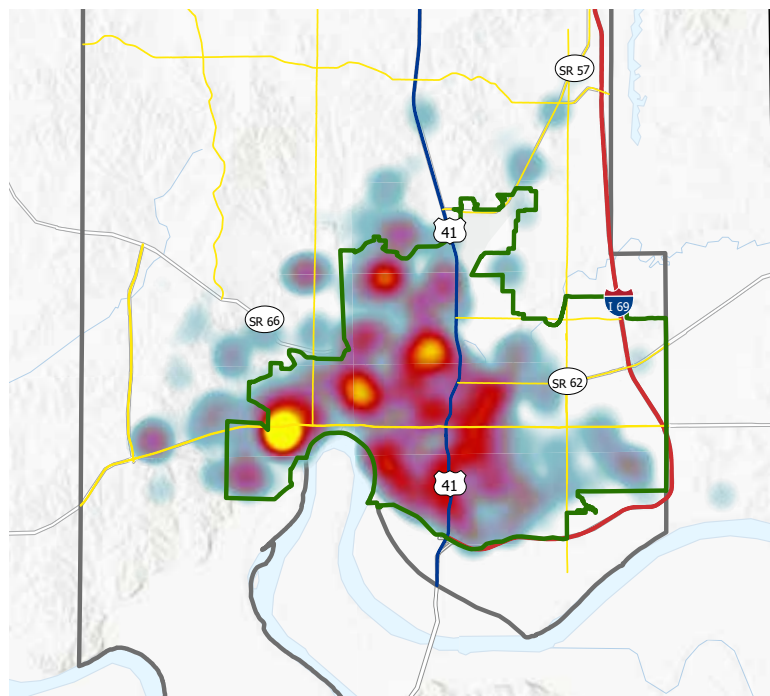
Refresh Evansville is a long-term strategy to replace our aging water mains and supporting infrastructure.

The Evansville Water and Sewer Utility maintains 1,000 miles of water lines, 600 miles of which are cast iron pipes with an average age of more than 90 years. These are now at or past their life expectancy.

Refresh Evansville will take decades to complete, and these ongoing annual improvements will ensure that our children and future generations continue to enjoy safe, clean drinking water.



*WATER MAIN BREAKS OCCURRING FROM 2019 THROUGH 2021*



# Notice to Property Owners

## Private Pipelines Are Aging, Too

Private pipelines servicing households and properties beyond the Utility's maintenance boundary are also aging and deteriorating. The purpose of this notification is to allow you to assess your pipelines before the Refresh Evansville work begins and coordinate any needed pipeline replacement at the same time as the Refresh Evansville project.

The technical private/public delineation for Evansville Water and Sewer Utility water service maintenance points is the right-of-way or easement line. This line starts at the curb stop valve and travels in a straight line across the property. You are responsible for any plumbing repairs needed on your side of this line.



For illustrative purposes only.

# How to Stay in Touch with EWSU

The Evansville Water and Sewer Utility is here to help you with any questions you might have related to construction in your area. Please use any of the following contact options:

## Refresh Evansville

Keep up-to-date with all the latest information and news from American Structurepoint, the construction manager for Refresh Evansville.

[refreshevansville.com](http://refreshevansville.com)



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## Evansville Water and Sewer Utility

Learn more about Evansville Water and Sewer Utility, order service and/or manage your account.

[ewsu.com](http://ewsu.com)

812-436-7846

[ewsu.com/contact](http://ewsu.com/contact)

7:30 a.m. – 4:30 p.m., Monday through Friday



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## Follow Us on Social Media



[facebook.com/EvansvilleWaterSewerUtility](https://facebook.com/EvansvilleWaterSewerUtility)



@RefreshEville  
@EWSUtility



[linkedin.com/company/evansville-water-and-sewer-utility](https://linkedin.com/company/evansville-water-and-sewer-utility)



**Contractor  
Mobilization**

**Water Main  
Installation**

**Water Service  
Line Installation**

**Water Main  
Final Connections**

**Restoration**



**Estimated Timeframe**  
1-2 weeks

# Contractor Mobilization

## Increased Activity

During this phase, you will see activity along the construction corridor, including construction vehicles, personnel, surveyors, traffic barricades, erosion control items and other construction materials.

## Project Mailers and Door Hangers

Prior to and during the contractor mobilization phase, project mailers and door hangers will be provided to advise you of upcoming work in the area. These provide important contact information to have questions answered about your specific property.



PO Box 19  
Evansville, IN 47740-0001

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**EVANSVILLE**

A Refresh Evansville project is scheduled to begin soon in these areas.

Valued EWSU Customer  
John Q. Smith  
1 N.W. Martin Luther King, Jr. Blvd  
Evansville, Indiana 47708-1833

Example Project Mailer



Contractor  
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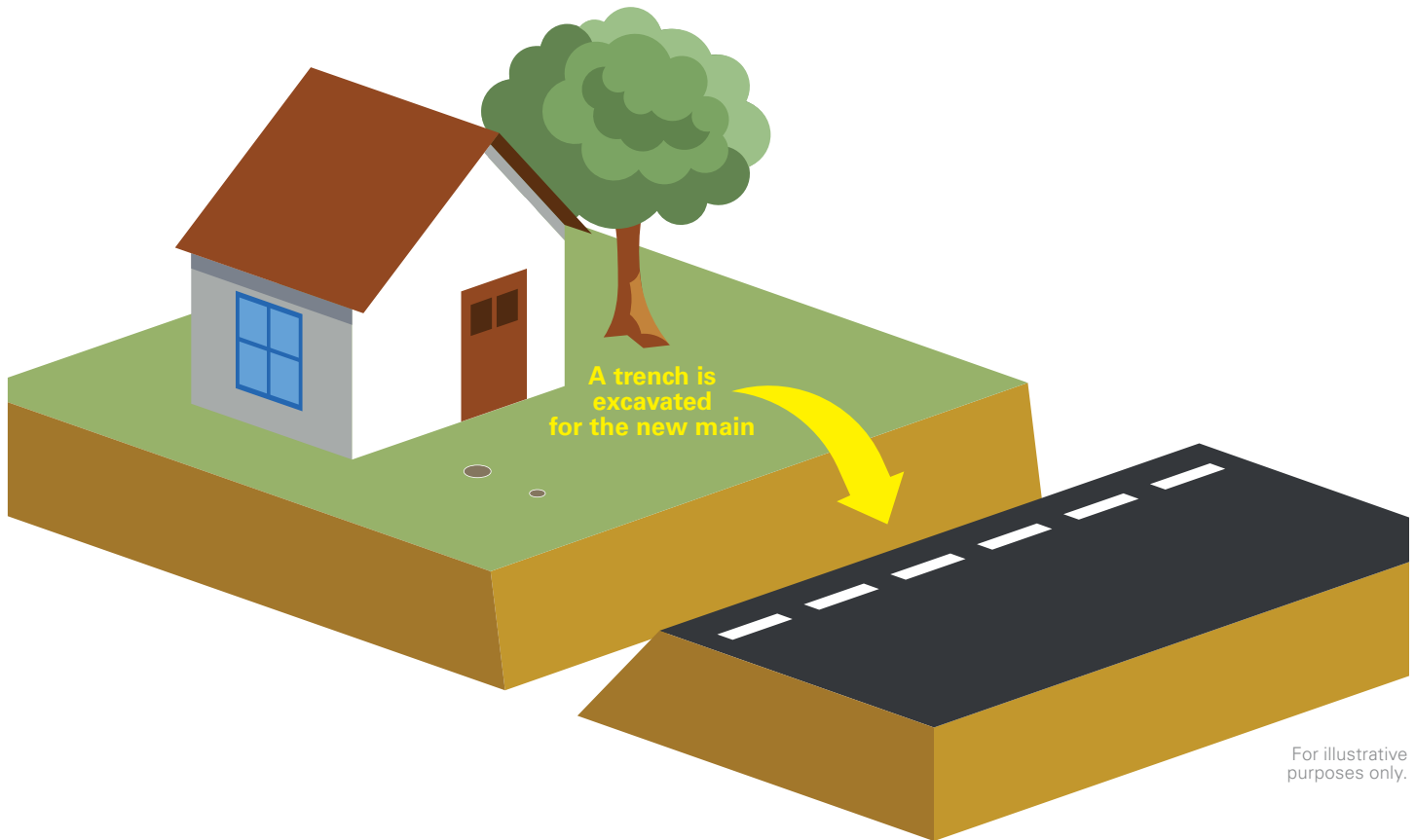


**Estimated Timeframe**  
Typically multiple weeks

# Water Main Excavation and Trenching

## Activity Ramps Up

There will be a lot of activity along the corridor in preparation for the new water main installation. You can expect to see utility and construction vehicles, utility and construction personnel, and excavation and trenching in specific sections of the corridor as part of the excavation efforts.



For illustrative purposes only.



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**Estimated Timeframe**  
Typically multiple weeks

# Water Main Installation and Testing

## New Main Installed

Long sections of pipe and related fittings are installed in the trench, starting at one end of the corridor and progressing to the other. As the new main is installed, the trench is backfilled with compacted stone.

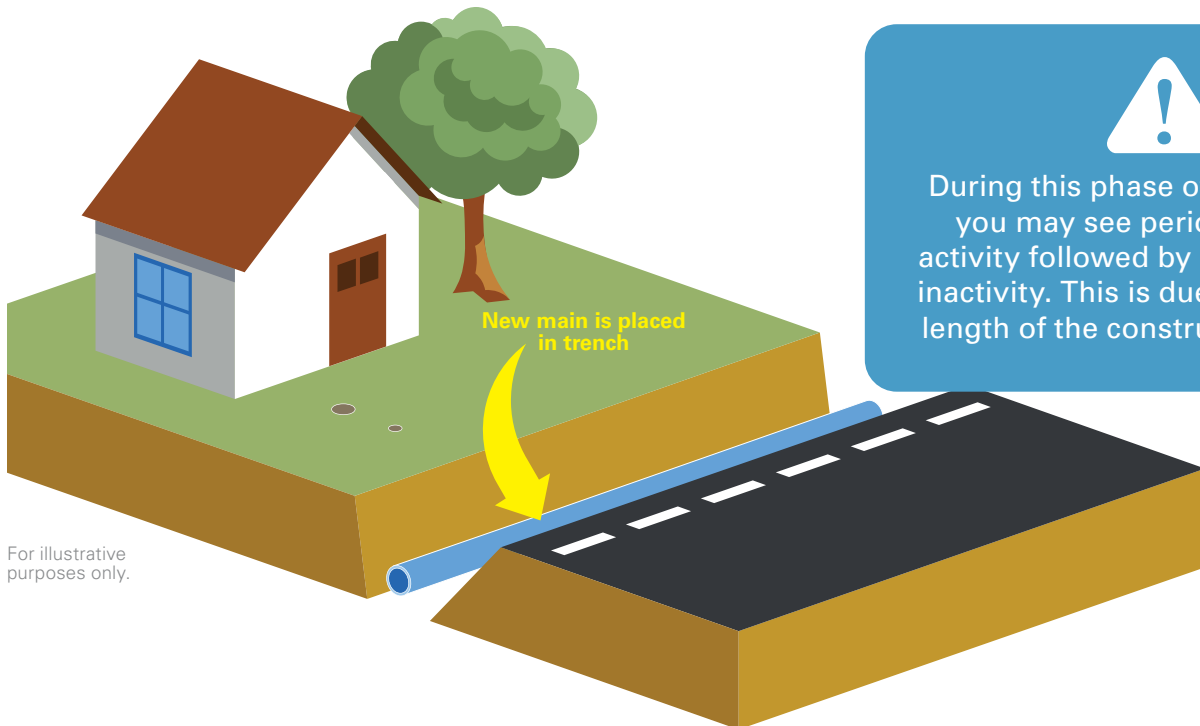


## Testing

New sections of the main are tested for leaks and to ensure water quality standards are achieved. You may see water coming out of temporary blowoff locations, usually at ends of a construction corridor. You may see the main filling and flushing, with water coming out of temporary blowoff locations.

## Estimated Timeframe:

From 48 hours to multiple weeks.



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During this phase of construction, you may see periods of heavy activity followed by long periods of inactivity. This is due to the varying length of the construction corridor.



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**Estimated Timeframe**

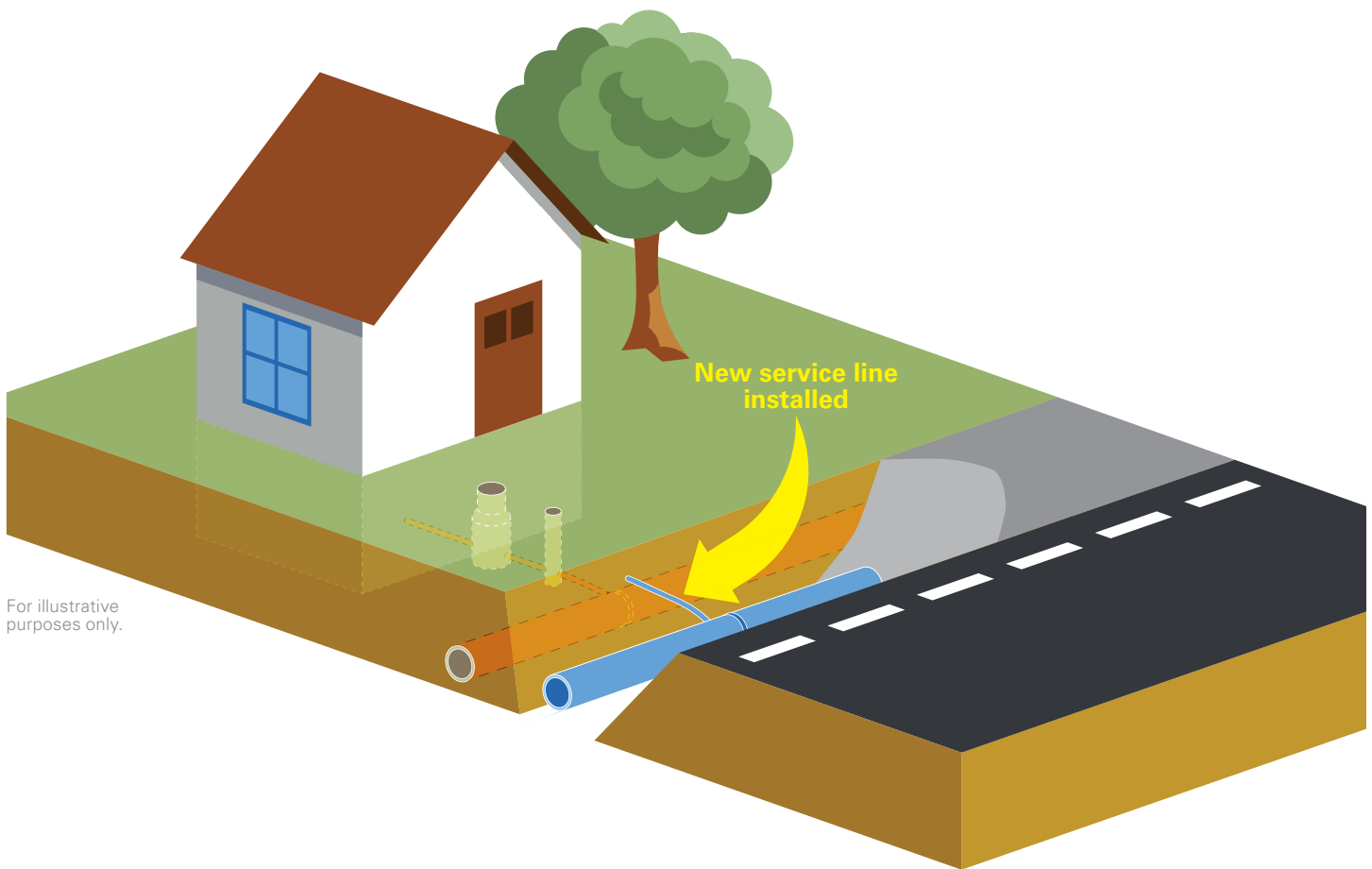
Lasting up to 2 hours per property

# Water Service Line Installation

## Service Lines Installed

You can expect to see repeated excavation along the corridor as individual water service lines are installed from the new main to each resident property line. Once installed, these individual service lines are connected to the customer's existing service line.

If you live along the relocation route, the contractor will communicate their schedule for connecting your property to the new system. You may experience a brief interruption in service lasting from a few minutes to several hours, depending on the complexity of the service installation. Physical obstructions, aging pipe and other unknown items contribute to the length of a service outage.



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**Estimated Timeframe**  
4-6 hours

# Water Main Final Connections

## New Main Connected to Water Supply

During this phase, the new main is connected at water supply points, and the entire main is brought online. You will experience a water outage or low pressure typically lasting 4 to 6 hours, barring unforeseen complications. Customers in other areas along the corridor may experience low or no water pressure.

### Blue Hanger

A **BLUE** door hanger indicates the date and approximate time the water will be shut off. It is issued 24-48 hours prior to outage.



Commercial, industrial, medical and certain other customers (e.g. food establishments and convenience stores) will receive notice one week in advance to prepare.

### Red Hanger

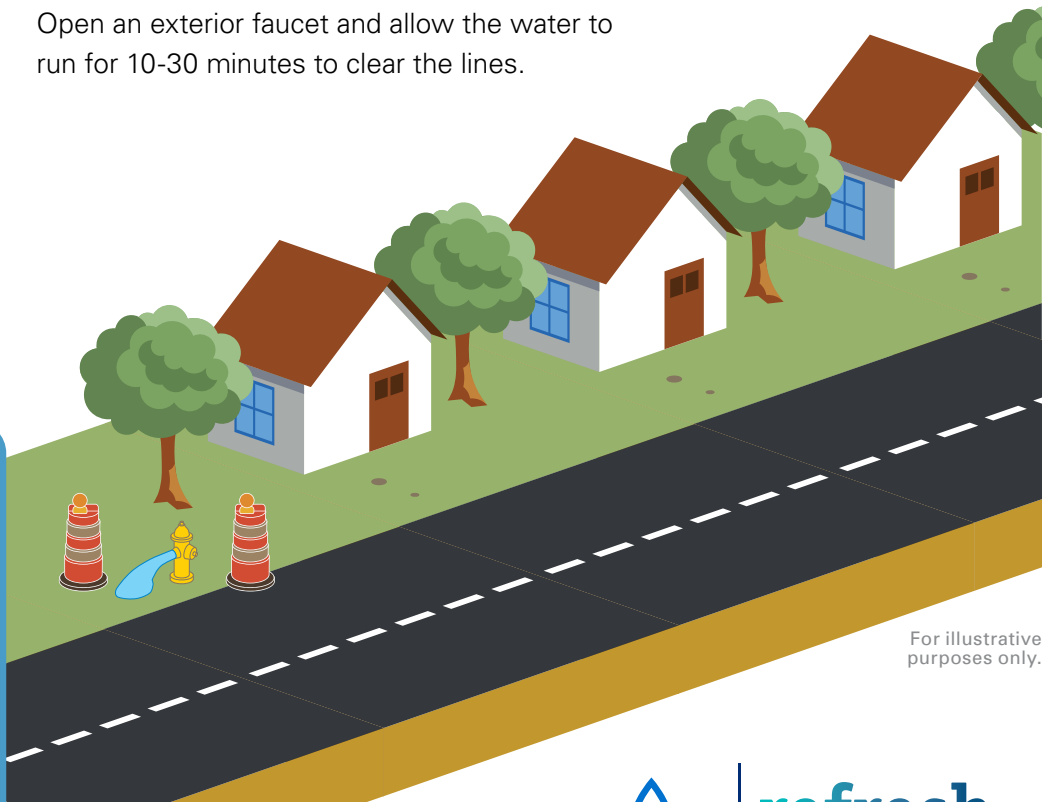
Appearing just prior to or during an outage, a **RED** door hanger indicates the need to boil all cooking and drinking water as a precautionary measure.




As water is restored, the new water lines may contain pockets of air, causing fixtures to sputter as the air is expelled. Water discoloration due to the movement of sediment can also be expected. Open an exterior faucet and allow the water to run for 10-30 minutes to clear the lines.

### Green Hanger

A **GREEN** door hanger indicates that the boil advisory has been lifted and that boiling is no longer necessary.



For illustrative purposes only.



During this period, a hydrant or service line will have a stream of water flowing from it for two or more days for testing. Please do not turn this off.



# Restoration

## Old Water Main Removed from Service

There is excavation near ends of the project to cut and cap old water lines, and old fire hydrants are removed.

## Restoration

All temporary stone is removed from the area. Concrete curbs and sidewalks are repaired, and the asphalt paving is installed. Lawns are seeded and restored.

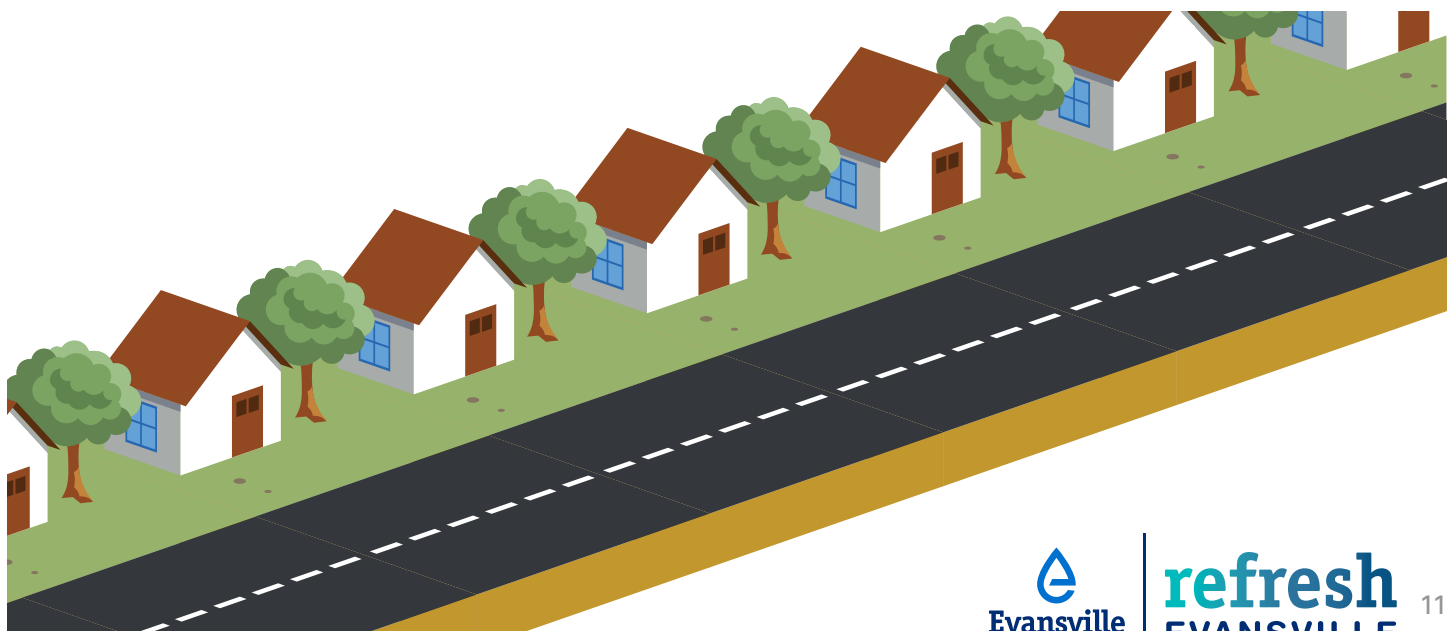
## Inspection

Each valve and fire hydrant is turned to check its operation and position, and tracing wire is checked.

The construction inspector ensures that restoration work (asphalt, concrete and lawn restoration) is performed to project specifications.

## Final Clean Up

Lastly, the area is cleaned of construction related debris, and the equipment and barricades are removed.





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