



Missouri American Water Company
1050 Research Blvd
Olivette, MO 63132
amwater.com

2015-03-12

Valued Customer
10015 Manchester Rd
St Louis, MO 631221825

RE: Water Main Replacement on Warson Woods Drive

Dear Customer,

Missouri American Water will be starting a water main replacement project on your street in the near future. This project is part of our water main replacement program, which has invested \$20 to \$50 million annually over the last several years in upgrading St. Louis County water mains. We are replacing the water main that serves your home to help ensure that you and your neighbors will continue to have quality, reliable water service -- now and in the future. With this letter, we'd like to give you an overview of our upcoming construction and restoration project.

 **Construction duration**

Replacing the old water main will require several weeks to complete. Traffic delays may occur during our construction activities. We work hard to keep our jobsites safe and we appreciate your efforts to use caution around the construction site.

 **Water supply interruptions**

We will make every practical effort to minimize any service disruption that may occur during this project. There are two instances when it will be necessary to interrupt your water service:

- When we disconnect your water line from our old water main and reconnect it to the new water main;
- When we connect the new water main to the existing water system in your area.

We will do our best to give you advance notice of these interruptions, in person or with an informational door hanger, so that you can plan accordingly. These interruptions are typically just a few hours.

However, there is the potential for unexpected service interruptions, such as a pipe breaking during excavation. Because the replacement project may take several weeks, you may want to store a gallon or two of drinking water during this period and renew it regularly in case of water outages.

When your water service is restored, it's a good idea to flush out your inside plumbing by turning on the water at a couple of inside faucets and allowing the water to run for a few minutes.



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Construction site cleanup and restoration

When the construction project is complete, we will let you know with a doorhanger on your front door. Final clean-up and site restoration in your neighborhood will begin a few weeks after the new water main is installed. It is usually necessary to delay the lawn restoration process to allow the soil over the new water main to settle. Sometimes we also have to wait for suitable weather conditions. Any grass other than Zoysia will be restored with seed and straw. We will work to restore your property as close to its original condition as possible.

Missouri American Water Contact Information

We want to thank you in advance for your patience and cooperation during this project. Missouri American Water will have a representative on site every day to review the construction work. Please feel free to contact us if you have questions or concerns.

Sincerely,

MISSOURI AMERICAN WATER COMPANY

Jerry Jamboretz

Jerry Jamboretz
Operations Technician

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Why We Replace Water Mains

- **Reliable water service is important to health and safety.** Homes, schools, businesses and firefighters depend upon quality, reliable water service – 24/7.
- **Being proactive makes sense.** In St. Louis County, many water mains were installed 50 to 100 years ago. When they break, they can disrupt traffic, interrupt water service and damage property. Our ongoing pipe replacement program helps sustain essential water service for future generations.
- **It's a community investment.** In St. Louis County, Missouri American Water has invested \$20 to \$50 million annually in water main replacement in recent years. These projects support economic development and local jobs.

