

PROJECT INFO & FAQS

Water Line Replacement in Westchester II Area | CIP No. S-000035-0200-4

Project Information

Q: What is the purpose of this project ?

A: Replacing the aging infrastructure will improve water quality, capacity, fire protection, system reliability, customer service, and assures compliance with federal and state (TCEQ) regulations.

Q: What is going to be replaced/installed in this project?

A: The project includes construction of 8-inch water lines, 12-inch water lines and 20" water lines. The project calls for construction of service lines, fire hydrants, valves, fittings, connections, and appurtenances. The work also includes site and pavement restoration, tree protection, storm water pollution prevention, and traffic control in relation to the construction of the water lines.

Q: How long is this project going to take to complete?

A: Construction duration is 394 calendar days ~ 13 months. Construction start date is November 27, 2017. Construction end date is projected to be in the winter (~January) of 2019.

Q: What are the construction work days?

A: The contractor will work Mon-Sat between the hours of 7:00 am and 7:00 pm. There are situations when the contractor will work outside of these hours in order to complete a connection on a utility, pour concrete, or an emergency.



Construction FAQs

Q: At some point, will I lose water? If so, for how long?

A: Utilities in some areas will be temporarily shut off to install a waterline connection or to transfer services. This normally only takes a few hours unless the Contractor runs into an unforeseen issue. You will be notified a minimum of 24 hours in advance of any shut offs. There are times when a utility line is not shown and the Contractor may hit it accidentally. In that case your water may be shut off for a period of time while repairs are made.

Q: What should the residential homes with sprinkler systems be prepared for?

A: We recommend that you take pictures of the sprinkler heads in the "on" position and be sure the pictures clearly show how many and the location of the sprinklers/heads that you have in the right-of-way area near the street/curb. The construction company will make the effort to cap off your sprinklers in the right-of-way that will be torn up with the intent to keep your sprinklers working in the rest of the yard. The pictures should resolve any questions when it comes time for the construction company to repair them. It is entirely possible your system or at least certain zones may stop working once your yard is dug up as wires do occasionally get clipped. Be sure to have a garden hose and traditional sprinklers ready to use during this period.



Construction

Q: Why have various markers and protective barriers been placed around trees, etc.?

A: For most of the residential streets in the City of Houston, the right-of-way extends about 16 feet into yards from the back of the curb. As a result, the City of Houston and the contractors are granted full access into this right-of-way for this and any related projects. Once complete, the City is required to restore the disturbed areas to City of Houston standards. Both the City of Houston and the contractor are taking precaution to protect existing trees as best as they can. Additional right-of-way markers are in some yards, and removal of these causes added delays and expense. Please do not remove these markers or any protective precautions that have been provided in your yard.

Q: Are they going to dig up the front of my yard or just the street?

A: Waterline installation is required for your project, the contractor is going to use the boring process whenever possible to install the waterlines. This process requires minimal digging within the right-of-way. Once the new lines have been installed, the existing ("old") water lines will be abandoned, thereby avoiding the need to dig them up for removal. Once the new water lines have been installed, tested, and approved by the City, the contractor will disconnect your water meter from the "old" line and reconnect to the "new". This may require additional boring for the installation of these services.

Q: How will residents along the affected street of the project be properly notified of water disruption?

A: The contractor will place advance notification notices via a doorhanger along the front door of each home. The construction company's goal is to notify residents 72 hours in advance.

Q: What about landscaping near streets, sidewalks and curbs?

A: Right-of-way does extend well into the edge of the property line. Homeowners mow and maintain these areas that the City of Houston consider "our property", but right-of-way grants them full access and utilization as deemed necessary. If you have specific landscaping that would like to be saved, we suggest the homeowner relocate such plant materials NOW!! Grass will be restored in areas upon completion of all construction.

The Department of Public Works and Engineering has determined that the infrastructure in your neighborhood requires upgrading and improvements to meet current standards.



Construction

Q: How can residents feel comforted that all restoration will occur properly?

A: Restoration of yards, sprinkler system, etc. will occur once segments of construction are complete. Additionally, the City will not approve of final payment to the contractor until the City completes their own assessment to ensure restoration is sufficient. If you have concerns, please call 311 and document those concerns so that they can be addressed at the end of the project. Do not make the repairs yourself! The contractor will make them at the appropriate time during the course of construction.

Q: What if I perceive that there has been damage to my property?

A: The Contractor is required to take pre-construction photos of all property prior to commencing work. If you perceive that damage has been done to your property, you may report the damage to the City using the 311 System or by e-mailing PWEcip@houstontx.gov. A City representative will meet with you and will compare your property to the pre- construction photos to determine if any damage has been done. If so, the City will direct the contractor to repair the damage.

Contact Info

Non-emergency needs:

- ◆ Dial 311 - Mention to the operator the following 3 things along with your issue:
 - ◆ WBS number and name of the project (S-000035-0200-4 / Waterline Replacements in Westchester II Area)
 - ◆ Refer the complaint to the "Capital Projects".

Emergency needs: Contact Contractor's Superintendent or the 24-hour contact provided by the Contractor.

- ◆ D.L. Elliott Enterprises, Inc.
John Bradford, Superintendent/ 832-472-2858
Scott Ellefson, Project Manager/ 281-705-2251
- ◆ Department of Public Works & Engineering
Pareshkumar Bhatt, Project Manager/ 832-395-2289
Claudius Anyalabechi, Inspector/ 713-412-9142

For a complete listing of Frequently Asked Questions please visit:
<https://www.publicworks.houstontx.gov/ecd/faqs.html>

HELPFUL LINKS

Project Specific Concerns

- pwecip@houstontx.gov

General Concerns

- 3-1-1 or 713-837-0311
- www.houston311.org

ReBuild Houston

- www.rebuildhouston.org

