

FREQUENTLY ASKED QUESTIONS (FAQ)

Waterline Replacement Project

HIRAM CLARKE AREA

June 5, 2014

The waterline replacement construction will occur on the streets listed below.

Area 1: June 9, 2014 to October 9, 2014

- Trail Lake from Melcher to Regg
- Ebbtide from Melcher to Regg
- Beran from Melcher to Regg
- Jorns from Melcher to Regg
- Kelling from Melcher to Regg
- Melcher from Knotty Oak to Kelling
- Question from Knotty Oak to Kelling
- Regg from Knotty Oak to Kelling

Area 2: August 9, 2014 to December 1, 2014

- Worrell from Regency to Regg
- White Heather from Regency to End (north)
- Regg from (south of) Buras Pass to Regency
- Landmark from Regency to End (north)

Area 3: December 1, 2014 to February 20, 2015

- Ripplebrook from Westhampton to End (east)
- Westhampton from Ripplebrook to Waterloo
- Prudence from End (west) to Waterloo
- Darlington from Buffalo Speedway to Townwood
- Townwood from West Orem to Darlington
- Waterloo from West Orem to Westhampton
- Waterloo from West Orem to End (south)

How long is this project going to take to complete?

The entire project is scheduled: **Start 6/9/2014** and **End: 2/20/2015**. The dates are only estimates. The project schedule depends upon weather conditions and contractor's production rate.

What is going to be replaced / installed in these projects?

Included in the scope of this project are: small diameter water line replacement including new service lines from the new mains to the existing water meters and new fire hydrants.

Where to call to report problems?

- *Emergency needs (i.e. water off when you come home):*
- Steve Rorai, Construction Management Inspector – 832-776-5222 (c)
- Cheytan Vyas, Construction Management Project Manager – 832-398-3110 (c)
- Ricky Collins, Project Manager – 281-313-2532 *(24 hour primary construction contact for residents)
- David Desalme (Project Foreman) – 832-339-9888 (c)

- *Non-emergency needs (i.e. any restoration issues, street repairs, etc.):*
 1. Call or use the City 311 features,
 2. Use the 311 mobile app available on the City of Houston web site (www.houstontx.gov), or
 3. Send an e-mail to PWECIP@houstontx.gov.
Mention to the operator or in the description of the problem the following 3 things:
 - WBS Number of the project : S-000035-0189-4
 - Project Name: *Waterline Replacement Project in Hiram Clarke Area*
 - Refer the complaint into the “Engineering & Construction Division”.

Do you have special needs?

If you have special needs, please visit the District K website at www.districtK@houstontx.gov, access the *Water Line Project in Hiram Clarke Area* link and download a *Special Needs Form* or contact us at 832-393-3016 to have a form e-mailed.

On streets under construction, what is the procedure for trash and recycling pick up?

This project will not affect trash or recycling pickup. Place your trash and recycling receptacles as you normally would. If it is in the contractor’s way, they will move it.

What should residents with sprinkler systems be prepared for?

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. If you believe that your sprinklers systems were damaged during construction, please contact the inspector (Steve Rorai) at 832-776-5222 so that he can investigate and schedule repairs.

What about French drains?

We also recommend residents take pictures of any drains/pvc pipe that you have going to the sidewalk or to the curb so you have evidence for replacement. If you believe that your drains were damaged during construction, please contact the Inspector (Steve Rorai) at 832-776-5222 so that he can investigate and schedule repairs.

Why have various markers or stakes been placed in some yards?

For most of the residences in this area, the City of Houston project right-of-way will extend about 18 feet into yards from behind the curb. The City (and subsequently the contractors) is granted full access into this right-of-way for maintenance of existing infrastructure and the construction of new infrastructure. Survey stakes will be placed in some yards to help the contractor identify where the new water main is to be constructed. In addition, private utility markers (colored flags) will be placed in some yards identifying for the contractor where private utilities are located (gas, electric, telephone, cable, etc.) Removal of these stakes and markers causes added delays and expense to the contractor. Please do not remove these stakes and markers that have been placed in your yard.

Why is the orange fencing being placed in my yard?

There are two reasons fencing may be placed in a yard. The first is for tree protection. We require the contractor to place orange fencing around trees as a visual reminder to the worker that there is a tree in the area and that the workers should take additional precautions when working around the trees. The second reason is to provide a safety barrier around a work zone and to keep residents out of the area. Safety is a priority for the contractor and they want to make sure that everyone is safe around the work zones. While it is unsightly, it is a necessary part of the project. Please to not remove the fencing.

Are they going to dig up my yard, or just my street?

Both. Installing new water lines is the scope of this project. In doing so, the contractor is going to use an augering process whenever possible for the installation of the main lines. With this method, there will be some digging in areas for auger pits but the size is minimized because of the construction method used. Once completed, the existing ("old") water lines will be abandoned in place. Once the main lines are installed, tested, and released for use by the City, the contractor will install a new service line from the main to your meter and disconnect your water meter from the "old" line and connect it to the "new" main. Service lines on the other side of the street from the main will be installed by an augering method as well. Minimal work will be performed in the actual street. Once complete, the City is required to restore the impacted area of the yards to City of Houston standards. Both the City of Houston and the contractor are taking precaution to protect existing trees and resident property as best as they can.

At some point, will I lose my water?

Yes, but the City of Houston's goal is to notify residents 72 hours in advance during a normal shutdown. Typically, water is out up to 4 hours when connecting the new main lines into the water system and cutting the old lines out of the system. When transferring water service to the new water lines, the process takes 2-3 hours.

However, there will be times that the contractor accidentally breaks the line due to the inaccurate line locations shown on the plans. Because your waterlines are old, the records on the actual location of these lines are not entirely accurate. In this case, no notification will be given. The contractor will be hastily working to repair the line that was damaged as quickly as possible. Normally this will take around 4-6 hours.

At some point, will I have issues parking in my driveway or garage?

No.

What about landscaping near streets, sidewalks and curbs?

Right-of-way does extend well into your yards. You all mow and maintain these areas and consider this area your property. However, the existing roadway right-of-way grants City of Houston full access and utilization to this right of way as deemed necessary. All efforts will be made not to disturb your landscaping during this project. However, if you have extensive landscaping in your yard, some of it may be impacted with the construction. If you have a specific plant you would like to save, we suggest you (personally) relocate such plant materials. Grass will be restored in yards upon completion of all construction.

What about my driveway?

Driveways will not be impacted with this project.

What if I have an improved or special/decorative driveway and/or walkway?

At this time, we do not anticipate impacting any special or decorative driveway and/or walkways. However, it should be noted that this portion of your driveway (and front walkways) is located in the right-of-way. The City is only required to return your driveway to City of Houston codes and standards.

If warranted, related costs of improvements over-and-above the City of Houston standards will be at the sole cost of the resident by a contractor of your choice. An example of this situation is a decorative or pebbled walkway or driveway. The contractor will be unable to replace these types of pavement with like product.

Will Collins Construction, LLC consider individual requests from residents to re-do entire driveways?

Collins Construction, LLC has a very tight deadline to complete this project so they will not be able to assist residents with these types of improvements.

Will the contractor need to go into my backyard as part of this project?

No. The work being preformed is strictly within the front of your home. The contractors are not allowed to enter or ask to enter your backyard for any reason.

Will this project affect street lights?

This project should not affect the street lights on your respective street. The contractor has coordinated with Centerpoint to repair all existing street lights on your streets. During the course of the project that the contractor mistakenly hit a line affecting any street light, they will coordinate with Centerpoint to repair the line only after project has been completed.

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

Restoration of yards, sprinkler systems, etc. will occur once all construction is complete. The contractor has taken pre-construction photos of every yard impacted on the project. Additionally, the City will not approve final payment to the contractor until they complete 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. There is also a one year warranty period after the project is completed that the contractor is required to

address any issues with construction and there is also a 1 year Surface Restoration Bond after the initial warranty period. It is imperative that these complaints be filed thru 311 for proper documentation and tracking.

Will updates be provided to residents?

A civic club representative is invited to attend the City's Monthly Progress Meeting and can obtain project updates from this meeting. Also, Claude Foster from the District K council office will attend these monthly meetings.