



AMERICAN WATER

Military Services

Woodlawn Village Water and Sewer Improvement Project

May 21, 2014

5:30 pm

Outline

- Background and Need for Project
- Overview of Scope of Work
- What to Expect during Construction
- Communication
- Safety and Security



Need for Project

- **Operation and Maintenance Issues over the Years**
- **Sewer blockages repeatedly in same location**
- **Sewer backups into homes**
- **Water main breaks and leaks**
- **Short term repairs**
- **Generally, unreliable service and difficult to manage/operate**



Sewer Blockages and Water Main Breaks in Woodlawn Village

- Since 2010
- Sewer blockages
- Basewide – 86
- Woodlawn – 40
- Water Main Breaks
- Basewide – 78
- Woodlawn – 8



Current Project

- **Government recognized the need for the project, and not just continuing with repairs**
- **DPW is funding a project for full replacement**
- **Includes all water mains (over 13,000-feet)**
- **All service lines, valves, and hydrants**
- **Also includes all sewer pipe (approximately 9,000-ft) and service laterals**



Construction Sequence

- Entire project will be constructed over the next 18-24 months
- Sequenced so that crews will focus on each court
- Sequence will decrease inconvenience to residents



Construction

- **Combination of open trench excavation, horizontal drilling, and pipe bursting**
- **Phase 1**
 - Will begin in next few weeks
 - Sewer only and focused on most critical locations
 - Materials will be staged on Plantation Drive near Stable Court
- **Phase 2**
 - Beginning design now
 - Construction will begin in the fall
 - Materials in open area behind tree line across Plantation near Orchard Court

Safety and Security

- Contractor will not leave any excavation open without security fencing
- Excavations in roadway will be covered with steel plates
- Construction signs and traffic control will be utilized
- Contractor will make every effort to allow traffic around the work area



Communication

- **AW, DPW, and subcontractor will have monthly progress meetings**
- **AW will talk with Village Manager weekly – more often as needed**
- **Can work through Village Manager to communicate with residents electronically - Facebook? Mass email? Phone list?**
- **Additional Town Hall Meetings if needed**
- **48-hr notice for service outage, door hangers and emails**
- **Two outages per residence, less than 8 hours each**
- **Weekdays – call 571-339-8087**
- **Emergencies or time-sensitive – call 703-806-3109**

American Water's Commitment

- **AW will assign a direct employee as construction inspector on site**
- **AW has assigned a Project Manager available to respond**
- **Subcontractors have clear expectation of great customer service**
- **Communication through Village management weekly and more often as necessary**
- **48-hour notice for any service outage (water or sewer)**
- **While we ask for patience as we make necessary improvements, we are committed to minimizing impact on residents**

Housekeeping Notes

- Roadways will be scraped or swept as needed
- Work hours will be 8:00 am to 5:00 pm weekdays (no holidays)
- Exception would be that all water tie-ins will be completed, even if the day runs long
- Asphalt and concrete restoration to be complete within 60 days of final backfill
- Grass areas will have straw placed after backfill. Final restoration will be Hydro-Seed machine.



Housekeeping Notes

- Hydro-Seed machine



The Bad News

- This is a large project through an active residential area
- Construction will be a necessary inconvenience
- Dump trucks will be on Plantation Drive throughout project
- Pipe bursting and equipment will be noisy at times

... But ...

- The improvements are necessary to reach a level of delivering great service of water and sewer to residents
- AW will communicate and be responsive to you
- AW will work with you and your housing managers to minimize the inconveniences
- AW is committed to great customer service throughout the project

**WE CARE ABOUT WATER.
IT'S WHAT WE DO.**

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**AWK
LISTED
NYSE**