



Project Contacts

Burlington Water Resources:

Urgent Questions or Emergencies(24/7): 802-863-4501

Non-Urgent Questions: water-resources@burlingtonvt.gov

February 14, 2018

To: Abutting Property Owners on the following streets: Birch Court, Cayuga Court, Crescent Road (Prospect Street to Prospect Parkway), Curtis Ave, Dorset Lane, Maple Street (Battery Street to St. Paul Street), Oakbeach Drive, Pleasant Ave, Colchester Ave (Nash Place to Barrett Street), Austin Drive, South Cove Road and Dunder Road

Re: Water Service and Sewer Lateral Work Clarification For Calendar Year 2018
Street Reconstruction Program

Dear Customer:

We are contacting you to clarify the homeowner's responsibilities for completing water service and sewer lateral work in advance of paving work next year. Water services and sewer laterals are the pipes that run between the water and sewer mains out in the street and provide service to your house. Updating your water service and/or sewer lateral is not required, but doing work in advance of the street reconstruction program provides a potential for cost savings and also helps ensure that the new pavement will not be harmed by future emergency breaks on your water service or sewer lateral. If you are thinking about proactively replacing your water service or sewer lateral we are asking for prompt action to ensure work is completed prior to the upcoming street reconstruction work.

Water Services

Water services that are made of galvanized metal have a higher probability than other materials of breaking. If your home has a galvanized water service then we encourage you to consider replacing it with copper or plastic. If you suspect or don't know whether you have a galvanized service, you should contact our office to determine if we have records and/or to schedule a service material verification visit. If the pipe is identified as being galvanized, we will upgrade it to copper at no cost to you between the main and the curb stop (property line) regardless of your decision regarding the rest of your service line. However, we would encourage you to obtain a free estimate from Water Resources for replacement between the curb stop (property line) and the house (all water line work must be completed by the Water Resource Division except when otherwise approved by the Division). After reviewing the estimate, if you would like to proceed, then we require a signed work order and one half of the total estimate as a deposit. You would be billed for the remainder and we offer flexible payment arrangements (typically up to 12 month payment plan). If you would like to confirm your service material and schedule the free estimate, please contact Water Resources Customer Service at (802) 863-4501 or via email at water-resources@burlingtonvt.gov.

If you plan on replacing your water service, you must adhere to the following deadlines to ensure there is no conflict with the street reconstruction work:

- Schedule appointment for estimate with Water Resources and then review estimate, sign work order and remit a 50% deposit no later than March 30, 2018.
- Water service work must be completed by June 15, 2018.

Sewer Lateral

In addition to your water service, this is an excellent opportunity for homeowners to assess the condition of their sewer lateral. The City only takes responsibility for the installation and repair of the sewer mains in the street (not laterals from the main to the home), per City Ordinance, 26-71 (a), (d) and (q). This is unlike water services where there are some cost sharing provisions for repair or replacement of services. You would need to contract privately with a company to video camera your sewer lateral and assess your replacement options. Please note that the City cannot provide a list of preferred contractors at this time. The City does recommend getting multiple quotes from sewer service companies. Additionally, note that while your contractor will need to obtain an excavation permit from the City, any excavation fees for repair of existing sewer services is covered by Water Resources. Our recommendation to explore the condition of your sewer lateral is made to minimize future disruptions to the roadway once paving is completed.

If you plan on replacing your sewer lateral, you must adhere to the following deadlines to ensure there is no conflict with the street reconstruction work. Please send notice to Jessica Lavalette at jlavalette@burlingtonvt.gov.

- Provide a written notice of intent to complete sewer lateral work by March 30, 2018 to DPW Water Resources.
- Provide contractor information and estimated construction schedule by April 30, 2018 to DPW Water Resources.
- Sewer lateral work must be completed by June 15, 2018. Please send confirmation of work being completed to DPW Water Resources.

Thank you for your continued cooperation.

Burlington Water Resources