



Project Contacts

Burlington Water Resources:

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

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

April 2021

To: Property Owners on Cherry St, Deforest Road, Greene Street, Ledge Road, North Prospect Street, North Avenue, Overlake Park, Pine Street, Riverside Avenue, St Paul Street and West Road

Re: 2021 Sustainable Infrastructure Plan and Water Service Material Type

Dear Burlington Water Resources Customer:

The 2021 construction season is quickly approaching and the Department of Public Works (DPW) will be conducting water main rehabilitation, sewer main rehabilitation and/or paving improvements in your neighborhood. These projects support the City's Sustainable Infrastructure Plan to reinvest in our core infrastructure. Unfortunately, we have been unable to identify the type of material that your water service is constructed from and would appreciate your assistance.

A water service (or lateral) is the pipe that connects the water main to the property. The water service enters the property through the basement foundation or wall (usually on the street side) and connects to the water meter. They can be constructed from galvanized steel, plastic or copper.



GALVANIZED: A dull, silver gray color.



PLASTIC: A bright, blue color.



COPPER: A bright, copper color that oxidizes to a mottled green hue.



Water services that are made from galvanized steel have a higher probability of leaking or breaking and can reduce flow capacity over time due to buildup of deposits in the line.



The photos above depict failed galvanized service lines in Burlington.

We will be replacing known galvanized water services from the water main to the curb stop (shut off access point) prior to any infrastructure improvements. While we have some records of specific service line material, our records are not comprehensive so we are requesting your prompt assistance and response by **April 25, 2021**.

You will need to locate the water meter in your basement and then inspect the pipe entering the meter from outside the home. Be sure you are looking at the pipe, not the fittings that connect the plumbing together. You are looking for this:



We request that you do one of the following so that we can confirm the service material:

1. Take a clear color picture of the pipe as it extends from the basement floor or wall (i.e., coming from outside your home) and email it to Water Resources Customer Service at water-resources@burlingtonvt.gov.

OR

2. Take a heavy duty magnet and place it on the water service pipe (not a fitting), confirm whether the magnet sticks and email us the results. A magnet **will** stick to galvanized steel but not copper or plastic.

If the service pipe is identified as being galvanized then we will upgrade it at no cost to you between the main and the curb stop (property line). If your home is confirmed to have a galvanized water service then we encourage you to consider replacing the remainder of the service with copper or plastic. You can obtain a free estimate by scheduling an appointment for us to review the area between the curb stop and the water meter and take needed measurements. 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 plans (e.g., interest free, 24 month terms). Please note that all water line work must be completed by the Water Resource Division except when otherwise approved by the Division.

Community Resources:

BTV Construction Portal: burlingtonvt.gov/construction

Sustainable Infrastructure Project: burlingtonvt.gov/DPW/Reinvestment

Water Resources Rehabilitation Projects for 2021: bit.ly/H2ORehab2021

Report non-emergency maintenance requests: SeeClickFix.com

DPW Customer Service: 802-863-9094

Water Resources: 802-863-4501 (urgent support) or water-resources@burlingtonvt.gov (non-urgent inquiries)

Thank you in advance for your cooperation with this important utility project.

Burlington Water Resources