



City of Austin | Austin Water  
P.O. Box 1088 Austin, TX 78767  
AustinWater.org

Sept. 3, 2019

Dear Customer:

Construction on the **West Allandale Water Improvements Project** is scheduled to start in early September. The project will replace water and wastewater lines in your area as part of Austin Water's commitment to provide high quality and reliable water and wastewater service. The project is expected to take about 18 months to complete. Construction will start with installation of the new water line on Trailridge Road.

While the water and wastewater lines will be built in the street, some work will be done in the City of Austin public right of way. If you have irrigation system pipes, landscape features or retaining walls in the City of Austin right-of-way, they may need to be moved in advance of the construction. If the contractor damages any of the features in the right-of-way, repair and costs to repair these features is the responsibility of the homeowner. If you have questions about which items should be moved, you can contact the project inspector listed below. The attachment provides more information about the public right of way.

We recognize that the construction period will bring disruptions and are working hard to be a good neighbor during the project. **Please visit [austintexas.gov/westallandale](http://austintexas.gov/westallandale) to sign-up to receive project updates by email.** A project map and fact sheet are enclosed. If you have questions, please feel free to contact us.

Sincerely,

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*The City of Austin is committed to compliance with the Americans with Disabilities Act (ADA). Reasonable modifications and equal access to communications will be provided upon request.*

## PROJECT BACKGROUND

The West Allandale Project will replace aging infrastructure as part of the Renewing Austin Program. Water line breaks are well documented in this area and the project is necessary to avoid further expenditures to maintain water lines that have broken frequently. About 7,900 feet of water lines will be replaced and 6,400 feet of wastewater lines. The project also includes replacement of the water line on Trailridge Drive to address low pressure issues.

## OVERVIEW OF WORK

- A new trench will be dug to accommodate the new water or wastewater line while the existing line remains in service.
- Construction is scheduled to begin Sept. 9, 2019 and should take about 18 months.

## WHAT TO EXPECT

### Water Outages

- Once a section of new water line is completed, customers will be connected to the new line. Making this connection will require water service to be temporarily turned off. The project inspector will provide notice 48-hours prior to water service being turned off by placing door tags on front doors. It typically takes several hours for connections to be completed and water service to be restored.
- Emergency water outages are also likely to occur during the project due to the age and condition of the existing pipeline. Crews will repair any unintended breaks in the existing line as soon as possible and will work carefully to try to avoid them.

### Traffic Impacts

- Lanes of traffic will be closed during construction. Access to homes will be maintained.

### Public Right Of Way

- Work will be done in the City of Austin public right of way. If you have irrigation system pipes, landscape features or retaining walls in the City of Austin right of way, they may need to be moved in advance of the construction. If the contractor damages any of the features in the right of way, repair and costs to repair these features is the responsibility of the homeowner. If you have questions about which items should be moved, you can contact the project inspector.

## Project Contacts

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Aging infrastructure is a nationwide challenge. Austin Water will replace water and wastewater lines in your neighborhood soon. Renewing Austin is a program to upgrade aging water lines and to keep pace with the infrastructure demands of a growing city.

### **Frequently Asked Questions**

#### **Q: Will you be closing streets?**

A: We will be closing lanes of traffic, but not entire streets. You will always have access to your home - for brief periods, driveway access may be limited.

#### **Q: What are the working hours? Which days?**

A: The work days are generally Monday through Saturday, though some Sundays may be required. The work hours are generally 7 a.m. to 6 p.m.

#### **Q: How loud will it be?**

A: You will hear heavy equipment during work hours. The City's noise ordinance applies after 10 p.m.

#### **Q: Will my water be turned off?**

A: Yes, at some point your water will be turned off, but most likely just for a few hours. We will notify you via flyers posted on the door, prior to turning off the water. In rare cases, an emergency may cause water to be turned off without notice. We will do our best to avoid this.

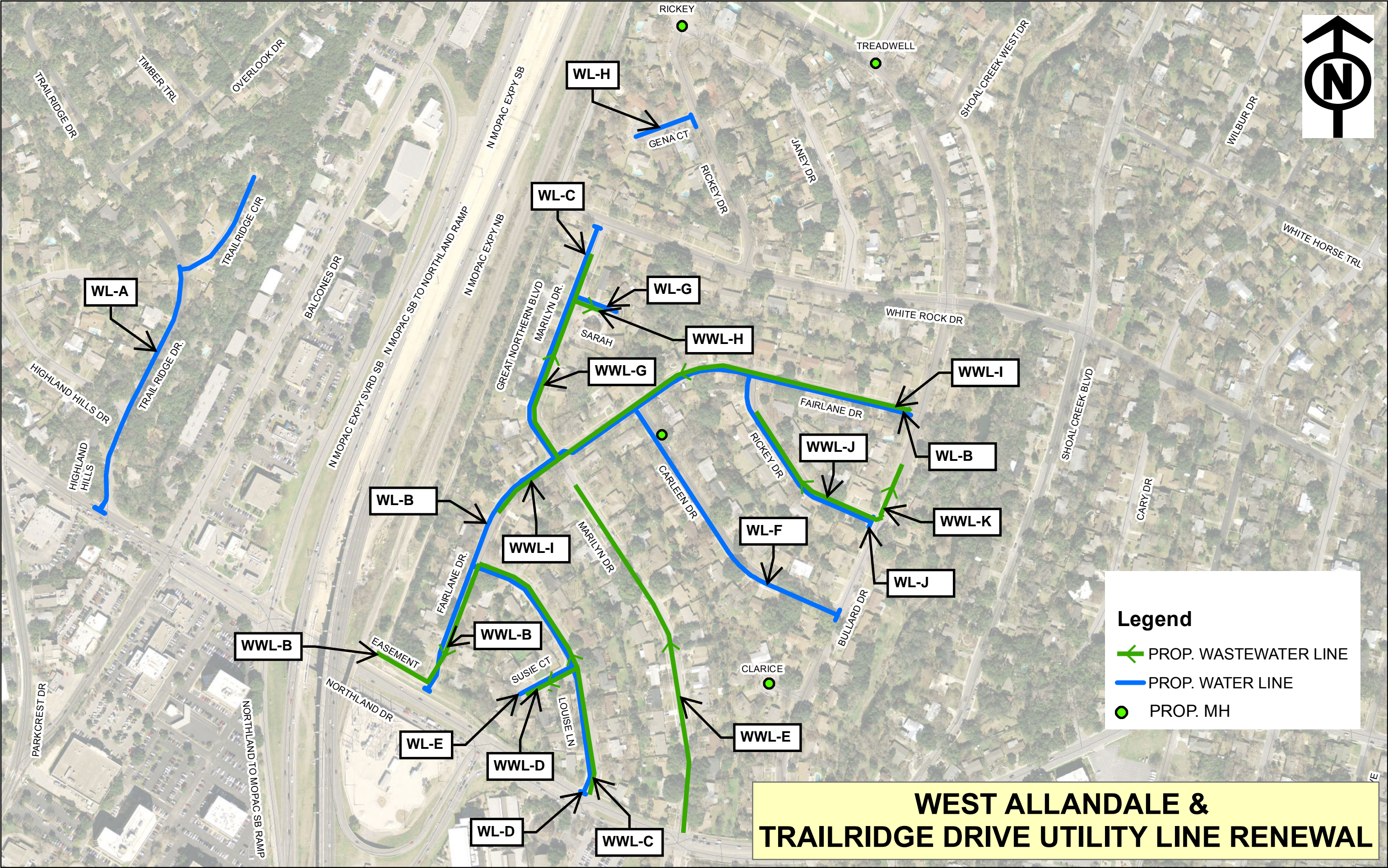
#### **Q: Will you dig up my lawn?**

A: Most work will be limited to the right of way. In many cases, the right of way is located between the street and the sidewalk, in an area that you may consider to be part of your lawn. We will notify you as we start work on your street so that you may remove plants or personal items. If you have irrigation system pipes, landscape features or retaining walls in the City of Austin right-of-way, they may need to be moved in advance of the construction. If the contractor damages any of the features in the right-of-way, repair and costs to repair these features are the responsibility of the homeowner.

#### **Q: What are your plans for repaving the streets?**

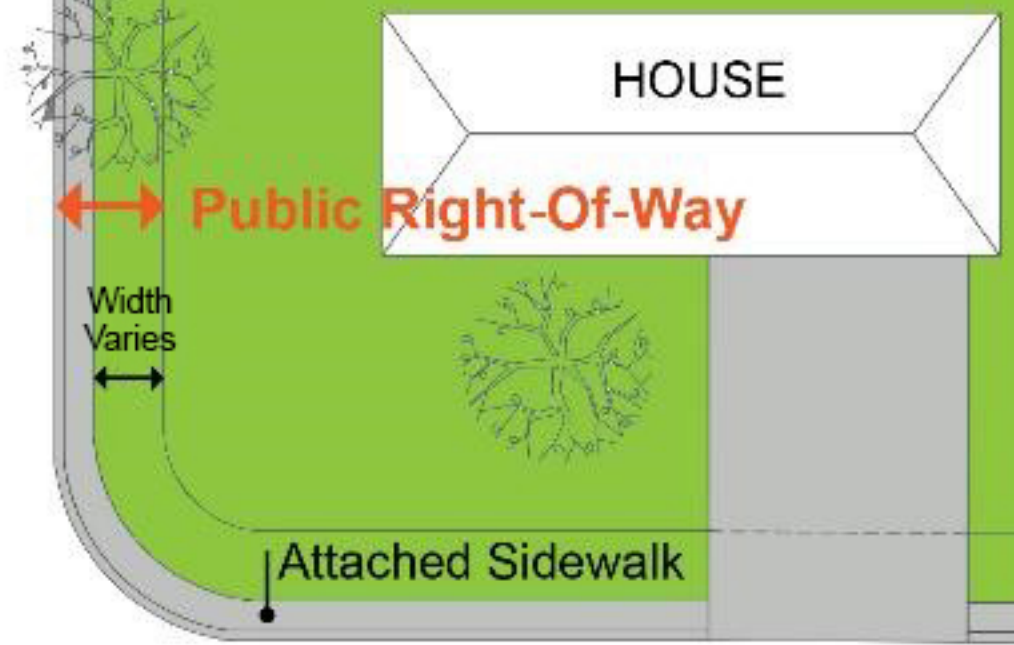
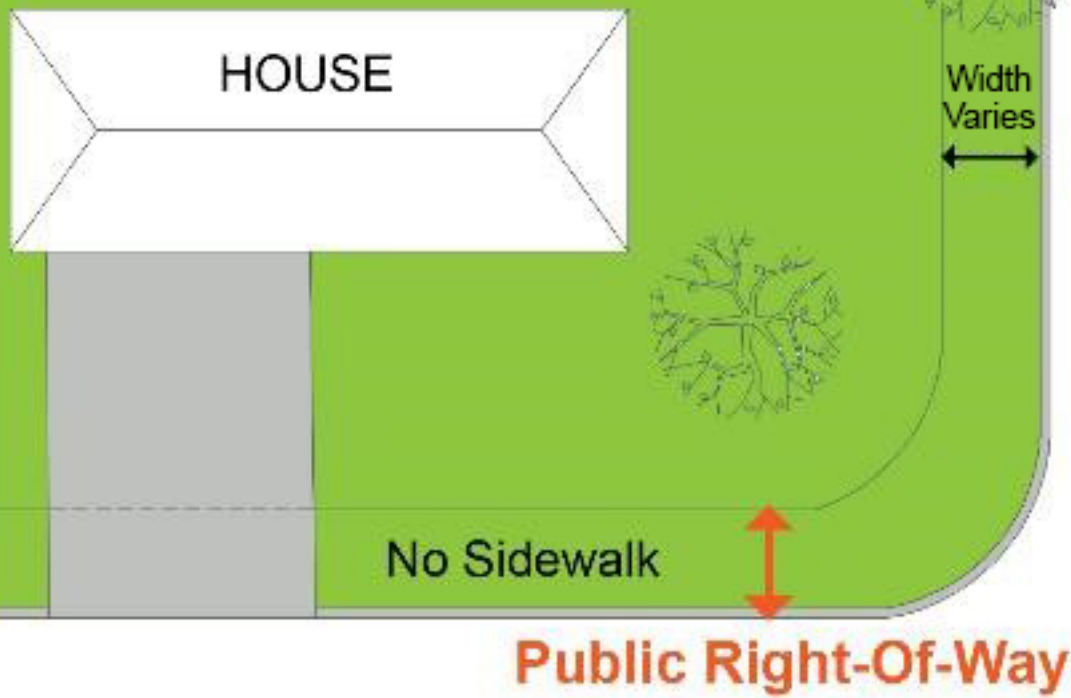
A: We will repair trenches during construction of the utility lines. Following completion of all work on all streets, pavement will be restored. All streets will be milled/overlaid with a new asphalt surface.







# Typical Right of Way Examples



The right of way (ROW) is the area owned and/or controlled by the City and typically includes the street surface, sidewalks, and grassy areas between pavement and property lines. The boundaries of the ROW will vary depending on the physical conditions at any given location. For more information, visit [austintexas.gov/page/right-way-maintenance-faq](http://austintexas.gov/page/right-way-maintenance-faq).