

CAMPBELL COUNTY

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UTILITIES AND SERVICE AUTHORITY

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June 4, 2020

CONSTRUCTION INFORMATION NOTICE TO: POPLAR TERRACE DRIVE, IRMA DRIVE, SHELOR DRIVE, AND SUNNY BANK DRIVE RESIDENTS

The Campbell County Utilities and Service Authority plans to construct water system improvements along Poplar Terrace Drive, Irma Drive, Shelor Drive, and Sunny Bank Drive. **Construction is expected to begin on or before June 15, 2020 and be complete by the end of January 2021.**

Toney Construction, Inc. has been hired as the contractor for this project.

Construction will include the installation of new water meter services, new water mains, and fire hydrants. This will improve water flow and reduce outages due to broken or leaking water services and water mains. Construction will take place along the highway right-of-way and areas where the existing water meters are located. Please note that reasonable effort will be taken to protect property improvements; however, some excavation outside of the right-of-way will be required to install the new water services and reconnect to customers' service lines.

Each new water meter box will contain a backflow prevention device that will not allow water from the customer's side of the meter to flow back into the public system. This device meets Virginia Department of Health requirements and is being installed to prevent contaminants from being drawn into your household plumbing and possibly into the public main if there is a loss of pressure in the public main. Once the device is installed you may notice an increase in the pressure within your household plumbing and/or your hot water tank may discharge water occasionally through its pressure relief valve. If this occurs, it is the result of thermal expansion of water as it is heated in your hot water tank. To control this problem, you should consult a reputable plumber. Installation of an expansion tank in your house plumbing is a common solution to the problem. The Authority is not responsible for correcting thermal expansion problems or installation of devices to correct such occurrences.

During construction, your water service will be interrupted during planned outages. Notices will be distributed to all affected residences prior to these planned outages. At times during construction there may be unplanned outages due to breaks or leaks in the existing system. We appreciate your understanding during these times, and we hope to minimize such occurrences. **If you have a medical condition that requires a continuous flow of water, such as dialysis, please contact this office so we will be aware of your situation.**

The existing water line will remain in service until the new line has been tested, disinfected, and flushed. Then the contractor will switch individual water services from the existing line to the new line. Each customer can expect to be without water for a short period of time while their service is transferred. In

making the transfer the contractor will disconnect the service line from the back of the existing meter box (customer's side) reconnecting the new meter box to the customer's water line that runs from the meter box to the customer's home. In most cases this occurs without any problem. However, sometimes the customer's piping is in such poor condition that a successful reconnection cannot be made. In good faith, the Authority will make several attempts to reconnect to the existing piping. If we cannot find piping in good enough condition within ten feet of the meter box, the customer will be notified, and it will be the customer's responsibility to hire a plumber to replace the line from that point to the home.

During construction you may also experience discolored water in your residence from time to time. This is most likely to occur immediately after your service is transferred to the new main or after other water service interruptions. If you experience discolored water, please flush water through an outside hose bib or bathtub spigot for a few minutes until the water clears. Do not flush through a faucet unless you remove the faucet's strainer first because debris may clog the strainer. Please contact our office if the water does not clear after a few minutes of flushing.

During construction there will be times when traffic patterns will be altered or interrupted due to the amount of space required for construction equipment and activities. The contractor will be required to follow all VDOT standards.

The Authority thanks you in advance for your understanding and cooperation during this important replacement and up-grade project. Please contact our office should you have questions or need additional information.

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