

# PROJECT INFO & FAQs

Water Line Replacement in Tall Timbers Area | WBS # S-000035-0183-4

## Project Information

**Q: What is the purpose of this project?**

A: The Department of Public Works and Engineering has determined that the infrastructure in your neighborhood requires upgrading and improvements to meet current standards. Replacing the aging infrastructure will improve water quality, capacity, fire protection, system reliability, customer service, and assures compliance with federal and state (TCEQ) regulations.

**Q: What is going to be replaced/installed in this project?**

A: The project includes construction of 8-inch water lines, 6-inch water lines and 10-inch sanitary sewer lines. The project calls for construction of service lines, fire hydrants, valves, fittings, connections, appurtenances, and asphalt replacement. The work also includes site and pavement restoration, tree protection, storm water pollution prevention, and traffic control in relation to the construction of the water lines and sanitary sewer lines.

**Q: How long is this project going to take to complete?**

A: Construction duration is 350 calendar days ~ 11.5 months. Once the Construction Contract Award occurs, construction start and end dates are determined.

**Q: What are the construction work days?**

A: The contractor will work Mon-Sat between the hours of 7:00 am and 7:00 pm. There are situations when the contractor may work outside of these hours in order to complete a connection on a utility, pour concrete, or an emergency.



## Construction FAQs

**Q: Will I be without water service? If so, for how long?**

A: You may lose water service periodically during the course of construction. It is the City of Houston's responsibility to notify residents 24-48 hours in advance of a scheduled shut-down for the main line connections. Typically, water is out up to 4 hours. When transferring water service to the new water lines, the process usually takes 2-3 hours. There may be periods where service is accidentally interrupted due to inaccurate location of existing waterlines. When this occurs, it is the contractor's top priority to restore service quickly as possible and notifications will not be provided.

**Q: Will I be receive a new meter and when is this done?**

A: New meters will replace the existing ones within the project area, as per the plans and contract documents.

**Q: Will the contractor need to gain access into my backyard?**

A: Construction of the new water lines and the sanitary sewer line on Pinehill Lane as well as the abandonment of the existing water lines and existing sanitary sewer line is mostly done within City right-of-way.

**Q: Is my street going to be torn up?**

A: For waterline installation, the contractor bore the lines whenever possible to install the waterlines. This process requires minimal digging within the right-of-way. Once the new lines have been installed, the existing ("old") water lines will be abandoned, thereby avoiding the need to dig them up for removal. Once the new waterlines have been installed, tested, and approved by the City, the contractor will disconnect your water meter from the "old" line and reconnect to the "new". This may require additional boring for the installation of these services.



## Construction

### **Q: Will my driveway be affected?**

A: The contractor is going to use the boring process whenever possible to install the waterlines. This process requires minimal digging within the right-of-way. Access to driveways should be maintained throughout the duration of the construction.

### **Q: Will the sidewalk and landscaping close to the street be impacted?**

A: While these areas are maintained by the abutting property owners, the right-of-way, extending approximately 16 feet from the back of curbs, grants the City of Houston full access and utilization as deemed necessary for the construction of the project. If you have specific landscaping within the public right-of-way that you would like to save, we suggest you relocate these special items to a different location. Grass will be restored upon completion of all construction.

### **Q: What should homeowners with sprinkler systems be prepared for?**

A: We recommend that you take pictures of the sprinkler heads in the "on" position and be sure the pictures clearly show how many and the location of the sprinklers/heads that you have in the right of way area near the street/curb. The construction company will make the effort to cap off your sprinklers in the right of way that will be torn up with the intent to keep your sprinklers working in the rest of the yard. The pictures should resolve any questions when it comes time for the construction company to repair them. It is entirely possible your system or at least certain zones may stop working once your yard is dug up as wires do occasionally get clipped. Be sure to have a garden hose and traditional sprinklers ready to use during construction.

### **Q: What if I perceive that there has been damage to my property?**

A: The Contractor is required to take pre-construction photos of all property prior to commencing work. If you perceive that damage has been done to your property, you may report the damage to the City using the 311 System or by e-mailing [PWECIP@houston.tx.gov](mailto:PWECIP@houston.tx.gov). A City representative will meet with you and will compare your property to the pre-construction photos to determine if any damage has been done. If so, the City will direct the contractor to repair the damage.

### **Q: Is there going to be open trenching or pipe bursting?**

A: The trenchless construction method will be used for waterline construction and open cut trench excavation construction method will be used for sanitary sewer construction. There is no pipe bursting.

### **Q: Is there going to be a point during construction that I should not drink from the tap?**

A: No. Once the new waterlines have been installed, tested, and approved by the City, the contractor will disconnect your water meter from the "old" line and reconnect to the "new".

### **Q: Is this going to eliminate all the broken water lines?**

A: The Department of Public Works and Engineering has identified the waterlines that need to be replaced. They do not meet current standards.

## REPORTING ISSUES

Prior to construction on your street, the contractor is required to give you written notification of the work that is to be performed. In the notification is the contractor's 24-hour emergency contact telephone number.



## HELPFUL LINKS

### Project Specific Concerns

- [pwecip@houston.tx.gov](mailto:pwecip@houston.tx.gov)

### General Concerns

- 3-1-1 or 713-837-0311
- [www.houston311.org](http://www.houston311.org)

### ReBuild Houston

- [www.rebuildhouston.org](http://www.rebuildhouston.org)

## Construction

### Q: Which areas are impacted first?

A: The plans and contract documents do not have phases. It is up to the contractor to decide where to begin work. However, the contractor must construct sanitary sewer improvements along Pinehill Lane and connect to services prior to commencing work for water lines along Pinehill Lane.

### Q: At open pit locations, will the streets be closed in that area?

A: The plans call for at least one lane to be open at all times. No street will be fully closed.

### Q: How much equipment will be parked on my street and are there any off-site options?

A: Where equipment to be kept is determined by the contractor. However, the City will not allow the contractor to store equipment on City medians or on private property.

## Contact Info

### Non-emergency needs:

- ◆ Dial 311 - Mention to the operator the following 3 things along with your issue:
- ◆ WBS number and name of the project (S-000035-0183-4 / Waterline Replacements in Tall Timbers Area)
- ◆ Refer the complaint to the "Engineering & Construction Division".

### Emergency needs: Contact Contractor's Superintendent or the 24-hour provided by the contractor.

- ◆ Resicom, Inc.  
Once Construction Contract Award occurs, the City will have specific personnel contact information.
- ◆ Department of Public Works & Engineering  
Stephen Wright, Project Manager/ 832-395-2402  
Evelyn Kuykendall, Senior Inspector/713-775-2664  
Julian Boddy, inspector/ 713-702-7252

For a complete listing of Frequently Asked Questions please visit:  
<https://www.publicworks.houston.tx.gov/ecd/faqs.html>