

Dear Residents,

We wish to inform you that due to the essential replacement of aging water mains, **water service will be temporarily shut off for portions of Alpine Rd, Shenandoah Valley Drive, and all of Chestnut Trail, Monday through Friday at 8:00 AM from September 23 through October 4th.** This work will be done in 2 phases. The first phase, beginning on September 23, will affect 166 Alpine to 444 Alpine, and last several days. The second phase will affect 166 to 716 Alpine, 314-893 Shenandoah Valley Drive, and all of Chestnut Trail. No other addresses will be affected.

Due to the unpredictability of subsurface conditions on the mountain, the time your water will be restored each evening will vary.

The water main on Alpine Road is one of several original water mains left on the mountain. Installed in 1975 with a 35-year usable life, this water main is in desperate need of replacement. The purpose of the replacement, and in turn the scheduled water shut-offs, is to avoid a water main critical failure which would lead to extended unscheduled shutoffs and possible life safety issues – particularly if failure were to occur in the winter months when the ground is frozen.

Some areas of the main replacement are restricted in space by or near the road. In these areas, soil may be placed on the boundary between the utility easements and the homeowner's property. In all circumstances, **any disturbed soil will be removed, and the area will be seeded and strawed.**

In many places the water main crosses underneath paved residential driveways. These driveways are still within the utility easement. **All affected paved driveways will have the demolished portion repaved after the full main replacement is completed.** Until paving is completed, HKUI will backfill with gravel to allow use of the driveway. Gravel driveways affected will be replaced in kind.

We understand daily water shut offs are inconvenient and we appreciate your consideration, kindness, and understanding, particularly to our work crews. They are striving to swiftly, safely, and properly install the new water main.

To minimize inconvenience, **please ensure you have water bottles available at your home.** Additionally, we recommend filling your bathtubs the night before each shutoff and using a bucket 2-gallons or larger to flush toilets during the day when needed.

For the duration of construction, status updates will be posted on the HKOAI website (www.hkoai.com), Facebook page (<https://www.facebook.com/hkoai>), and sent via e-mail to affected customers. Please check these sources for continued up-to-date information.

We apologize for any disruption this may cause and appreciate your understanding. This critical work is necessary for the long-term stability, quality, and reliability of our water system.

Thank you for your patience and cooperation.

Sincerely,

High Knob Utilities, Inc.