

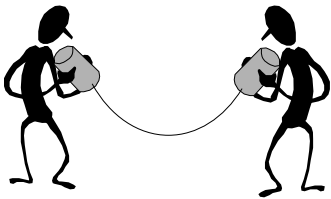
Pendragon Sidewalk and Water Improvements

The City of Kingsport will be installing sidewalk along Pendragon Road and replacing waterlines in the Pendragon area.

We are notifying you our customers that we are preparing to replace water lines in your area at this time.

Customers along Pendragon Road, High Ridge Road, Berkeley Road, Manderley Road, Heatherly Road, Charsley Road, Pleasley Road, Lakewood Road, Brandonwood Road, Cloverdale Street, Havendale Road, Silverdale Road, and Sunningdale Road will have their existing 2", 4", 6" and 8" W/L replaced with new 2", 4", 6" or 8" W/L as part of the City's program to modernize our system.

1. **Who should I call if I have questions?**



The City has appointed an official Project Manager to coordinate all of the many activities of this project, including answering your questions. Since the Project Manager (**Pamela Gilmer**) is the primary point of contact for all inquiries, you should call him/her. You can reach him/her at the **Engineering Divison** office, **229-9387**. You should be prepared to give your name, address, and phone number for all inquiries, so that appropriate City staff can address your concerns.

For after hour **EMERGENCIES** only, please call the City's Central Dispatch at **246-9111** – they have the resources to contact the appropriate immediate response team.

2. **Why is all this work being done to the water lines?**

We are replacing old 2", 4", 6" and 8" waterlines with new 2", 4", 6" or 8" waterlines. The existing lines are aging and the new lines will continue to provide service for years to come.

3. **How much pipe is being replaced?**

We will be replacing and installing new waterlines approx. 18,925 feet of pipe in your area.

4. **What will happen to the old water line?**

Once the new water line is installed and tested, it will be put into service and will eliminate the need for the existing failing line. Once all the appropriate tie-ins are complete, the old line will be valved-off and removed from service permanently. The old lines will be abandoned in the ground.

5. **With a new water line in place, will the breaks stop?**

The new waterline will mean the end of the many repeat breaks that are prevalent in your area. Leaks and breaks will always be a part of any water system that has hundreds of miles of pipes underground that are exposed to corrosive soils, weather, and shifting loads, but these routine breaks should occur with much less frequency.

6. **When will the project start and how long will it take to finish?**

This project will be **365** days, starting in **August 2017**.

7. **When will the construction occur?**

Construction should occur between 7:30 – 6:00 Monday thru Friday. Weekends may also have activity if contractor is having problems due to weather.

8. Will City crews be doing the work?

The City will manage and inspect the project, but **Glass Machinery & Excavation** will perform the actual construction.

9. How will connections be made to my meter?

Once lines have been tested and passed, a new connection will be made to your service. A new copper line, meter setter and box will be installed and connected to your existing water service.

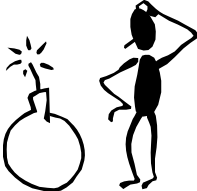
PLEASE SEE THE ATTACHED THERMAL EXPANSION PAGE.

10. What should I do if my property gets damaged from the construction?

Given the large equipment and heavy materials used in construction it is always possible for unintentional damages to occur. Recognizing this prospect, the City has a process in place for residents to submit claims for property damage with the contractor. Anyone with property damage questions or claims should contact the Project Manager at **229-9387**.

11. Will there be any blasting of rock on this project?

Given the topography of this area, it is always possible to hit rock in unexpected places, which will require selective blasting. If this occurs you should receive advance notice from the contractor who will explain exactly what is planned and when it is planned. It is important to remember that in this area, blasting is a very common construction practice that is safe and effective.



12. Will the construction be noisy?

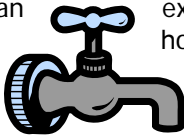
Anyone who has ever been around an active construction site knows that noise is an unavoidable consequence of using heavy equipment to tear-out, move, and rebuild the infrastructure. However, the contractor is on notice to manage noise to the maximum extent possible and the City's inspector will monitor those noise levels.

Even under the best circumstances, noise from construction on your street will be heard at your home. The levels of noise will vary based on the construction activity.

13. How will the construction affect my water service?

In general, there should be no impact on your household water service until we hook the new services to your meter. This will only take about 30 minutes. However, it is possible that the contractor could damage your water supply lines during the new line installation, but if that occurs the contractor will stop and fix it immediately to restore your water service as quickly as possible.

If you do not have water service for an extended period, please contact our Customer Service office at **229-9416**, or after hours call **246-9111**.



It is not unusual for water to appear slightly discolored or cloudy during and after the construction period as a result of excess air bubbles in the water. Typically this problem can be resolved after a little flushing of your lines in your home. However, continued discoloration or floating particles may also be an indication of rust or other deposits in the pipes of the plumbing of your home that flaked-off as a result of the adjacent construction activity. If this is the case, you should flush your lines a little longer and you may need to check with a plumber to ensure that your pipes are in good condition. Sometimes loose particles also clog the filters at the end of faucets so if you are experiencing poor water flow, check your filters.

14. How will the construction affect emergency services as well as other services such as trash collection, mail delivery, etc.?

The City's contractor is required to maintain adequate emergency access at all times during this project. If you have any access concerns or special



medical needs in this regards please advise the Project Manager as soon as possible at [229-9387](tel:229-9387).

For your non-emergency services, like trash collection and mail delivery, your services should remain unchanged. The contractor will work with you to ensure that you have no disruption in your routine services. For situations that may require special handling, please contact the Project Manager.

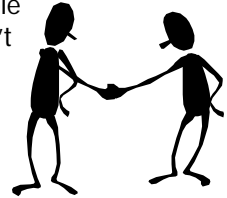
15. Will construction create dust and debris?

An unfortunate consequence of digging up and removing pavement and dirt is airborne dust. In recognition of this problem, the contractor is required to maintain dust control measures throughout the construction period. Dust control include wetting down the areas of construction activity as necessary to capture the particles on the ground before they get into the air. The contractor will also have erosion controls in place to contain any mud that can add to dusty conditions. Weather conditions also contribute to dust problems so during extended dry periods, additional on site dust suppressants may be used.

Final Thoughts



Construction projects always have their “ups and downs” and even the best plans encounter unforeseeable events once the shovels hit the dirt. However, the City is committed to working with you at every step of the way to minimize the disruption in your daily life and to get you the infrastructure that you need to last another 100 years. The success of this partnership depends upon your access to information and your comfort level with the people assigned to the project. If there is anything you need at any time, please don't hesitate to ask.



Thank You
City of Kingsport



W/WW DISTRIBUTION & COLLECTION DIVISION

City of Kingsport, Tennessee

Re: Thermal Expansion

The City of Kingsport has, or soon will be installing a backflow prevention assembly at the point of service (meter). The water meter assembly includes a residential dual-check valve. This assembly prevents the potential of backflow from a private water system into the public water distribution system. Backflow is the unwanted, reversal of normal flow from the customer's system into the public water system. **This installation causes the private plumbing system to become a "closed" plumbing system.**

The installation of the backflow prevention assembly is required in order to comply with the U. S. Environmental Protection Agency Safe Drinking Water Act, Tennessee Department of Environment and Conservation, City of Kingsport Ordinance 4296, and Water Services Division Policy and Procedure WSDP12. These rules and regulations require public water utilities/purveyors to implement programs for eliminating and controlling cross-connections. A **CROSS- CONNECTION** is any link or connection, direct or indirect, temporary or permanent, between the customer's private water system and the public potable water distribution system through which any gas, liquid, particle, or other undesirable element could enter the public potable water distribution system. Essentially, all recognized plumbing codes used by cities, municipalities, counties, or states require **BACKFLOW** to be eliminated or contained. However, it is necessary to inform you of a related condition that may affect your water heater by the installation of a backflow prevention assembly or a residential dual-check valve.

Prior to the installation of a residential dual-check valve or a backflow prevention assembly, the public water distribution system had provided a "cushion" which absorbed the pressure build-up within the private plumbing system/water heater by allowing the heated and expanded water from the water heater to backflow into the public water distribution system. By Federal and State definition, reverse movement or backflow from an unmonitored source and/or a private plumbing system into the public water distributions system is strictly prohibited.

The water heater in your home/business goes through a "recovery process" each time hot water is used. Normally, this process occurs several times daily, depending on how often hot water is demanded. As the hot water is used, it is replaced with cold water and the water heater begins to heat that water to the desired temperature setting on the water heater. This recovery cycle creates a condition known as **THERMAL EXPANSION** - as water is heated it expands. Since water is an incompressible liquid, it must expand by any means available. Water heaters are equipped with a temperature and pressure (T & P) relief valve, which is designed to relieve excessive temperature and pressure within the heater enclosure. This T & P valve is an **emergency relief valve**, and is not intended to compensate pressure increases created by thermal expansion.

The installation of a backflow prevention assembly, residential dual-check valve, swing-check valve, or pressure reducing valve makes the plumbing system a "closed" system, and prevents the heated/expanded water from being forced backflow into the public water distribution system. The Thermal Expansion phenomenon may cause the T & P valve to leak, household plumbing fixtures to drip, solenoid valves on the icemaker and dishwasher to malfunction, toilet ball-cocks to leak, or washing machines hoses to burst. Extreme Thermal Expansion may cause serious harm to the water heater, particularly if the water heater is gas-fired! Most, if not all manufacturers of water heaters automatically invalidate their warranty if the water heater is installed on a "closed" plumbing system without proper thermal expansion protection.

Thermal Expansion can easily be contained by the use of a Thermal Expansion Relief Valve, Thermal Expansion Ball-Cock, or a Thermal Expansion Tank. These products are available from most plumbing supply stores. Some of the manufacturers producing these devices are Amtrol, Conbraco, Febco, Watts, Wilkins.

The City of Kingsport began installing residential dual-check valve on all new residential water services, and existing meters as they are upgraded in February 2004. This dual-check valve prevents backflow, but it creates a "closed" plumbing system. You are

encouraged to have a licensed plumber inspect your plumbing system to determine if it is a "closed" system. If so, you will need to have installed a device of your choice to eliminate thermal expansion. Failure to address this problem within your private premises may cause serious damage to your water heater or plumbing fixtures. The City of Kingsport Water Services Division is not responsible for any damage to private property caused by Thermal Expansion. For your information, since 1994, the Standard Plumbing Code, International Plumbing Code, and CABO-One and Two Family Dwelling Code (Southern Building Codes Congress International) mandated the use of Thermal Expansion protection on any "closed" plumbing system.

Additionally, if your existing plumbing system is supplied by a well, it will be necessary to physically and permanently disconnect all plumbing fixtures from the private well prior to connecting to a public water distribution system.

Please feel free to contact, one of the following Water Quality Specialist, If you have additional questions at 229-9454.

Ron Ison, Water Quality Specialist

Chris Housewright, Water Quality Specialist