

Notice to Neighbors

August 2015

HRSD is undertaking an important project to **clean and inspect** the sanitary sewer pipelines and laterals that serve your neighborhood. This maintenance activity will help eliminate blockages that could lead to sewage overflows and also allow us to insert a small TV camera into the pipeline to determine whether it is in need of replacement. Once these inspections have been completed, any necessary repairs will begin immediately.

HRSD has retained the firm **XXX** to perform this work for us, which is weather and situation dependent. **Beginning the week of September 7**, you can expect to see their trucks and employees in your area, **Monday - Friday during the hours of 8:00 a.m. until 5:00 p.m.** Some of their work may require access to pipelines that lie within the public right-of-way, or adjacent to, or at the cleanout located on your property. They will be cleaning the pipes by forcing water through them. There are some things you can do to help with the effort:

1. **Please loosen the lid on your sewer clean out.** The crew will come onto your property to do this if the clean out has been installed beyond the public right-of-way.
2. **Please flush all your toilets and run water down the sinks and tubs** that you have not used in the last few days.
3. **Please leave all the toilet lids DOWN** while the crew is working near your home.

There have been occasions when a toilet has overflowed while cleaning was underway. If this happens while you are at home, please notify the **XXX foreman** overseeing the job. They will ask to enter your home with a colleague to inspect the bathroom and arrange for any cleaning that might be necessary.

You also can report any issues stemming from the work underway in your neighborhood by calling **XXX at 757-XXX-XXXX from 8:00 a.m. to 5:00 p.m.** After hours you may call 757-**XXX-XXXX**.

HRSD expects our contractors to work in a safe and effective manner, and to be courteous in their interactions with the public. If you have any concerns about the work being accomplished in your area or the level of customer service provided, please call the **HRSD office at 757-460-7000**.

We appreciate your understanding and assistance as we work to improve your sanitary sewer system so we can better protect public health and area waterways.

_____, HRSD Public Information Specialist