

Notice to Neighbors

DATE: _____

HRSD, your regional wastewater utility, is undertaking a project to clean and inspect the sanitary sewer pipelines and laterals (the pipes that connect homes to the sewer system) in your neighborhood. HRSD has retained the firm of XXX to perform this work for us.

FIRM will be performing sewer rehabilitation adjacent to your property and the lateral that services your home. There will be a temporary interruption to your sewer services and we ask that you **refrain from heavy water usage** (such as washing clothes or using the dishwasher) **during this time (7:30 a.m. to 6 p.m.)**. This work should not affect your water service. We will attempt to notify anyone at home prior to the work beginning and again, once the work has been completed by a door knock from one of our inspectors.

Please leave enough room for FIRM to access the cleanout in your yard or driveway (for instance, please park your vehicle at least 5 feet away from the cleanout).

Cleanouts will be marked with an orange or yellow cone the night before work is to be done.

THIS WORK IS TENTATIVELY SCHEDULED TO BE PERFORMED ON: _____

You 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 HRSD 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.