



Missouri American Water Company
www.amwater.com

5-6-21

RE: Water main replacement on River Valley Dr

Dear Customer,

Missouri American Water has partnered with **Excel Utility Company** and will be starting a water main replacement project on the Round-a-bout at River Valley Dr and River Bend Dr. During this project there will be traffic interruptions and detours, flagmen and road signs will help guide traffic. This project is part of our water main replacement program, which has invested \$20 to \$50 million annually over the last several years in upgrading St. Louis County water mains. We are replacing the water main that serves your home to help ensure that you and your neighbors will continue to have quality, reliable water service -- now and in the future. With this letter, we'd like to give you an overview of our upcoming construction and restoration project.

Construction duration

Replacing the old water main will require several months to complete. We work hard to keep our job sites safe, and we appreciate your efforts to use caution around the construction site. Please note that periodic traffic delays may occur during our construction activities.

Water service interruptions

We work to minimize service disruptions during our construction projects. There are two instances when it will be necessary to interrupt your water service: (1) when we disconnect your water service line from our old water main and reconnect it to the new water main; and (2) when we connect the new water main to the existing water system.

We will do our best to give you advance notice of these interruptions, in person or with an informational door hanger, so you can plan accordingly. These interruptions are typically just a few hours. When your water service is restored, we recommend flushing out your inside plumbing by turning on the water at a couple of inside faucets and allowing the water to run for a few minutes.

There is also the potential for unexpected service interruptions, such as a pipe breaking during excavation. Because the replacement project may take several months, we recommend storing a gallon or two of drinking water during this period and renewing it regularly in case of an unplanned water outage.

Construction site cleanup and restoration

When the construction project is complete, we will let you know with a door hanger on your front door. Final cleanup and site restoration in your neighborhood will begin a few weeks after the new water main is installed. **It is usually necessary to delay the lawn restoration process to allow the soil over the new water main to settle.** Sometimes we also have to wait for suitable weather conditions. Any grass other than Zoysia will be restored with seed and straw. We will work to restore your property as close to its original condition as possible.



Missouri American Water contact information

We want to thank you in advance for your patience and cooperation during this project. **Excel Utility Company** will have a representative on site every day to review the construction work. Please feel free to contact us if you have questions or concerns.

Missouri American Water continues to conduct its work in coordination and compliance with all federal, state and local agencies and directives. We ask our customers to continue following social distancing recommendations issued by the Centers for Disease Control and Prevention by keeping at least 6 feet between our employees and customers.

If you have questions or concerns about the project, please contact me directly at the phone number or e-mail address below.

Sincerely,

Aaron Worley

Missouri American Water

Name: Aaron Worley
Phone: (314) 996-2470
E-mail: Aaron.Worley@amwater.com



Why We Replace Water Mains

- **Reliable water service is important to health and safety.** Homes, schools, businesses and firefighters depend upon quality, reliable water service – 24/7.
- **Being proactive makes sense.** In St. Louis County, many water mains were installed 50 to 100 years ago. When they break, they can disrupt traffic, interrupt water service and damage property. Our ongoing pipe replacement program helps sustain essential water service for future generations.
- **It's a community investment.** In St. Louis County, Missouri American Water has invested \$20 to \$50 million annually in water main replacement in recent years. These projects support economic development and local jobs.