

LOWELL-MEANY GREENWAY & SCHOOL SAFETY PROJECT

March 2019



Frequently Asked Questions – Water Shutdowns

1. Why do water shutdowns need to occur?

As a part of the Lowell-Meany Greenway & School Safety Project, the City will install a new water main at the intersection of E. Harrison St and 15th Ave E. This work requires shutting off water to connect customers to the new water main.

2. What should customers expect?

Seattle Public Utilities (SPU) anticipates that customers will have their water shut off 2 or 3 times for up to 12 hours each time to complete the installation of the new water main and to connect customers to it.

3. Who will be impacted?

Businesses and residents located from 14th Ave E to 17 Ave E and from E. Roy St. to E. Thomas St. will be affected by water shutdowns. More details about the boundaries of the shutdowns will be available as we get closer to construction.

4. When will the shutdowns occur?

Water shutdowns will occur at different stages throughout the construction period, which is anticipated to begin in the summer of 2019.

5. What time of day will shutdowns occur?

SPU will work with building managers and businesses to determine the best time to shut off the water, which may be at night. SPU strives to find a time that has the least impact on most customers.

6. How will I know when my water is scheduled to be shut off?

About 2 weeks before a water shutdown needs to take place, information will be shared with customers through email, flyers, and construction notices posted on the project website. SPU will hand deliver official shutdown notifications (door hangers) to impacted businesses and residential buildings at least 5 days before the shutdown.

7. Is my water safe to drink after a water shutdown?

Yes. SPU conducts ongoing water quality tests to ensure your drinking water remains safe. If your water is temporarily discolored after the shutdown, run your cold tap for a few minutes until it clears.

8. Who do I contact with questions?

If you have questions about or experience problems with your water service, contact SPU's 24/7 Operations Response Center at 206-386-1800.

If you have questions about the overall project, contact the Seattle Department of Transportation at:

Emily Reardon, Outreach Lead,
www.seattle.gov/transportation/lowell-meany
(206) 257-2243
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