



Monroe County Water Authority

Project Information Bulletin

2026 Water Service Replacement Project



June 2026

Project Background

Water quality and safety is a top priority for the Monroe County Water Authority (MCWA). In accordance with the federal lead and Copper Rule (LCRR) MCWA is working to further reduce exposure to lead and copper in drinking water.

MCWA will be replacing lead or galvanized iron services in various municipalities located throughout our service area.

This work will be performed by Villager Construction, Inc., a contractor hired by MCWA. This bulletin will provide you with background information and answer some frequently asked questions. There is contact information at the end if you have additional questions.

Project Details – Service Replacements

MCWA is typically responsible for the portion of each water service that is in the public right-of-way or water main easement, up to and including the shut-off valve (curb stop) in front of your house. A curb stop is an underground shut-off valve on a service. The only visible part is the top of the curb stop, which looks like a small metal disk at ground level. Your curb stop may or may not be currently visible. MCWA will replace its portion of your service line and the curb stop during this Project. (On the reverse side of this bulletin is a drawing illustrating a typical water service.)

New service material will be 1" copper installed with a new connection to the existing water main and a new curb stop in front of your house.

The portion of the service from the curb stop into the house belongs to the property owner. If this portion of the service needs replacing, it is your responsibility. We encourage you to replace your service if it is lead or galvanized. For additional information, refer to this document on MCWA's website: <https://www.mcwa.com/my-water/water-quality/lead>.

Work Details – Replacing Services

Service replacement work generally consists of three phases as described below:

1. Service location
2. Service installation
3. Final restoration

Service location. During this phase of work your existing service is located and location for the new service is determined. Typically the contractor calls for a stakeout, which is a request to have the existing utilities in the vicinity of your service marked out. You may see small

flags or paint marks delineating location of existing utilities. For example, MCWA uses blue paint and flags to mark out its facilities. Please do not remove these markers as they are needed so that the contractor can avoid damaging these existing facilities. If you have private underground facilities, such as an invisible fence or a lawn irrigation system, on your property near the road right-of-way, please contact our Customer Service Department and they will have a project representative contact you.

Service installation. Once the stakeout is complete, the contractor can begin excavating to locate your existing service and install the new water service. At the end of each work day, the excavation is backfilled or protected using temporary construction fencing. In paved areas, the backfilled trench is topped with temporary asphalt until permanent asphalt can be installed.

Final restoration work completes the Project. Disturbed areas are restored to their preconstruction condition. Temporary asphalt is removed and permanent asphalt is installed in paved areas. Lawn areas are graded and seeded. MCWA's contractor is responsible for getting all seeded areas to grow properly.

Schedule

Project duration depends on a number of factors, but we anticipate our contractor completing the service work by this fall with restoration to occur shortly after.

Common Concerns

<u>Concern</u>	<u>Action</u>
1. Air in water	Let cold faucet run until water is clear
2. No water	Call MCWA or contact inspector

Contacts

You may contact our Customer Service department at (585) 442-7200 weekdays from 8:30 am to 4:30 pm, or our Dispatcher at (585) 442-2009 weekdays before 8:30 and after 4:30 pm, and on weekends and holidays.

An MCWA inspector or an inspector from our engineering consultant Arcadis will be on-site throughout construction. MCWA inspectors carry a photo ID card, wear MCWA uniforms, and drive a vehicle with a Water Authority logo on it. Arcadis inspectors will also have an MCWA photo ID card.

