



**MONROE COUNTY WATER AUTHORITY
PROJECT INFORMATION BULLETIN
2025 Service Line Identification Contract**



May 2025

Project Background

Water quality and safety is a top priority for the Water Authority. T&K Harrington and Arcadis of New York, Inc. (Arcadis), contractors hired by the Water Authority, will be performing vacuum excavation work to determine the material of your water service line (the pipe that connects your home to the water main). This bulletin explains the upcoming work and identifies whom to contact if you have any questions while the work is being done.

Project Details

Why is this Project needed? The Water Authority is continuing to develop its inventory of water service line materials as required by the federal Lead and Copper Rule. In order to improve this inventory, we will be using vacuum excavation methods to expose a section of your water service line at the curb stop or shut-off valve which is typically located at the right-of-way line. See the attached drawing showing a typical water service layout.

What to Expect: The vacuum excavation will require two small holes, one on each side of the curb stop, so that we can identify your water service material on both the Water Authority and customer-owned portions of the service line. Contractor staff from both T&K Harrington and Arcadis will be on site to complete these investigations. Residents don't need to be home for this work and your water service should not be interrupted.

After the vacuum excavation and material identification is complete, our contractor will restore the area disturbed by the work and notify you of the results of the investigation (your service line material). Final restoration may not be completed on the day of the investigation, based on specific conditions at the site. All restoration will be completed before the end of the year.

Schedule

We anticipate the vacuum excavation work to take place between June and the end of the year. The specific timing of your investigation will depend on where you are located within the Water Authority's service area. You may see blue paint and/or flags in your yard prior to the vacuum excavation as we work to locate and mark your curb stop, in addition to a door hanger with information about the upcoming investigation.

Questions

Please contact our Customer Service Department at (585) 442-7200 weekdays from 8:30 a.m. to 4:30 p.m. Additional information is available on our website at www.mcwa.com.

