

**1. WHAT IS ACWD'S MAIN RENEWAL PROGRAM?**

The Main Renewal Program is part of the Alameda County Water District's (ACWD's) commitment to delivering reliable drinking water to more than 357,000 people living and working in Fremont, Newark and Union City. The Main Renewal Program will help improve water supply reliability for ACWD customers and will reduce service interruptions due to aging pipelines. Generally, pipelines have a lifespan of about 75 years, but the risk of a pipeline's failure increases in proportion with its age. With twenty percent of the ACWD's pipelines installed before 1960, and the oldest pipelines placed underground in the 1940s, this Program represents a major infrastructure improvement for more than 84,000 customers who depend upon reliable water supplies. Proactive pipeline upgrades protect the ACWD and its customers from expensive fixes caused by leaks in the system. As the cost to replace a pipeline is much greater than the cost to repair, ACWD carefully selects which pipelines to replace using a risk-based model to prioritize pipelines considering leak history, soil conditions, local hazards (e.g., Hayward fault), material type and proximity to complicating factors such as creeks or railroads.

**2. WHY ARE WATER MAIN UPGRADES CALLED "RENEWAL" PROJECTS?**

The ACWD distribution system includes approximately 900 miles of water mains constructed mainly of asbestos cement (AC), polyvinyl chloride (PVC), and steel. Over a long period of time, buried water supply pipes will inevitably experience problems related to pipe deterioration. If an old deteriorated pipe is left as is, some of the problems that can occur include poor water quality, increased friction/pressure loss, pipe breakage and leakage. To solve these problems main renewals are implemented to replace, or rehabilitate, or repair the aged pipe in a timely manner. Some water mains can be renewed with a hard plastic liner. The liner reinforces the old pipes, improves system reliability, and ultimately extends the service life of the old pipes without the need to create a trench to remove and replace the old water main. In the renewal process, the old pipes are accessed through temporary access pits. Because it does not require excavating, removing, and replacing an entire pipeline, relining existing pipelines is generally quicker and a more cost-effective alternative to pipeline replacement, and creates less impacts to the community and environment. However, not all pipelines are good candidates for liner reinforcement.

**3. WHY ACWD IS RENEWING THE WATER MAIN IN FRONT OF MY PROPERTY OR BUSINESS?**

The project scheduled for your neighborhood is part of the ACWD's Water Main Renewal Program to upgrade the water system. Many of the older water mains have been scheduled for renewal because of their age, leak history, breaks, pipeline material, or other problems. Most of the water mains scheduled for renewal have been in service for nearly 75 years. Renewing these aging water mains with modern materials will help ensure safe and reliable delivery of drinking water.

**4. WHO IS GOING TO PERFORM THE ACTUAL CONSTRUCTION WORK?**

Construction work is performed by ACWD’s Contractors who meet set requirements and submit bids. ACWD is required to award each construction contract to the lowest priced, qualified, responsible bidder. ACWD will provide quality control monitoring to ensure the work is built according to the contract plans and specifications and is safe, reliable, and cost-effective.

**5. WHAT IS THE SCOPE OF A PIPELINE RENEWAL PROJECT?**

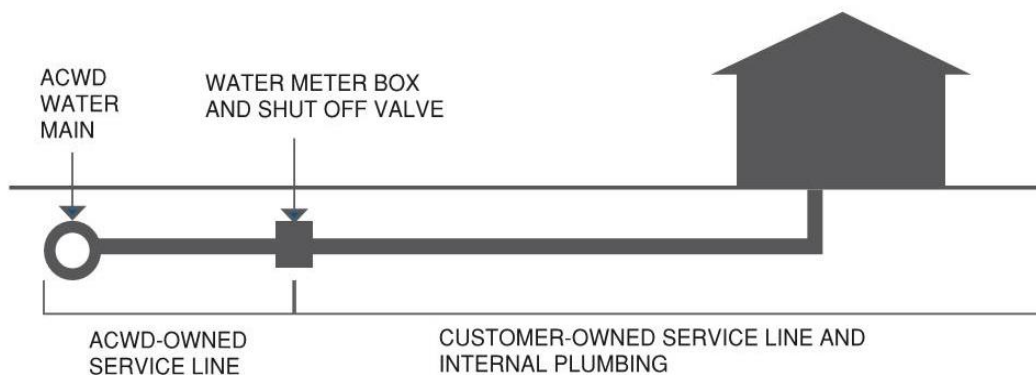
The typical scope is to Install, disinfect, test, and place the new main into service and transfer customers to the new main. The typical pipeline renewal project consists of the installation of the new water main, replacement of water service connections to all properties served by the main, and replacement of fire hydrants and fire hydrants laterals in accordance with current ACWD standards.

Project-specific information and construction schedules can be found on ACWD’s website at <https://www.acwd.org/355/Current-Projects>.

**6. WHAT IS THE ACWD-OWNED VERSUS THE CUSTOMER-OWNED PORTION OF THE SERVICE LINE?**

The ACWD-owned portion of the service line extends from ACWD’s main in the street to the meter box and shut-off valve (generally located near the curb). The customer-owned portion of the service line is located between the shut-off valve and the property, and the property owner is responsible for this portion of the service that extends from the shut-off valve to the property and includes the internal plumbing.

Please note: This diagram is a generic representation, variations may apply.



**7. WHAT TYPE OF CONSTRUCTION METHOD WILL BE USED FOR THE NEW PIPELINE INSTALLATION?**

Typically the new pipeline will be installed in an open-trench excavation. Trenchless construction methods may be implemented where open-cut construction is either infeasible, required by permitting agencies, or where open-cut construction would cause significant traffic or other disruptions.

**8. HOW LONG WILL THE RENEWAL PROJECT IN MY NEIGHBORHOOD LAST?**

There are several steps to pipeline construction that are factored into the schedule. The Contractor will excavate the trench, install pipe and services, backfill, test the new water main and service, and restore the surface. Typically, 20 to 40 feet of pipeline can be installed in a single day. Depending on the length of the pipeline usually each project will average about 6 to 12 months from the start of construction to completion.

**9. HOW WILL THE CONSTRUCTION AFFECT TRAFFIC AND PARKING IN MY NEIGHBORHOOD?**

Traffic and parking restrictions may be in effect during various phases of the construction process. Before construction is allowed to begin, the Contractor will obtain approval from the City for a traffic control plan for the affected neighborhood or the street. The plan includes provisions for moving traffic through the area when work is underway, maintaining pedestrian access through the construction zone, and notifying residents when access to driveways or pedestrian lanes will be affected. The Contractor is also responsible for providing proper access to homes and businesses during construction. Temporary no-parking zones may be established during construction in both business and residential areas. Such zones will be designated by signs at the curb.

**10. WHAT ARE THE HOURS OF CONSTRUCTION?**

Construction will typically occur Monday through Friday, and will be in accordance with the City's requirements, usually between 8 a.m. and 4:30 p.m. Special hours or night work may apply when the Contractor is working in front of the schools, public buildings or on thoroughfares. The Contractor will strive to maintain reasonable working hours and reduce the inconvenience associated with very early and very late construction. However, longer construction hours may be required to minimize water service disruptions and to reduce traffic impacts.

**11. WILL PROJECT CONSTRUCTION DISRUPT WATER SERVICE TO MY HOME OR BUSINESS?**

The Contractor will minimize water service disruptions to the extent possible and will make every reasonable attempt to ensure you are notified in advance of any disruption in water service. The Contractor will provide 24-hour notice when water service needs to be temporarily interrupted. In the event of an emergency shutdown, ACWD or its Contractor may not be able to provide prior warning.

**12. WILL I BE ABLE TO ACCESS MY HOME IF THE ROAD IS CLOSED FOR CONSTRUCTION?**

Yes. Pedestrian access to homes will be maintained at all times. Vehicular access and parking may be restricted during the work hours. You may be asked to move your car and park in an unrestricted zone. Access will be restored during non-work hours.

**13. WILL EMERGENCY SERVICES HAVE ACCESS TO THE CONSTRUCTION AREA?**

Yes. Emergency services will be allowed on the closed streets to service residents within the construction area.

**14. WILL GARBAGE COLLECTION CONTINUE EVEN DURING CONSTRUCTION?**

ACWD and the Contractor will coordinate with the applicable service provider to ensure garbage collection during non-construction hours.

**15. HOW WILL EXCAVATED TRENCHES BE MANAGED OVERNIGHT?**

All excavated trenches which are not backfilled at the end of the day will be secured using appropriate trench plates or temporary fencing after work hours. Trench plates can be walked on or driven over.

**16. WILL MY STREET SURFACE BE REPAIRED WHEN THE PROJECT IS FINISHED?**

The streets will be restored to match its preconstruction condition. In most cases, new asphalt will be installed over the top of the trench and extended 12-inches out from each side.

The streets are maintained by the City. For additional information regarding pavement management, please visit the City's Street Pavement Maintenance and Repair website.

**17. HOW IS THE MAIN RENEWAL PROGRAM FUNDED?**

The Main Renewal Program is a part of the Capital Improvement Plan budget allocated to pipeline infrastructure upgrades. The residents and businesses of Fremont, Newark, and Union City, as ratepayers, contribute to pipeline projects. ACWD wants to ensure our customers are aware of how their rate dollars are being used to improve water supply reliability and protect public health and safety.

**18. HOW CAN I STAY UP TO DATE ON THE CONSTRUCTION SCHEDULE?**

Project-specific information and construction schedules can be found on ACWD's website at <https://www.acwd.org/355/Current-Projects>.

**19. WHO SHOULD I CALL IF I HAVE OTHER QUESTIONS?**

If you have any questions or comments about the project in your neighborhood, you may call the Public Affairs, Sharene Gonzales at 510-668-4280 or visit the ACWD website for project manager contact information, at <https://www.acwd.org/355/Current-Projects>.