



# Frequently Asked Questions

## Main Renewal – Dairy Avenue and H Street Project

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### 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 344,000 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 87,000 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., proximity to earthquake 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 930 miles of water mains constructed mainly of asbestos cement, polyvinyl chloride, 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.

### 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 project 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.

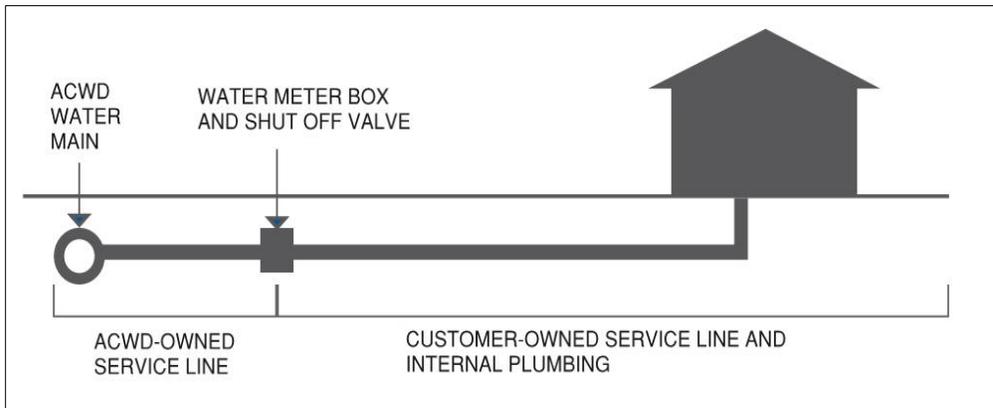
### 5. What is the scope of Main Renewal – Dairy Avenue and H Street Project?

The Project will involve installing of approximately 3,720 feet of 8-inch pipeline, associated fittings, valves, water service laterals, fire hydrants and other appurtenances. Pipeline construction involves digging an open trench, laying the pipeline and service line inside the trench, connecting the pipe segments together, backfilling the trench, and restoring the pavement to its original condition. The

Project is located within the public right of way on H Street between Alvarado-Niles Road and Colgate Drive, on 13<sup>th</sup> Street between H and I Streets, on 4<sup>th</sup> Street between F and G Streets, and on G Street between 2<sup>nd</sup> and 3<sup>rd</sup> Streets in Union City.

### 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?

The new pipeline will be installed via open-trench excavation.

### 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. The project is anticipated to be completed in approximately 4 months within Union City. ACWD is committed to completing this project as quickly as possible. However, the timeframe could change due to inclement weather or other unforeseen circumstances.

### 9. How will the construction affect traffic and parking in my neighborhood?

Increased traffic is anticipated during construction. Delivery vehicles and heavy construction equipment will be operating in the area throughout the duration of the project. Temporary lane closures, detours, and loss of street parking spaces along the project route are anticipated. Motorists, cyclists, and pedestrians are encouraged to use caution.

### 10. What are the hours of construction?

Working hours are anticipated to be Monday through Friday, between 8:00 a.m. to 4:00 p.m. Special hours or night work may apply when working at certain locations or to perform certain construction work. Refer to the chart below for special work hours near James Logan High School. The contractor will strive to maintain the working hours indicated and reduce the inconvenience associated with very early and very late construction. However, longer construction hours may occasionally be required to minimize water service disruptions and/or to reduce traffic impacts.

WORKING HOURS NEAR JAMES LOGAN HIGH SCHOOL		
DATES	DAY	TIME
Typical Work Hours	Mon, Tue, Thu, Fri	9:00 a.m. – 2:00 p.m.
Typical Work Hours	Wed	9:00 a.m. – 1:00 p.m.
Spring Break (April 7–11)	Mon-Fri	8:00 a.m. – 4:00 p.m.
Finals/Commencement (May 20-22)	Tue-Thurs	No Work
Summer School (June 2 – July 3)	Mon- Fri	9:00 a.m. – 12:00 p.m.

**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 notification.

**12. Will I be able to access my home if the road is closed for construction?**

Pedestrian access to homes will be maintained at all times. Vehicular access and parking may be restricted during 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 bicycle routes remain open?**

Through traffic will not be allowed on the closed streets. Both bicycles and vehicles will be detoured around the construction zone.

**14. Will emergency services have access to the construction area?**

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

**15. 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.

**16. 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.

**17. Will my street surface be repaired when the project is finished?**

Streets will be restored to match their preconstruction condition. In most cases, new asphalt will be installed over the top of the trench and extended 12-inches out from each side; in some areas, the entire traffic lane width will be repaved.

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

**18. How Is The Main Renewal Program Funded?**

The Main Renewal Program is a part of the Capital Improvement Program 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.

## **19. Where can I get more information?**

Project-specific information can be found on ACWD's website at the following:  
<https://www.acwd.org/821/Dairy-Avenue-and-H-Street-Project>