

# Valley Water District

14515 Pioneer Way East, Puyallup, WA 98372

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Email: [service@valleywaterdistrict.com](mailto:service@valleywaterdistrict.com)

August 11, 2023

Re: Service Interruption – SR162 Watermain Tie-ins

Installation of the watermain for the SR162 watermain replacement project has reached the phase where it will need to be connected to the existing District system. Connecting the new watermain will take several weeks to complete and will include multiple days of water service being out. The connections will be done in phases (maps included for reference). Unfortunately due to the amount of work being done and not being able to predict how smoothly the process will go, we will not know the exact days service to your home will be out until 48 hours before the shutdown.

The District will post detailed updates regarding the service shutdowns a minimum of 48 hours prior to service being out at [www.valleywaterdistrict.com](http://www.valleywaterdistrict.com). The District will also send IVR (recorded phone messages) to all customers who have their current phone number in our system. If you are unsure the correct phone number is on your account or want to update or add your phone number to receive the most current information please contact the District at 253-841-9698.

It is anticipated that the first shut-down could be as soon as Tuesday August 22<sup>nd</sup>, but there are several moving parts to this part of the project and we are trying to provide as much notice as possible. The District will provide **A MINIMUM 48 hour notice on our website at [www.valleywaterdistrict.com](http://www.valleywaterdistrict.com)** as soon as we know the exact dates each phase will be out of service. Below is a summary of what customers can expect during the construction process:

1. Notice on District website 48 hours prior to shut down
2. Water Service could be out for up to 10 hours during that day (barring any unforeseen issues).
3. The District will be onsite flushing to remove air from the system, but the air and tie-in process will very likely create discolored water in this area. It may take several hours to overnight for the water to return to completely clear, but staff will continue flushing until that is achieved.
4. If you turn your water on in the evening after the shut-down and it is discolored, attempt to flush your water thru a front hose bib (to not draw the water in to your home) for 5 minutes. If the water does not clear up after 5 minutes please wait an hour or two and try again.

Please contact the District at 253-841-9698 or e-mail [service@valleywaterdistrict.com](mailto:service@valleywaterdistrict.com) if you have any additional questions or concerns regarding this matter.

Thank you in advance for your cooperation and patience during this process.

Sean Vance  
General Manager  
Valley Water District