



Water Department Frequently Asked Questions 2015 Waterline Replacement Project

Q. What is the 2015 Waterline Replacement Project?

A. In order to provide high-quality, dependable water service to customers, Aurora Water replaces old distribution pipeline in the city each year. This year, we will install approximately 14,000 feet of new water line in the Kingsborough neighborhood.

Construction will involve open cutting streets to expose the old pipes and replace them with a new one. Updating residential service connections and fire hydrants will also be part of the work.

Q. What is the construction timeline?

A. You may see workers painting the streets early next month so they can determine the location of utility lines. The project is expected to be completed before Thanksgiving.

Q. What streets will be affected by this work?

A. All streets in the Kingsborough neighborhood will be affected by this work, but construction will be phased in an attempt to minimize disruptions.

Q. On what street will construction begin?

A. Phase 1 of construction is tentatively planned to begin in the northeast corner of the neighborhood, on South Mobile Way, between East Adriatic Place and East Evans Avenue. Construction on the East Adriatic and East Evans cul-de-sacs will be included in this phase of the work.

Q. How much noise will there be during construction?

A. As with all construction projects, noise from equipment and workers on site can be expected.

There will be three to four pieces of heavy equipment in daily operation throughout the construction period.

Q. What are the hours of construction?

A. Weather permitting, construction hours will be from 7 a.m. to 5 p.m., Monday through Friday. This means construction crews may be on site as early as 6:30 a.m.

In instances where a task is begun and must be completed before work can conclude, construction may continue beyond 5 p.m.

There may be intermittent work on Saturdays, should weather or other unforeseen circumstances delay the progress of construction.

Q. How long is construction expected to occur in each project phase?

A. Most phases of the project will be affected by construction for a period of approximately three weeks. In some cases, the new pipeline may be installed and you may not see workers on your street for several days, while the system is being tested or crews are completing work in another area. They will then likely return to finish.

Q. Will I be able to get in and out of my driveway during construction?

A. Streets where construction is occurring will be closed, but residents living on those streets will be provided in-and-out access as much as possible.

People not living on the closed streets should seek alternate routes.

For your safety and the safety of workers, please drive slowly.

Q. Will I be able to park my car on the street during construction?

A. No. We will post signs and distribute door hangers so you know when parking will be prohibited.

Street parking will be allowed on weekends, unless the contractor works on Saturday.

Q. Will the street be repaved immediately following construction?

A. No. The trench area will be patched once the pipe is underground and has been tested. Final milling and paving will occur after water line construction on all streets is complete.

Q. Will there be disruptions in daily water service?

A. There will be some intermittent disruptions in water service during the construction period. The contractor will notify all affected customers of planned disruptions in advance.

Look for a “Water Service Disruption” door hanger on your front door 24-hours prior to a water shut-off. You will be notified with a “Service Restored” door hanger when service is returned to normal.

The typical length of a service disruption is four to six hours. To prepare for this, remember to store bottles of water for drinking, cooking and flushing toilets during these disruptions.

There may also be variations in water pressure, but this issue will be fully resolved by the end of the project.

Q. If the contractor asks to use my outdoor water spigot, should I let him?

A. No. In the past, we’ve had contractors ask residents to use their private water spigots to fill water tanks or perform smaller project tasks.

Aurora Water discourages this practice because our billing system cannot accommodate residential credits or reimbursements if the contractor uses your private water spigot.

Q. If my yard is disturbed during water line construction or during the replacement of a fire hydrant, will Aurora Water restore the disturbed area?

A. Yes, if part of your yard or landscaping is disturbed during the course of our work, it will be returned to its original condition. However, this work may not occur until all phases of the project are complete.

Q. How will activities at Horseshoe Park be affected?

A. There should be no direct impacts to scheduled activities, since at least one entrance to the adjacent parking lot will remain open on South Kittredge Way. However, park patrons should anticipate possible construction traffic and street detours as they travel along nearby East Iliff Avenue and through the Kingsborough neighborhood.

Q. Who is the contractor for this project?

A. The contractor is Iron Woman Construction.

Q. Who should I contact if I have questions or problems during construction?

A. Please contact Aurora Water directly:

Regular Business Hours

720-810-0280 or 720-859-4312

Evening or Weekend Emergencies

303-326-8384