

Hello,

SUEZ is dedicated to tackling the tough task of replacing aging water pipes to improve customer service, water quality and reliability. In Ashbourne Hills, SUEZ is replacing over a mile of old water delivery pipes in the first phase of a several phased approach to eventually replace all the old water delivery pipes in the community.

At this point in the project, we are switching customers over to a large, new water delivery pipe that we have installed over the past few months. To do the switch overs, it is necessary to temporarily cut off water running through some existing mains so we can safely tie them into the new main that runs along Honeywell Drive from Ashbourne Road to Woodgreen Road. This necessitates temporary discontinuation of normal water service for some customers.

This is a cross street by cross street process along this section of Honeywell Drive. SUEZ began at the intersection of Ashbourne Road last week and is moving down Honeywell tying in customers on intersecting street and will eventually tie in the final intersecting street in this project which is Woodgreen Road.

SUEZ is trying to best to keep folks informed on our progress and short term and temporary impacts that area residents may experience. These include door to door posting of timing of limited shut downs and information about potential for temporary discolored water.

This results from harmless minerals being stirred up during the project. Residents who experience this issue are advised to run their COLD water for a few minutes until clear. It is best to start at fixtures closest to where the water comes into the home, many times in the basement, like a basement utility sink and then work up to the first and second floor sinks.

We apologize for any inconvenience and appreciate your patience during this short term pain that will result in long term gain of better water quality, and reliability for many decades ahead. Next year we will continue the multi phased approach to modernizing water service in Ashbourne Hills and surrounding areas.

We began with the water delivery pipe through which the most amount of water first flows into the community to serve the most amount of residents. Logically, by doing this, we will deliver the fastest and greatest benefit to the largest amount of customers.

We will again try our best to keep everyone best informed and look forward to working with members of the community as we work to better serve your water needs.

Sincerely,
Tom Hubbard
Public Affairs Manager
SUEZ Delaware Operation

2000 First State Boulevard
P.O Box 6508
Wilmington, DE 19804
Tel: [302-252-3013](tel:302-252-3013)
Fax: [302-633-5919](tel:302-633-5919)