



## MCES Construction Project FAQ

### Question 1: Why is MCES doing this construction work?

**Answer 1:** To prevent leaks and pipe breaks, MCES monitors the condition of its infrastructure and repairs/replaces it when needed.

### Question 2: Where can I find more information about the project?

**Answer 2:** Detailed project information, contact information, and progress updates are available at [metro council.org/Wastewater-Water/Projects/Sewer-Planning-Construction.aspx](http://metro council.org/Wastewater-Water/Projects/Sewer-Planning-Construction.aspx). Once there, select the city in which the project is located and scroll down until you find the project you are looking for. We also send e-messages to keep you informed. To sign up for e-messages, use the gray "ENEWSLETTER / TEXT" box in the upper right corner of the web page.

### Question 3: Who do I call if I have concerns or questions?

**Answer 3:** Contact the project team using the phone number and email address available on the project website at [metro council.org/Wastewater-Water/Projects/Sewer-Planning-Construction.aspx](http://metro council.org/Wastewater-Water/Projects/Sewer-Planning-Construction.aspx). Project voicemail messages and email boxes are checked daily during business hours.

### Question 4: When will the project start and end?

**Answer 4:** Schedule information is available on the project website at [metro council.org/Wastewater-Water/Projects/Sewer-Planning-Construction.aspx](http://metro council.org/Wastewater-Water/Projects/Sewer-Planning-Construction.aspx). Note that dates are subject to change due to weather and other factors.

### Question 5: What hours and days of the week will work take place?

**Answer 5:** Work will typically occur Monday-Friday between 7:00 a.m. to 6:00 p.m. Advanced notice will be provided if significant work will occur outside of these hours (night work for example).

### Question 6: How much will the project cost?

**Answer 6:** MCES projects vary in cost from a couple hundred thousand dollars to millions of dollars depending on the amount of work to be done.

### Question 7: Will I have to pay for any part of the project cost?

**Answer 7:** Construction work on MCES facilities is paid for using the revenue we collect from customer communities, meaning cities and townships. Therefore we do not use assessments to cover project costs. However, if cities add local infrastructure work to the MCES project, cities may assess property owners to finance their work.

**Question 8: Will my sewer or water service be affected during the work?**

**Answer 8:** During construction, it is sometimes necessary to temporarily interrupt sewer or water service. MCES will provide advanced notice of any planned service interruption. MCES may also provide a temporary water service if the interruption is anticipated to last more than a day.

**Question 9: What is a temporary water service system?**

**Answer 9:** A temporary water service system includes pipes, installed by a plumber, that provide water service while the main water service system is unavailable. A typical system feeds water from a fire hydrant to a house through an exterior garden hose connection.

**Question 10: Will I be able to use my driveway and street during the project?**

**Answer 10:** While a street is dug up, access to the street and driveways will likely be closed. MCES will provide advanced notice of any planned closures. Since such work typically lasts for a week or less, temporarily parking on nearby streets is usually the best alternative.

**Question 11: Will traffic be detoured through my neighborhood?**

**Answer 11:** When street closures are necessary, we specify arterial streets for detour routes for thru-traffic. Local traffic might use neighborhood streets.

**Question 12: Will mail delivery or garbage/recycling pickup be affected?**

**Answer 12:** If access for mail delivery is affected by construction, temporary mailboxes will be set-up nearby to allow access by the postal service. If access for trash/recycling pickup is affected, we will request that you put your bins out in advance of your pick-up day and our crews will move them to an alternative pickup location, often the nearest corner, and back to your driveway once they are emptied.

**Question 13: What will you do to control dust and noise during construction?**

**Answer 13:** Our contractors are required to keep noise within city ordinance limits and minimize dust. If any equipment must run 24 hours a day, it must be muffled to avoid nighttime noise.

**Question 14: How will the work affect our school bus stops and/or Metro Transit bus stops?**

**Answer 14:** If access for school bus pickup is affected, we arrange an alternative pickup location (often at the nearest corner safely away from construction). Metro Transit will temporarily relocate bus stops if needed. If you rely on services such as Metro Mobility, please contact us to arrange accommodations.

**Question 15: People need to come to my home during the day. Will they be able to get to me?**

**Answer 15:** Please contact us to arrange accommodations.

**Question 16: Will my children be safe during construction?**

**Answer 16:** We want everyone to be safe. Construction sites can be hazardous and children should not be outside unsupervised near the project, even if no work is happening. If your children want to watch, we recommend that they do so indoors.