

April 20, 2017

# The Tollgate Water Company Water Valve Replacement Update

**Dear Property Owners,**

We recently sent you a notice of our upcoming isolation valve replacement project. This project is being done because approximately 50 years ago, the contractor for Brooks Resources did not install the underground power lines to code as they placed them in conflict with our water lines. Their improper installation has caused a life threatening hazard for our utility workers. The poorly insulated direct bury electric cables can short out at any moment. Due to this fact, Central Electric Co-Op (C.E.C.) employees are required to be on site for the majority of the project.

We now have additional information regarding the scope of the project and have attached a photo showing power lines directly on top of the water valves. Each power line carries 7,200 volts and a home is supplied by 220 volts so you can understand the danger that exists.

Due to the instability of the utility lines, we are estimating a four-day downtime for water and electricity. We will be unable to isolate shut off valves to any areas of our water system until we replace 13 critical valves.

We are waiting to hear from CEC on their ability to have their crews disconnect and reconnect the power lines so we can safely make the necessary repairs to our system. **We are not able to send out water shutoff notices until we get a firm commitment from CEC. As soon as we can confirm the project dates with CEC we will distribute the water shut off notices and the dates of the planned shutdown of our water system.**

**You will be receiving a 2 week notice prior to the start of this project.**

We have hired two contractors to expedite our project, McKenzie Cascade Heavy Excavation and Sweeney Excavation. Both contractors are licensed, bonded and insured and come highly recommended. To minimize the

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length of time the utilities will be shut off, the contractors will be excavating the valves with a VAC truck in preparation of the installation.

Since Tollgate Water Co. is a registered public utility, permits will not be required for replacing the isolation valves.

The Oregon Health Authority and the PUC have implemented **new** test requirements for public water systems. In the event of a planned shutdown or a water main break or any time the water system loses pressure a coliform test will be required to ensure the safety of our water supply. Until we get a clean bill of health on our tests our residents will be required to boil their drinking water. In the event of a pressure loss in the system we will send out boil water notices to those residents affected. The turn-around time line for the tests is one day if submitted Monday thru Thursday.

Sisters/Camp Sherman Fire Department has been notified of our project and will be on call for emergencies.

We understand what an inconvenience this will be for our residents and hope the time line will be at a minimum. We thank you in advance for your patience and ask that you contact the Tollgate office for any questions or comments you might have.

Sincerely,

Betty Fadeley  
Business Manager

