



## SW Seattle 35th/Avalon Paving Project

### FREQUENTLY ASKED QUESTIONS – WATER SHUTDOWNS

- 1. Why do water shutdowns need to occur?**

As a part of the SW Seattle 35th/Avalon Paving Project, the City will install a new water main on 35th Ave SW between SW Avalon Way and SW Snoqualmie St, and make other underground water main improvements in the area. This work requires shutting off water to connect customers to the new water main.
- 2. What should customers expect?**

Seattle Public Utilities (SPU) anticipates that customers will have their water shut off two or three times for up to 12 hours each time to complete the installation, and connect customers to, the new water main.
- 3. Who will be impacted?**

Businesses and residents located from SW Orleans St to SW Dawson St, and from 36th Ave SW to SW Avalon Way will be affected by different water shutdowns. More details about the boundaries of the shutdowns will be available as we get closer to water main construction.
- 4. When will the shutdowns occur?**

Water shutdowns will occur at different stages throughout the installation of the water main.
- 5. What time of day will shutdowns occur?**

SPU will work with building managers and businesses to determine the best time to shut off the water, which may be at night. SPU strives to find a time that has the least impact on most customers.
- 6. How will I know when my water is scheduled to be shut off?**

Before a water shutdown needs to take place, information will be shared with customers through door hangers and emails. SPU will hand deliver official shutdown notifications (door hangers) to impacted businesses and residential buildings at least five days before the shutdown.
- 7. Is my water safe to drink after a water shutdown?**

Yes. SPU conducts ongoing water quality tests to ensure your drinking water remains safe. If your water is temporarily discolored after the shutdown, run your cold tap for a few minutes until it clears.
- 8. Who do I contact with questions about water shutdowns?**

If you have questions about, or experience problems with, your water service, contact **SPU's 24/7 Operations Response Center at 206-386-1800**. If you have questions about the overall project, contact the Seattle Department of Transportation at: 206-900-8734 or [avalonpaving@seattle.gov](mailto:avalonpaving@seattle.gov).