

3rd Ave Improvements – Virginia St to Pine St Paving & Water Main Replacement Planned Water Outages – Frequently Asked Questions

The Seattle Department of Transportation (SDOT) is repaving 3rd Ave between Virginia St and Pine St. While SDOT rebuilds the street, Seattle Public Utilities (SPU) will replace a portion of the water main under 3rd Ave. SPU will build a temporary water main to maintain service for customers while the new water main is installed. There will be temporary water service interruptions when SPU connects customers to the temporary water main and the new water main.

1. Why is Seattle Public Utilities replacing the water main?

SPU is replacing aging systems and undersized/underperforming water mains throughout the City. The water main under 3rd Ave between Virginia St and Pine St is an aging cast iron lead joint water main that was originally built in 1910. Replacing this portion of the water main at the same time that SDOT is repaving the street reduces disruption to neighbors and overall cost of the replacement.

2. Who will be impacted?

Buildings located on and near 3rd Ave between Lenora St and Pine St will be affected by planned water outages.

3. What should customers expect?

SPU anticipates that customers will have their water shut off about 4 times in total while the new water main is being installed. Customers should expect:

- Two short outages (approx. 2-4 hours) and two long outages (approx. 8-10 hours), depending on if crews need to shut down the entire water main or individual water services. Individual impacts will vary, and we'll know more as we get closer to construction.
- SPU will work with building managers and businesses to determine the best time to shut off the water. SPU strives to find a time that has the least impact on the most customers.
- Customers can expect shut offs to occur in summer and fall 2024. More specific timing will be shared once available.

4. How will I know when my water is scheduled to be shut off?

About 2 weeks before a water outages begin, information will be shared with customers through email and construction notices posted on SDOT's project webpage. SPU will hand deliver official water outage notifications (door hangers) to impacted businesses and residential buildings at least 5 days before the planned outage. Customers can also track water outage status using [SPU's Water Outage Map](#).

5. 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.

6. Will my water pressure change?

SPU will continue to supply normal water pressure throughout the water main work. If you experience a pressure problem, contact your building manager. SPU will work with building managers to determine if it's an on-property or water system issue.

7. Who do I contact with questions?

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 3rd Ave Improvements overall, please contact SDOT at: 3rdAveImprovements@seattle.gov or 206-900-8729