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# POLICY 98-09

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**To:** Select Board  
**cc:** Staff  
**From:** Ted Nelson Jr., Town Manager  
**Re:** Policy 98-09- Guidelines for planned interruption of water/sewer service  
**Date:** September 10, 1998

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**EFFECTIVE DATE - Immediately**

**PURPOSE:** GUIDELINES FOR INTERRUPTING WATER/SEWER SERVICE.  
The Town of Milton recognizes that water/sewer service, from time to time will be interrupted. The Town recognizes that when this occurs it effects users of the systems as well as those who travel through Milton.

**PROCEDURE:** The following steps will be executed to the greatest extent possible when ever water service is to be interrupted due to planned service shut down:

I. Pre-construction meeting:  
It is key that all individuals be involved in future water distribution projects meet well in advance (one week -/+ ) of the project with the following information:

A. Plans and specifications;  
A written outline of the scope of the work to be done, a map of the estimated area of where water service will be interrupted and the location of the construction site. The Contractor will be responsible to contact Dig Safe no later than two (2) working days prior to the planned construction.

B. The emergency service provision;  
All emergency service providers (Police, Fire & Rescue) will be notified well in advance of the pre-construction meeting (not less than 48 hours for regular planned construction, as soon as possible in emergencies). Such

providers will be encouraged to attend the pre-construction meeting.

C. Transportation companies;  
The Town will make every effort to advise transportation companies of the potential construction site prior to the pre-construction meeting. This will include bus service (when School is in session), delivery vehicles (Post Office and private firms), agricultural and fuel oil delivery firms.

D. Utilities;  
All utility companies be informed of this pre-construction meeting. This group is to include representatives from gas, electricity, phone, sewer and cable tv.

E. Contractors;  
Any contractor affiliated with a planned construction project will be expected to attend the pre-construction meeting.

II. Alternate Service Delivery:  
Prior to the pre-construction meeting a written alternate water service delivery plan will be prepared for each planned construction project. Any interrupted service will be provided with an alternative, and preferably a redundant back up of service.

III. Public Notice:  
There will be adequate public notice on all planned construction that interrupts traffic flow or utility services initiated by the Town of Milton Public Works Department. The Town will make every effort to notify, in advance all users and those traveling through Town of service interruptions or detours, respectively. This will be done with as much notice as possible, as follows:

A. Water service;  
Any planned water service interruption will take place with not less than twenty four hours (24) notice.

1. Public Notice  
Public notice to residents/customers during planned service interruptions will be as follows:

a. Less than fifty (50) customers, door to door flyers; more than fifty (50) fifty customers, notices mailed seventy two (72) hours prior to construction and notice given to tv and/or radio as a

public announcement. If possible, notice will be published in the local paper (for this purpose at this time- Milton Independent).

- b. Businesses such as medical establishments, food service, hair salons and convenience stores will be notified by telephone.

B. Sewer Service;

Advance public notice to the sewer users will take place similar to the interruption of water service as noted above.

C. Traffic detours notice, Minimize detouring and traffic interruption;

Every effort will be made to keep one lane of traffic open at all times through the construction area. Where this is not possible, alternate roads will be defined in the form of a map at the pre-construction meeting and marked accordingly at the point of re-routing. Advance notice to the public will be the same as defined in III A) 1.above. The exception is if the project does not allow one lane traffic, the newspaper will be provided with a notice and map if possible, not less than five (5) days prior to construction.

VI. Post construction debriefing:

Every effort will be made to assemble individuals involved with the construction to learn and improve upon the experience gained during that process. The results of these meetings will go into refining this policy to better serve the residents in Milton.

VII. Emergencies:

In emergencies, every effort will be made to notify businesses and area customers via phone and/or media. An emergency is a situation involving water and/or wastewater service which will result in the loss of life or private/public property, impendance of a roadway or right-of-way, loss of service to school or public building and/or loss of service to vital industrial and commercial businesses, including but not limited to medical offices, industrial campuses or other circumstances when, in the opinion of the duly authorized town officer, it is more reasonably prudent to disrupt service than to delay construction.

POLICY:

The Milton Select Board, acting in regular session September 28, 1998, voted in favor of the following;

