



January 2, 2026

RE: Water main replacement on Robert Ave east of N Florissant to Nancy Pl including Chanslor Ave, Estates Ct, Thoroughman Ave, and Royal Ave

Dear customer,

Soon we will be working on a project in your neighborhood to upgrade our water system as part of our mission to provide clean, safe, and reliable water service. We're preparing to replace approximately **7508** feet of new water pipes along all or a portion of the following street(s): **Robert Ave, Nancy Pl, Chanslor Ave, Estates Ct, Thoroughman Ave, and Royal Ave.** This project represents a critical investment in support of our commitment to providing customers with safe, reliable service. **To prepare for this project, please have your private pet underground fencing and lawn irrigation lines located by the company that maintains or installed these facilities to reduce the likelihood of damage to these facilities during construction.** If these facilities are not located prior to construction and are damaged, you will be responsible for the repair costs. **Weather permitting, our local, competent contractor KELPE CONTRACTING is expected to begin work on Monday, January 5th and expects it to be completed within approximately 6-8 months.** Work hours are expected to be from 7:00 a.m. to 5:00 p.m., Monday through Friday. Work outside of these hours is not expected unless required to maintain project schedule. Project timelines are subject to change due to a variety of factors including weather and availability of supplies. We work to minimize service disruptions during our construction projects.

There are two instances when it will be necessary to interrupt your water service: (1) when we disconnect your water service line from our old water main and reconnect it to the new water main; and (2) when we connect the new water main to the existing water system. We will do our best to give you advance notice of these interruptions, in person or with an informational door hanger or phone call so you can plan accordingly. These interruptions are typically just a few hours. When your water service is restored, we recommend flushing out your inside plumbing by turning on the water at a couple of inside faucets and allowing the water to run for a few minutes. There is also the potential for unexpected service interruptions, such as pipe breaking during excavation. Because the replacement project may take several months, we recommend storing a gallon or two of drinking water during this period and renewing it regularly in case of an unplanned water outage. **Services that have been inactive for two or more years will not be transferred. Property owners within the project area who have inactive accounts need to contact me if interested in having their service transferred.**

When the construction project is complete, we will follow up with final restoration. Final cleanup and site restoration in your neighborhood will begin within a few weeks after the new water main and services are installed. It is usually necessary to delay the lawn restoration process to allow for the soil over the main and service to settle. Sometimes we also must wait for suitable weather conditions. Any grass other than Zoysia will be restored with seed and straw. We will work to restore your property as close to its original condition as possible. **We want to thank you in advance for your patience and cooperation during this project. Missouri American Water will have a representative on site every day during the construction work. Please feel free to contact us if you have questions or concerns.**

Sincerely,

Missouri American Water Works, Inc.

Steve Wiedemann

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