

EXTRA Step in the Water Line Replacement

Before the site can be cleaned up on a water line replacement, the water line must be disinfected to ensure safe drinking water for you and your family. This process can take up to a week. The final connection typically involves a nighttime shutdown. You will be notified 24 hours in advance of your water being temporarily shut off to finish this process.



City Utilities works hard to find solutions that minimize disturbance to existing landscaping. In the above photo, a new line was put in place behind the rose bushes so the landscaping could stay intact. The replacement line is represented by the solid green line.

FAQ

What is a main?

A main is an underground pipe that transports natural gas or water along the street to supply service lines.

What is a service line?

A service line transports natural gas or water from the main to your home or building.

Why did City Utilities have to dig in my yard but not my neighbor's?

Not all services are the same, therefore different techniques may be used to replace your existing service.

How many times will there be construction in my yard?

Typically, a yard will be crossed twice—once to work on the main and again to work on the service line. Every house and project is different, so the disruption to your yard may vary. City Utilities will strive to minimize the disruption.

Why was my yard seeded in the dead of winter?

City Utilities is required to seed the yard after a project is complete. If the timing is not optimal, we will reseed at the next optimal growing season.

**Act Fast if you detect Natural Gas
(417) 863-9000**



**What to Expect when
City Utilities Replaces
your Natural Gas
& Water Lines**



Steps to Replace Underground Utility Lines



City Utilities will be coming to your neighborhood to replace your natural gas or water lines, or both. The purpose of this project is to replace older piping systems that, in some cases, may have already shown signs of deterioration. City Utilities has already measured and marked the underground utilities in your neighborhood and developed a plan to make the replacement as smooth as possible. The markings provide important information to the crews who will be performing the replacement work. Removal of these markings may result in project delays.



1 Paint and flags are used to mark the location of your underground utilities. Please leave these in place. They are important reference points for crews digging in your area.

2 After the underground utilities have been marked, the replacement of the mains will begin. After the main has been placed, it will be connected and made live—meaning both the old and new main will have water or gas (*depending on what is being replaced*) running through them. This helps to minimize disruption to your service.

3 Next, each individual service line is replaced. The gas or water will be temporarily shut off. Crews will work to complete your replacement as fast as possible to minimize disruption.

4 Last, the old main will be retired and the process of cleaning up the site will begin. The disturbed area is graded and new grass seed is sown in the areas that have been disturbed.