

FREQUENTLY ASKED QUESTIONS

Water Service Line Replacement:

- 1. Why are we doing this water line replacement project at this time?**
Some of the water lines are very old, in poor condition, and continue to deteriorate. The City cannot maintain these lines because there are no easements and many encroachments make repairs almost impossible
- 2. Will I have to pay to make the connection from my property to the water line in the street?**
No, if the Right of Entry Agreement is signed and returned to the City there will be no cost. The house connection will be a part of this project and totally funded by the City of Houston.
- 3. How soon will we need to sign the Right of Entry Agreement?**
The City would like the Right of Entry as soon as possible. This will enable the City to proceed timely in the bid/award process. At the point the City is prepared to advertise for bids, we will have to specify the quantity of water line reconnections included in the project.
- 4. How will we know where the water connections are, and whether the contractor takes cognizance of the homeowner's preferences?**
A licensed plumber will do the work, and will work with the homeowner on very specific details of routing.
- 5. What will happen if I don't sign the waiver to let the plumber on my property?**
Your property will not be connected to the new water line. Any future connection to the water line will be entirely at the property owner's cost including permit and connection fees.
- 6. Will the City put back my landscaping?**
It is the City's policy to require the contractor to restore landscaping to preconstruction conditions or better.
- 7. What is my recourse if the contractor doesn't do the job or doesn't do it right?**
The City inspector is charged with making sure the contractor does the work and does it properly. In addition, there is a 5% "holdback" on payments to a contractor as a performance assurance. This is not paid until proper work completion is certified.
- 8. Shouldn't we take pictures of the before condition to help ensure replacement to standards?**
This is a good idea and is encouraged.
- 9. Besides landscaping restoration, will the contract require "hardscape" replacement, i.e. fences, concrete, etc. that may be damaged by the contractor?**
Yes, the standard to which the contractor will be held is that the property be left in as good or better shape than it was before start of work.
- 10. Why can't the City take responsibility for damages caused by the contractor?**
This is a City Charter issue and not a bureaucratic one. The City Attorney does not have the right to waive the City rights of indemnification in these circumstances. This is not unique to Houston. That said, the City does intend to work with property owners to ensure a good outcome.
- 11. Will the City coordinate with utilities to make sure that other utility functions like water services are not disrupted?**
Yes. If there is unintended damage, the contractor will be required to fix the problem.
- 12. Will there be an overnight period when the water system doesn't work in any particular home?**
No.