

June 5, 2025

Water Utility Customer,

Madison Water Utility and Fer Pal Construction along with their subcontractor H2O Infrastructure have begun coordination for working on the water main rehabilitation project in your neighborhood. The project notice letters distributed earlier in April provided an overview of the project and indicated that additional information would follow regarding the water meter-related aspects of the project, which is provided below.

#### **METER REMOVALS:**

During construction, the existing water main and your water service line will be temporarily bypassed. Your property will receive water through an above-ground temporary piping network made of drinking water certified pipe, which is to be installed along the edges of the streets or sidewalks (with ramps at driveway crossings). A drinking water certified hose, attached to the temporary bypass pipe, will typically be connected to your property with a “Y” connector at the outside hose spigot. The “Y” connector allows you to receive water service inside, as well as use your outside garden hose.

As we mentioned earlier, the water main work will require the building’s water meter to be removed to facilitate the installation process of the new cured-in-place liner. **A scheduled appointment for access to the water meter will be required.** You will receive a notice from Fer Pal Construction, either in-person or by a door-hanger, to schedule the meter removal appointment once the bypass water system has been sampled, tested & approved. This appointment takes approximately 15 minutes to complete, and in order to help expedite completion we ask that you clear the area around your meter to ensure ease of access and removal.

Madison Water Utility employees will be wearing identification badges displaying the Madison Water Utility logo, and Fer Pal Construction employees will be wearing identification badges displaying their company logo. Logo examples are shown below; please be sure that you see one of these identification badges before allowing entrance to your home.

Fer Pal Construction recommends that any water treatment systems (softeners, filters, etc.) or water-cooled air conditioners be temporarily disconnected while being served on the bypass water system, as there is a chance that they may not properly function while on the bypass. Additionally, automatic lawn sprinkler systems may not operate properly while the work is taking place, so manual watering may be necessary.



(SEE REVERSE)



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At select times during construction, Fer Pal Construction may have to briefly turn off the water supply to your property in order to complete certain operations. You will be notified a minimum of 48 hours in advance of any scheduled interruptions. However, if an emergency outage occurs and advance notice is not possible, staff will work to contain the emergency and notify of the issue as quickly as possible.

When the water main rehabilitation work is completed, the previously removed water meters will need to be reinstalled to put water services back onto the standard water system. Meter reinstallation appointments will be scheduled through Fer Pal Construction with the same process used for the meter removals.

After project completion, Madison Water Utility will need to schedule an appointment to ensure integrity of water meter reinstallation for accuracy of billing. You may receive a postcard in the mail, a phone call from Madison Water Utility meter shop, and/or a visit from Madison Water Utility staff to complete this required work. After project completion, please reach out to Madison Water Utility meter shop at 608-266-4765 or [metershop@madisonwater.org](mailto:metershop@madisonwater.org) if you have not been contacted by Madison Water Utility for this required work.

Residents are advised to exercise caution around construction activities, equipment, and the temporary water main systems. We apologize for any inconvenience that this project may cause, and appreciate your cooperation during this work. Every attempt will be made to minimize interference with local activities. Construction is anticipated to be fully completed in August.

#### **CONTACT INFORMATION:**

Should you have any concerns or would like further information regarding the water main rehabilitation work, please do not hesitate to contact:

#### **Fer-Pal Construction USA LLC**

##### **H2O Infrastructure Inc.**

- Standard Hours / General Inquiries Line: 847-214-0103
- After-Hours/Weekend Emergency Line: 866-946-2034
- On-Site Project Manager: Leo Garza  
224-760-4340

#### **Madison Water Utility**

- 24-Hour Emergency Line: 608-266-4665
- Project Engineer: Ryan Newman 608-261-9640  
[rnewman@madisonwater.org](mailto:rnewman@madisonwater.org)

Sincerely,  
MADISON WATER UTILITY

Ryan Newman  
Project Manager