

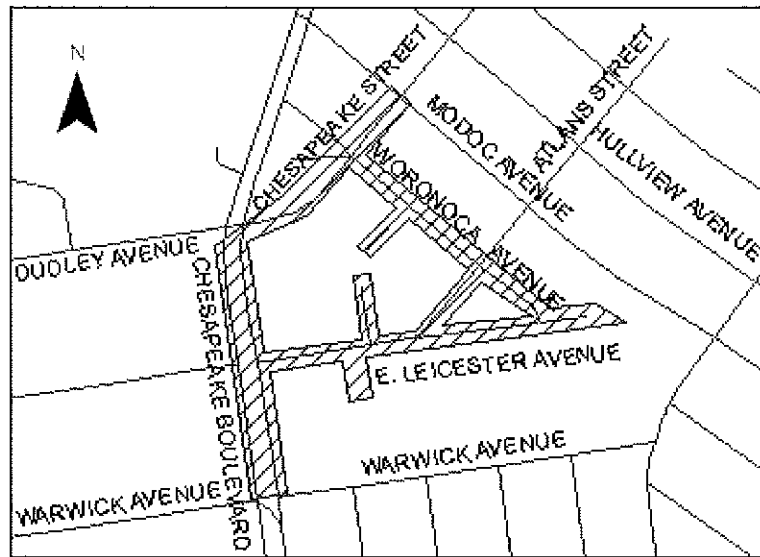
November 30, 2011

**Water and Sewer Upgrades set to Begin in January**

Dear Valued Customer,

The City of Norfolk Department of Utilities has hired T.A. Sheets Mechanical Contractors to replace the water and sanitary sewer pipes in the area shown on the map to the right.

This \$2.5 million infrastructure improvement project will also improve fire protection and provide newly resurfaced streets.

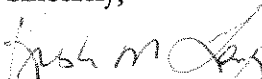


Construction is scheduled to begin in January 2012, with completion anticipated by the summer of 2013.

The City of Norfolk and our contractor will make every effort to minimize construction related inconveniences to your neighborhood. If at any time you have questions or concerns regarding this project, please feel free to contact our on-site Construction Inspector, Rhonda Wyda. She can be reached by cell phone at 651-8433. You may also contact the Project Manager, Rick Dempsey, at 664-6719.

The Department of Utilities looks forward to completing this project which will enhance your water and sanitary sewer service for years to come.

Sincerely,

  
Kristen M. Lentz, P.E.  
Director of Utilities