

November 8, 2011

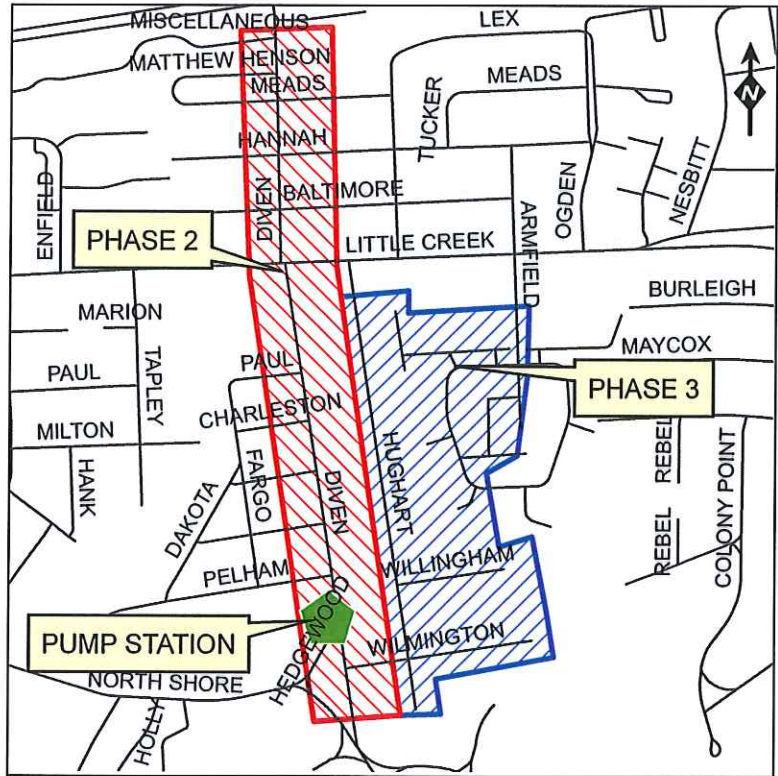
Titustown Pump Station Construction Nears Completion
Second Phase of Water and Sewer Replacement to Start in December

Dear Valued Customer,

The City of Norfolk Department of Utilities' contractor, T.A. Sheets Mechanical, continues on schedule with the replacement of the aged wastewater pump station that serves the Titustown, Algonquin and Riverfront neighborhoods.

The pump station is expected to be substantially complete and fully operational by the end of 2011.

The City's \$2.25 million investment in the second phase of construction, set to begin in December, will replace water and sanitary sewer pipes under Diven Street along the area shown on the map to the right. The City's construction contractor, Tidewater Utility Inc., will begin north of Little Creek Road and construction to the south will follow in late Spring. Traffic will be maintained with detours around the construction area and Diven Street will be repaved as part of the project.



Survey and design for the third phase of the water main and sewer lines replacement project is currently underway. Construction of this phase has not yet been scheduled.

We look forward to completing this project, which will enhance your water and sewer services for many years to come. If at any time you have questions or concerns, please do not hesitate to contact the City's on-site construction inspector, Calvin Lillard. He can be reached by cell phone at 813-5451 to respond quickly. You may also contact the Project Manager, Don Ewell, at 664-6737.

Sincerely,

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