

September 3, 2026

Memo To: Water Company Customers/Residents – **Please Read!**

From: Matt Betts, Superintendent – Stonington Water System Outage

Subject: School Street Waterline Project - Notice of Temporary Water Service Interruption and Project Detour

Date/Time: **See Dates and Predicted Times Below for various project related milestones.**

- The lower section of School Street between Highland Avenue and Main Street will be detoured starting September 8th and last until the waterline and services are installed, backfilled and paved - opening back up by the later part of October.
- There will be a water outage on September 9, 2026, that will only impact the Opera House fire suppression line. This outage will be conducted starting at 8:00 AM and last approximately 8 hours. This outage is to connect the fire suppression line into the temporary water system.
- There will be an outage affecting Church Street on September 10, 2026, starting at 8:00 AM. This outage is expected to last around 4 hours. This outage is to connect Church Street to the temporary water system.
- There will be a full system shutdown on Friday, September 11, 2026, starting at 8PM in the evening. The outage should be completed by 7AM when the water is expected to be turned back on if all goes as expected. The only folks that are not impacted by this outage are within the project area, including the Opera House. Note that the Opera House is open on this date and has an event. Please let our inspector know if you have any issue with where to access parking during this event.

Once service is restored, you may experience discolored water or air in your water line. If this occurs, please run your cold tap water for a few minutes until the water runs clear. If any discoloration or air persists, please contact us for further assistance.

Our team will work as quickly as possible to complete the work and restore service. We apologize for any inconvenience and appreciate your patience and cooperation. If you have any questions or concerns, please contact either David Berry at 240-4854 or Matt Betts at 266-8603.