



City of Austin | Austin Water

P.O. Box 1088 Austin, TX 78767

AustinWater.org

November 30, 2018

Dear Customer:

As part of our commitment to provide high quality and reliable water service, the Highland Park Water Improvement Project is being planned to construct a second water line to feed into the area. The project will run about three miles from Far West Blvd. to Crestway Dr. with much of the work being done along Balcones Drive. A map of the project is included on the back of this letter.

Water line breaks are well documented in this area, and the existing 12-inch line is a dead-end and not connected or looped with other water lines. The new 16" line will improve water service in the area and allow for the decommissioning of an antiquated pump station and reservoir located on Ridge Oak Drive. In addition, the new water line will be connected with existing water lines so that fewer customers will experience water outages when there is a line break in the future.

The project is currently in design phase and construction is expected to begin in 2020 on Phase 1, which runs from Far West Blvd. to Northland Dr. (FM 2222). Phase 2 runs from Northland Dr. to Crestway/Mount Barker Dr. and will begin construction as Phase 1 construction nears completion, with a total construction duration of up to three years.

We recognize that the construction activities will bring disruptions and are working hard to be a good neighbor. As part of the design work, staff is generating traffic control plans to ensure that access for emergency vehicles is maintained during the construction.

A public meeting about the project will be scheduled in early 2019. In the meantime, you can find information about the project and sign up for email updates at austintexas.gov/highlandpark.

If you have questions, please feel free to contact us.

Sincerely,

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The City of Austin is committed to compliance with the Americans with Disabilities Act (ADA). Reasonable modifications and equal access to communications will be provided upon request.