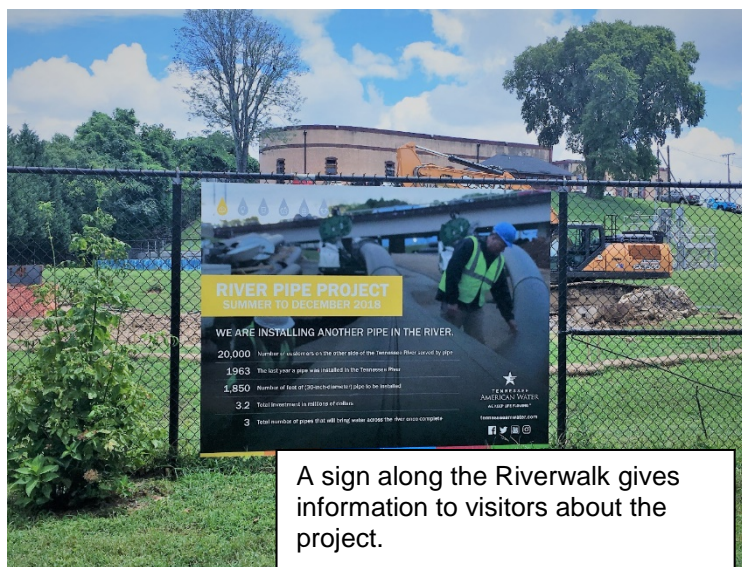


## FAQs - Tennessee American Water River Pipe Project

### Q: Why is Tennessee American Water putting another pipe in the Tennessee River?

A: We are adding redundancy and resiliency to deliver water to customers in the north side of Chattanooga, Red Bank and Signal Mountain.

In April 2016, Tennessee American Water had a significant break in an existing pipe located in the Tennessee River. Until the repair was complete, this left one smaller pipe under the Walnut Street pedestrian bridge providing water to over 20,000 customers. While no customers were without water during the three-week time period it took to finish the work, Tennessee American Water recognized the importance of adding a third, larger pipe in the river.



A sign along the Riverwalk gives information to visitors about the project.

### Q: When is this project taking place?

A: The project takes place summer through December 2018.

### Q: What is the cost for the project? Who pays for the new pipe?

A: The cost of the project is \$3.2 million. The project is funded by our customers through our Capital Riders program and approved by the Tennessee Public Utility Commission.

The Capital Recovery Riders appear as a line item your customer bill and reflects about \$0.71 on the average Chattanooga monthly bill of about \$24.00. The Capital Riders allow us to invest \$20 million worth of investments to our community's drinking water system.

### Q: Is there any service disruption expected during the work?

A: When we put the new pipe in service and connect it to the water supply, we will need to shut off the water at Heritage Landing where the new pipe connects. This will happen in late fall and we will utilize our call system, "CodeRed" to notify impacted customers ahead of time.

### Q: What will I be able to see while the project is ongoing?

A: A barge will be visible to users of the Tennessee Riverpark and the waterway behind the Tennessee American Water plant on Riverside Drive.

The contractor company, [Reynolds Construction](#), will stage their barge on the Tennessee River to excavate the river bottom in order to lay the pipe and bury it. The work takes place Monday through Friday, from 8 a.m. to approximately 5 p.m. The barge launches at the beginning of each workday from the boat ramp outside of the Tennessee American Water plant along the Tennessee Riverpark greenway. Depending on workload, some days workers may be onsite after 5 p.m. to complete that day's tasks.



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You will also see work along the river bank, for the building of a temporary dam called a cofferdam. The cofferdam creates a temporary dry area in the river so that workers can safely connect the tunnel that goes from the plant, under the Riverwalk, to connect with the pipe in the river.

This August 23 photo shows the building of the cofferdam along the river bank.



**Q: I'm a recreational user of the water. Will I be able to use the waterways while the work takes place?**

A: Recreational users and athletes who train and compete on the water will not be impacted. Top goals are safety and as little disruption to the waterways for users and the environment. Tennessee American Water has worked with the City of Chattanooga to identify special events on or along the river. We can stop work to accommodate events if needed.

Any disruptions on the water will be of very short duration, when the contractor is breaking up the rock in the riverbed where the pipe will be buried. At this point, the contractor will clear the waterway for a very brief period and within a 200- yard area to ensure safety. Work will take place Monday through Friday, from 8 a.m. to 5 p.m.

**Q: Will I still be able to use the Tennessee Riverwalk?**

A: The Tennessee Riverpark will remain open for the duration. At times, the Riverwalk may be closed temporarily, for up to an hour, while blasting materials are delivered to the barge. The blasting materials are used to break up the river rock so that the pipe can lay on the river bottom and be buried.

Fire safety rules require that the public is away from these materials while being transported. Flaggers on either end will let users of the Riverwalk know when this is taking place. We apologize for the inconvenience this can cause.

Tennessee American Water is installing a 48-inch tunnel that goes from the plant, under the Riverwalk, to the bank of the river. The tunnel lets the Riverwalk stay open and not disrupt users of the greenway. The new pipe will run through the tunnel from the plant to the river bank and under the riverbed, connecting to an existing main on the north side of the river along the community Heritage Landing.

**Q: Is this project safe for the environment?**

A: We performed all environmental requirements from TVA and TDEC to receive the necessary permits.

The blasting in the river bed is very minimal, causing little disruption and not very noticeable because of the depth in the water.

**Q: How big is the pipe?**



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A: The pipe will be 1850 feet long and is 30" in diameter.

When the pipe installation begins, divers will be on site to assure the sections correctly connect, using feel to direct the crane above and sound to ensure the pieces click into place.

This is a once-in-a-lifetime type of project in our community – the last river crossing was installed in 1963 – and encourage you to follow us on Facebook, Twitter and Instagram to learn more and keep up with the project as it progresses.



These pipes will go under the Riverwalk to build a tunnel to connect the new pipe from the water plant to the river.