



Madison BRT - RapidRide G Line

Planned Water Outages During Construction – Frequently Asked Questions

August 2021

- 1. Why do water outages need to occur?** As part of the work to reconstruct the street for the Madison BRT – RapidRide G Line project, Seattle Public Utilities (SPU) is replacing the existing water main on Madison St between Broadway and MLK Jr Way S. This requires shutting off water to install and connect customers to the temporary and new water mains.
- 2. Why is Seattle Public Utilities replacing the water main?** SPU is replacing aging systems and undersized/underperforming water mains on Madison St. This will improve fire flow (the quantity of water available for fire-protection purposes). Working at the same time as the Madison BRT improvements reduces disruption to neighbors and overall cost of the replacement.
- 3. Who will be impacted?** Businesses and residents located on and near Madison St between Broadway and MLK Jr Way S will be affected by planned water outages. We'll know more details about the boundaries of the outages as we get closer to construction.
- 4. What should customers expect?** Seattle Public Utilities anticipates that customers will have their water shut off about 4 times in total while the new water main is being installed along Madison St.
- 5. How long will the water be off?** SPU expects about 2 short (2 to 4 hour) outages and about 2 long (8 to 10 hour) outages depending on whether crews need to shut down the entire water main or individual water services. Individual impacts will vary, and we'll know more as we get closer to construction.
- 6. When will the outages occur?** Planned water outages will occur at different stages of the water main work. We'll know more when we receive a schedule from the contractor.
- 7. What time of day will outages occur?** SPU will work with building managers and businesses to determine the best time to shut off the water. SPU strives to find a time that has the least impact on most customers (e.g. weeknights are often the best time for most neighbors).
- 8. How will I know when my water is scheduled to be shut off?** About 2 weeks before a water outage needs to take place, information will be shared with customers through email, flyers, and construction notices posted on the [project webpage](#). SPU will hand deliver official water outage notifications (door hangers) to impacted businesses and residential buildings at least 5 days before the planned outage. Customers can also track water outage status using [SPU's Water Outage Map](#).
- 9. Is my water safe to drink after a water shutdown?** Yes. SPU conducts ongoing water quality tests to ensure your drinking water remains safe. If your water is temporarily discolored after the shutdown, run your cold tap for a few minutes until it clears.

10. Will my water pressure change? SPU will continue to supply normal water pressure throughout the water main work. If you experience a pressure problem, contact your building manager. SPU will work with building managers to determine if it's an on-property or water system issue.

11. Who do I contact with questions? If you have questions about or experience problems with your water service, contact SPU's 24/7 Operations Response Center at 206-386-1800.

If you have questions about the streetcar project overall, contact the Seattle Department of Transportation at MadisonBRT@seattle.gov or [\(206\) 484-2780](tel:2064842780). Please sign up to receive project updates at www.seattle.gov/Transportation/MadisonBRT.htm.