

Main Replacement and Reverse Plumbing of 700 Homes in Burlingame

Burlingame, CA



The City of Burlingame (City) undertook an accelerated, 5-year Capital Improvement Program (CIP) to replace aging portions of the potable water distribution system. The first project involved replacement of water mains and associated valves, service connections, hydrants, and other fixtures in the Burlingame and Easton Subdivision Nos. 5 and 7. The existing mains in this area were old and difficult to access and maintain due to their location in easements behind homes.

To address these problems, the City relocated existing water mains from easements behind homes to City streets in front of homes, and installed service laterals and new meters from new water mains to a total of approximately 700 individual homes. Each home had an individual connection design and detail that was reviewed with each home owner.

EKI managed a diverse group of design engineers, communications and public relations consultants, and construction managers to successfully install the water mains, conduct individual designs for the homes, and communicate and coordinate with homeowners during construction. Because some work was needed within homes, construction scheduling had to accommodate the residents' schedules in order to access the individual home. To help promptly respond to any issues with residents during construction, public relations staff maintained a mobile phone dedicated to the Project with personnel capable of answering calls 24 hours per day.

After completion of construction, communications to residents included post-construction follow-up letter expressing thanks for cooperation and inquiry verifying that all properties had been satisfactorily restored to pre-construction conditions. The City did not accept the Project until after residents had an opportunity to respond to any complaints regarding restoration. In the end, there were no written complaints by residents; however the City received numerous letters complementing the project implementation.