



CITY OF SOMERVILLE, MASSACHUSETTS
WATER & SEWER DEPARTMENT
KATJANA BALLANTYNE
MAYOR



DEMETRIOS G. VIDALIS, PE, SHEP
DIRECTOR OF WATER AND SEWER

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Below is the Water and Sewer Department's typical notification process for **planned water main shutdowns**:

1. Receive request for shutdown -
 - a. Internal request from City department(s).
 - b. External request from contractor(s) – either for City or private work.
2. Schedule the shutdown with the requesting party
 - a. Factor in potentially impacted abutters and coordinate accordingly with dependent care facilities (i.e., childcare/schools and medical facilities).
3. Flyer potentially affected area 24-48 hours in advance, done by requesting party.
 - a. If internal, done by City staff.
 - b. If external, it is contractor's responsibility.
4. Email notification sent out 24-48 hours in advance of shutdown by Water & Sewer staff:
 - a. Indicating:
 - i. Who is performing shutdown.
 - ii. Scheduled date and time of shutdown.
 - iii. Anticipated duration of shutdown.
 - iv. Addresses expected to be affected by shutdown.
 - b. Sent to:
 - i. Water and Sewer staff
 - ii. 311 Updates
 - iii. All City Council
 - iv. Emergency Management
 - v. Engineering
 - vi. Communications - *Which notifies residents who have signed up for City Alerts*
5. Email notification on day of shutdown as a confirmation with above information to same group
6. Email notification upon completion of shutdown sent to same group.

Please note, when there is an emergency shutdown, there is often not enough time to take the above steps, and the focus of the Water and Sewer Department is on addressing the emergency as swiftly as possible. Water and Sewer and Communications will do their best to provide notice as soon as possible, understanding it may not be possible before the shutoff occurs.

Thank you,

Demetrios G. Vidalis, PE, SHEP
Director of Water and Sewer

