

## LINBROOK ROAD UPDATE OCTOBER 12, 2018

***CONTACT NUMBER UPDATE: RC Services, the insurance adjuster retained by the insurance provider for Precision Trenchless, LLC, has provided an updated phone number for affected customers to call to arrange an appointment.***

***The number is 800.478.4707. (This is different than the number shared on yesterday's flyer). Today, RC Services adjusters made contact with 20 of the homeowners directly, and left information for the 6 remaining affected homeowners. Representatives from RC Services will be back in the Linbrook area on Monday to try and make contact with the 6 remaining homeowners.***

***Sewer Backup Prevention Assessments continued today in the Linbrook Neighborhood. Check valve installations and Sewer Backup Assessments were completed and more are scheduled for tomorrow. Materials continue to be ordered for sump pump installations and other prevention devices. The specific plumbing set up and fixtures/appliances in the basement determine whether check valves or backwater valves are appropriate, but both accomplish the same goal – to prevent sewer water from flowing back into a property through subsurface fixtures.***

***Mechanical and Electrical work continued for replacement of hot water heaters, boilers, gas furnaces and restoration of electrical service. Additional assessments were conducted by MDC claims staff for homeowner equipment replacements. Additional restoration work is being planned with MDC contractors.***

***The CCTV inspection of other sections of lined sewer by MDC staff and our Contractor, Ludlow, continued throughout the day.***

One homeowner will remain displaced tonight and is expected to return home early next week.

Installation, testing and inspection of the new liner is expected to occur between 10/17 and 10/19. As always, schedules are subject to change based on unforeseen construction related activities.

MDC has required our Contractor, Ludlow to operate the bypass pumps 24/7 until all the repairs have been completed. For the rain event on Thursday, October 11/12, MDC staff was onsite for the duration of the storm to monitor flow through the pumps and sewer. The Contractor positioned additional pumps onsite in case of any pump failures and/or additional capacity is needed to handle the wet weather flows in the sewer from the storms. If required, we will bypass flows before they can fill the pipe to capacity and potentially cause a backup. ***No additional bypass pumping was required as a result of the 10/11/18 rainfall.***

An information page has been created on the MDC website and can be access the following link:  
<http://themdc.org/news-events/linbrook-road-information>

MDC is also working with each homeowner to evaluate the appropriateness of installing a backwater or check valve at their property. A backwater valve (sometimes called a backflow preventer or sewer backup valve) is a valve installed on a sewer line that is designed to allow water or sewage to flow only one way (out of the house). If there is a sewer system backup, and a backwater valve is in place, sewage will not be able to flow back into the house.

For new homes that have fixtures (showers, tubs, toilets) located lower than the street level, it is a requirement of The National Plumbing Code to have a backwater valve installed. MDC is continuing to contact residents to perform an evaluation at each property and determine if it is appropriate to install backwater or check valve (at no cost to the homeowner). The first round of these installations is scheduled for Monday, October 8, 2018. We ask for the homeowners' cooperation as we work to complete this process as quickly as possible.

Moving forward, the contractor will be investigating an alternative lining product to replace a total of 300 feet of pipe liner, which includes all of the section (manhole to manhole) where the 60 feet of failed liner was located. MDC will not accept the same product that was used to line this pipe until investigation and testing of the cause of the liner failure is complete; instead, has directed the contractor to find a proven alternative. The new proposed lining product performance will be rigorously reviewed and tested by the MDC before installation is approved.

MDC's local contractors are continuing to work on necessary replacement of hot water heaters, boilers, gas furnaces and restoration of electrical service. The goal remains making the properties habitable and getting families back in their homes as soon as possible.

MDC is committed to work with our Contractor and its insurance carrier to address property damage, including direct repair, replacement and/or payment to the customer for those costs associated with making the home habitable. MDC has demanded that its contractor respond immediately to our customers' damages, and will in the interim seek full reimbursement for any payments it makes until such time as the responsible party steps in. MDC claims staff will continue to monitor the process.