

Points of contact for water-related issues on the installation:

## **Housing**

Corvias Military Living informs residents via detailed e-mail about two weeks before any American Water renovations are taking place on their streets. The information does include any scheduled water outages. About three to four days prior to work, residents are notified by telephone.

When water is scheduled to be off for an extended period of time, Corvias suggests residents fill their bath tubs with water the evening before to be used for flushing toilets. Prepare meals ahead of time if possible, as a boil advisory will be in effect once water is turned back on.

For other planned water or electrical outages, the Directorate of Public Works notifies Corvias ahead of time and emails are sent to impacted residents. When a large area is impacted and Corvias has advanced notice, flyers are also delivered to homes. If only a few homes are impacted, Corvias calls residents.

Following an unplanned water outage that lasts for an extended period of time, Corvias works with American Water to contact affected residents to let them know how long the water will be off, and that there will be a boil advisory once it comes back on. Residents are also informed as to when the advisory will be lifted.

Please make sure Corvias has your email address. For any problems or questions, residents are asked to call the Maple Terrace Community Office at 537-5065.

## **Barracks**

Service Orders: Call 337.531.1DPW (1379) or, to speak to a Directorate of Public Works representative, call 531-2421.