



Smoke Testing September 26-27, 2023

Piedmont Water Company (PWC) will be conducting smoke testing of the sewer lines in the following areas on **September 26-27, 2023**:

Phoenix Crossing
Enclave Subdivision
Waterfront on Lake Oconee
Great Waters: Wormsloe Way
Oakton North
Hopeton Village and Hopeton Lane
Golf Cottages
Clubhouse Area
Marina
Waterside Village
Highgate Drive area
Woodcrest Lane Area

Smoke testing is a commonly used method to find areas in the sanitary sewer system that allow water inflows during wet weather. A non-toxic smoke will be pumped into the sewer system through a manhole. We expect to see smoke coming from the roof vents on each home connected to the gravity sewer system. Smoke will also come out of locations like broken clean-out caps, downspouts, broken service laterals, cracked manholes, or storm drains incorrectly connected to the sanitary sewer system. This process will allow us to identify and correct issues that are allowing water intrusion into the sewer system.

Smoke should not enter the home unless there is some type of issue such as a broken toilet wax ring, empty drain trap, a drain without a trap, or faulty vent pipe. Prior to the 19th, we recommend you run water into each of your sinks and floor drains to ensure there are no dry traps. This is particularly important for sinks and drains that are not often used. Should you see smoke in the home, you will need to contact a plumber to further investigate the problem.

Thank you for your patience during this process, and please contact our Customer Service Department at 800-248-7689 or customerservice@piedmontwater.com with any questions or concerns.

Sincerely,

Piedmont Water Company

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