

# HILLCREST WATER STORAGE TANK REPLACEMENT

## Fact Book and Community Commitment





## Hillcrest Water Storage Tank Replacement

The Hillcrest water storage facility is an integral component, or “hub,” for managing Denver Water’s entire water distribution system. Water can be sent to Hillcrest by all three of Denver Water’s treatment plants, and from the site we can send water to anywhere it is needed in the system for use by our customers.

Denver Water is proud of our ability to provide safe and reliable water to our 1.4 million customers, and the maintenance of this particular facility is vital to maintaining that service. This facility is almost 60 years old and without these planned upgrades we would see a diminished ability to meet water demands in the Denver metro area.

Crews began the first phase of this project in early 2016 — replacing the two 15-million-gallon rectangular storage tanks with three same-sized, circular post-tensioned concrete tanks — a durable design less susceptible to leaks. This phase of work is scheduled to last through 2019. In the second phase, crews will replace the building and equipment for the pumping station. This phase will overlap the first, and is anticipated to run from 2018 through 2020.

## Good Neighbor Promise

Construction projects affect our neighbors. Denver Water and our construction contractor, MWH Constructors (MWHC), are committed to completing this project as quickly and efficiently as possible while working with our neighbors and the surrounding community to mitigate the impacts of this work for the duration of the project.

## What to expect and our promise to you

We are committed to reviewing this promise throughout the project to ensure our neighbors are supported and the impacts are mitigated to the extent possible as we move through various phases of work.



## SAFETY

Denver Water and MWHC are committed to maintaining a safe and well-managed worksite. We are committed to protecting the safety of our work crews, our neighbors and the surrounding community.

### Our promise to you:

- We will hold ongoing safety briefings and trainings for workers onsite to ensure safety commitments are being met and any issues are being addressed.
- We will post safety signage at all access points.
- We will provide flaggers and additional staff to monitor gate access points during times of heavy traffic.
- We will maintain vegetation and keep the sidewalk in front of the site clear and accessible.

- We will regularly sweep the street to keep the area in front of the facility clean and maintained.
- We will repair potholes and road damage on Happy Canyon Road between South Hillcrest Drive and East Quincy Avenue as needed.

## CONSTRUCTION HOURS

The construction hours for the Hillcrest site are 7 a.m. to 6 p.m., Monday through Friday. Denver Water and MWHC are committed to keeping work within this timeframe but exceptions may be needed to maintain the construction schedule and complete the work as quickly and efficiently as possible.

### Saturday work.

1. Will occur on six days to be scheduled throughout the project in order to have enough concrete trucks available to place the concrete floor and roof for each tank.
2. Additional Saturdays will be an option that the contractor will retain and use when necessary to keep the project on schedule or at times when the additional work could result in condensing the overall construction timeline.

### Our promise to you:

- We will notify neighbors a minimum of one week in advance of the six Saturday concrete placement days.
- We will provide a minimum 24-hour notice via email and/or the [denverwater.org/Hillcrest](http://denverwater.org/Hillcrest) website about any significant departures from the construction days and hours outlined above.





## DUST

Blowing dust will be an issue on the Hillcrest project site for the duration of the work. Denver Water and MWHC are committed to mitigating dust issues using industry best practices, but will not be able to eliminate dust impacts entirely.

### Our promise to you:

- We will reapply soil stabilization products and revegetate as needed throughout the project to keep dust to a minimum outside of the work areas.
- We will ensure an adequate number of water trucks are onsite to address changing dust conditions.

## NOISE

Denver Water and MWHC are committed to keeping noise levels onsite at or below the levels permitted by the City and County of Denver for construction work in residential neighborhoods. Heavy equipment (scrapers, large trucks, concrete demolition) will be onsite throughout the project. Noise levels will vary as we move through different phases of the project.

### Our promise to you:

- We will regularly maintain the sound panels along neighboring fence lines.
- We will focus work activities behind the noise buffer of the stockpile to the extent possible.
- We will add noise panels or other sound buffering products around particularly high noise activities where possible.



## TRUCK TRAFFIC

Truck traffic (semi-trucks and concrete trucks among others) driving into the facility will occur throughout the project. In addition, there will be several scheduled periods of concentrated truck traffic where neighbors could see 150 trucks or more per day for a set period of time.

1. Materials Deliveries. There will be a 2-3 week period at the beginning of construction of each tank where materials deliveries into the site will require increased truck traffic.
2. Floor and Roof Concrete Placements. There will be six days scheduled throughout the project for the concrete placements for the floor and roof on each tank. Because of the size of the placement these will be scheduled on Saturdays and will require 150 concrete trucks (or more) per day to access the site.

### Our promise to you:

- We will prohibit truck traffic from driving through the neighborhoods to the west of the Hillcrest facility.
- We will consistently communicate with materials vendors and truck drivers to ensure the haul route flowing to the east on Happy Canyon Road towards East Quincy Avenue is observed.
- We will provide a minimum of one week notice prior to the six Saturday concrete placement days and other periods of truck traffic where neighbors could see 150 trucks/day or more at the site.
- We will ensure that truck traffic occurs within stated construction hours unless otherwise noticed.

## INCREASED WILDLIFE AND PEST ACTIVITY

In addition to changing weather conditions and natural cycles of wildlife populations, construction is an acknowledged factor that can contribute to an increase in wildlife or pest activity in a neighborhood. Neighbors may experience an increase in rats, rabbits or other small wildlife.

### Our promise to you:

- We will schedule regular visits from a pest control representative to assess the site and provide mitigation measures (preventive control, trapping, removal, etc.).

## CONSTRUCTION TIMELINES AND VARIABILITY

Denver Water and MWHC are committed to completing the Hillcrest project as quickly and efficiently as possible to meet the stated timeline. However, construction work can be unpredictable and will vary from day to day. Denver Water and MWHC will make every effort to maintain the schedule of activities we communicate to you; however, as with any construction project, the plan for the day, week or month, will be heavily dependent on many variables including weather, availability and delivery of materials and equipment, schedule for related pieces of the project, etc.

### Our promise to you:

- We will communicate frequently to keep the community updated on planned work activities and changes to schedules, hours or activities.

*Disclaimer: Denver Water is fully committed to fulfilling the promises described in this communication, and will put forward its best efforts to do so. However, the promises are aspirational in nature, and are not to be construed as legal obligations or as creating a contract.*

## COMMUNICATION

Both Denver Water and MWHC have staff designated to maintain open communication with neighbors and ensure the community is updated on a regular basis.

### Our promise to you:

- We will provide a Denver Water contact for neighbors.  
Katie Knoll, Community Relations Manager
- We will provide an MWHC contact for neighbors.  
Katy Perrino, PR and Communications Manager
- We will post weekly updates on the [denverwater.org/Hillcrest](http://denverwater.org/Hillcrest) website so neighbors are aware of site activities and any changes they can expect for the week.
- We will provide the option to opt-in for email updates on changes to schedule or activities onsite.
- We will mail quarterly updates, or more frequently if needed, to provide an overview of upcoming site activity.
- We will update the West Southmoor Park NextDoor site as needed.
- We will plan neighbor visits throughout the project to provide updates and address, where possible, any new or additional impacts neighbors are experiencing.
- We will provide updates to neighborhood association and HOA meetings as needed or requested.

## CHANGES TO THE VIEWSHED

Denver Water and MWHC understand that, while this has always been a fully functional and operating facility for Denver Water, it has been a largely dormant site for the neighborhood. Now that construction has begun, the view at or around the site can be expected to change frequently until the project is complete. The soil stockpile along the fence line on Happy Canyon Road will remain until all three water tanks are completed (tentatively scheduled for 2019) at which time the stockpiled soil will be used to backfill around the new tanks.

### Our promise to you:

- We will add landscape and irrigation improvements to the site at the completion of the project (2020).
- We will remove the blue screening fabric and sound panels from the Happy Canyon Road and South Hillcrest Drive fence lines upon completion of the project.
- We will rebuild the fence along Happy Canyon Road with a similarly decorative fencing material at the completion of the project.



EXISTING VIEW



PROPOSED VIEW

## FOR MORE INFORMATION

Denver Water

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MWH Constructors

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