



## **CITY OF SANTA CRUZ WATER DEPARTMENT GOOD NEIGHBOR COMMITMENT**

When the Santa Cruz Water Department undertakes construction projects in your neighborhood, we are committed to being the best neighbor we can be. That means that neighbors can expect:

### **Work to be conducted safely**

- Staff, consultants, and contractors will properly use tools and equipment.
- Staff, consultants, and contractors will comply with Cal OSHA requirements at all times.
- Traffic control measures will be used when normal traffic flows are impacted.

### **Construction to begin and end at scheduled times**

- For planned *non-emergency* work, construction hours will be adhered to.
- For *emergency* work, staff will adhere to the Good Neighbor Commitments to the extent practical and feasible, while addressing public health and safety issues related to the emergency.

### **Staff and contractors working on projects to behave professionally**

- Appropriate language will be used.
- Non-project related noise will be kept to a minimum.
- Project debris will be removed.

### **Project questions or concerns to be responded to**

- Project contact information will be available.
- Inquiries will be responded to within 2 business days.

### **To receive regular project communication**

- Project descriptions, working hours and timelines will be provided in advance.
- Notification of regular (non-emergency) water service disruptions will be given 48 hours in advance.
- Unforeseen changes will be shared in as timely a manner as possible.

### **Your neighborhood will be left in the same condition as it was when we arrived**

- Project sites will be maintained in a clean and orderly fashion.
- Excavations will be backfilled and patched when the project is complete.