



Good Neighbor Promise

Having a Good Neighbor Promise provides a standard of care for our customers and contractors when we are working in our community. Holding our contractors and employees accountable to a commitment helps us achieve our goals of being an excellent service provider. It also helps explain to the community what to expect when we perform work on existing or new service infrastructure.

Providing our customers with an exceptional experience is our top priority. If you should have any questions, please do not hesitate to contact us at (843) 884-9626.

SAFETY

- Posting safety signs.
- Providing flaggers, signs, and detour routes, when necessary, to ensure traffic can get around the project.
- Regularly sweeping and cleaning the street.
- Taking appropriate steps to keep debris out of storm drains.
- Safely operating heavy equipment and securing it after working hours.

CONSTRUCTION HOURS

- Following our construction hours unless there are unexpected emergencies, governmental requirements, weather conditions or to occasionally accommodate local businesses.

EQUIPMENT PLACEMENT

- Only parking vehicles critical to the project in the work area to limit the amount of street parking we are impacting.
- Positioning vehicles so that they do not cause a safety hazard for drivers or pedestrians.
- Working to maintain clear driveway access for properties in the work area.
- Storing equipment as effectively and compactly as possible.
- Limiting heavy equipment use and construction noise to work hours.

WATER SERVICE INTERRUPTION

- Providing one day's advance notice of planned water outages to impacted addresses.
- Working to restore water as soon as possible in both planned and unplanned situations and providing contact information to impacted residents during the outage.

RESTORATION

- Restoring sidewalks and landscaping to preconstruction condition. Some restoration may need to wait until seasonal or weather conditions are most suitable.
- Ensuring our contractor installs temporary paving over the course of the project.
- Removing debris-blocking stormwater management devices as soon as the potential for project-related debris to enter the storm drain ends. Project-related debris includes erosion from displaced sod, so stormwater management devices must remain until all disturbed landscaping and paving is restored.

COMMUNICATION

- Providing an MPW contact for neighbors.
- Providing updates via MPW's NextDoor account and to the neighborhood/homeowners association point of contact as needed or requested.

