



In the next few days, we will be in the neighborhood reconstructing certain sewer pipes in need of repair.

Insituform is under contract by your local government. The Insituform® process repairs pipes without digging up your neighborhood. This helps to preserve your property and minimize any inconveniences.

Please bear with us as we repair your sewer system. We apologize for any equipment noise which may be created.

While the work is being performed, your sewer service connection will be temporarily sealed off (see Figure 3).

We need your cooperation to avoid backup of sewer water into your residence or business by preventing water from escaping through any drain during the specified time period.

- 1 Do not wash clothes or dishes.
- 2 Do not take showers or baths.
- 3 Do not flush toilets.
- 4 Turn off sump pumps which are connected to the sewer service.

If any problem occurs with your sewer service during this rehabilitation process, please visit one of our on-site representatives. If you have any questions after completion of the project, please call the local representative listed below, not a plumber.

Insituform is sending this handout to provide advance notice before beginning actual work. Please do not use water during the hours of:

_____ to _____ on _____
Day and Date

Phone No.

Local Representative

For additional questions regarding our process, please visit www.insituform.com or call our headquarters at 636-530-8000.

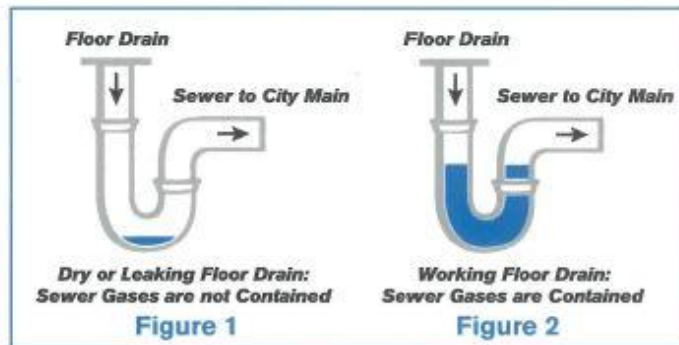
Thank you for your cooperation.
We have enjoyed being your neighbor—if only for a day.

DOC ID: COR/FRM-OPR-10 EFF. DATE: 03/01/01

APPROVAL: CO. MGMT. REP: ON FILE

Please Take Note...

You may detect odors (like plastic or glue) from the new sewer liner being installed on your street. If you smell this odor inside your home, it is perhaps the result of a dry or broken sewer trap. The purpose of the sewer trap is to maintain a water barrier in the pipe to prevent all sewer odor and sewer gases from entering your home (see figures below).



Pour 1 gallon of water down all floor drains or any rarely used sinks/tubs/toilets to ensure that a water barrier is maintained in the traps. If this does not prevent odors from entering your home, then your trap may require repair and you may need to temporarily place plastic bags filled with water over the drain to prevent the backflow of odors. Opening windows to allow ventilation can also be effective. If you continue to smell odors, please call the Insituform representative so they may assist you with this problem.

Insituform has been chosen by your local government or sewer agency to rehabilitate your sewers. Used worldwide for 40 years, our product is proven and reliable. We typically complete installations in a single day, using robotic methods to restore active house connections from within the pipe.

Typical Cross Section - Sanitary Sewer at Service

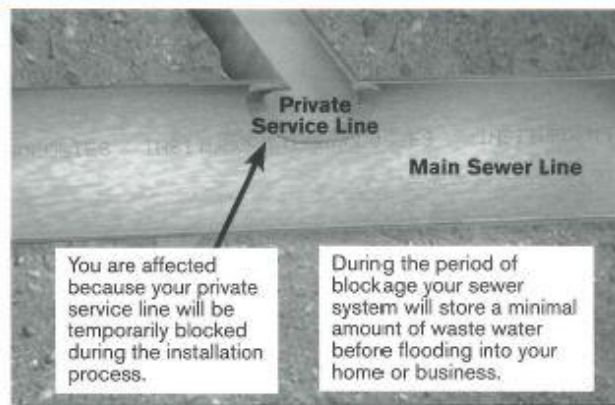


Figure 3 (After Rehabilitation)