

FREQUENTLY ASKED QUESTIONS



STREET/ALLEY/UTILITY RECONSTRUCTION PROJECTS

GENERAL

1. *When do projects typically start?*

Underground Utility Work: Mid-to Late April (typical).

Street or Alley Work: July to Mid-September (typical).

2. *What happens to my mail and mailbox during construction?*

■ Mail Delivery

- ▶ On Home Mailboxes: No interruption of normal service is typical.

■ Street Mailboxes

- ▶ Removed during utility construction and returned to the resident.
- ▶ Temporary mailbox cluster provided by the Village and coordinated with the post office at an offsite location.
- ▶ A resident can contact post office to have mail held at the post office.
- ▶ Mailboxes are re-installed by Village at the completion of the street project.

3. *Will my garbage and recycling be collected as usual?*

Yes, please ensure that garbage and recycling cans are placed at the end of the driveway/terrace the night before collection day. Village staff will ensure that the garbage containers will be emptied. Village staff will attempt to work with Outagamie County contracted recycling service to ensure that recycling cans are emptied. If you have any issues with garbage collection, please contact the Municipal Services Center at 920-788-7507. If you have any issues with recycling collection, please contact Outagamie County Recycling and Solid Waste at 920-832-5277.

4. *Will large/bulky item collection occur as usual?*

This collection is dependent on access to the street. If vehicular access is prohibited by the contractor collection will be impacted. Pending the state of the project on the scheduled day of collection, this service could be delayed or rescheduled. Contact the Municipal Services Center at 920-788-7507 if you have questions.

5. *Will I have vehicle access during construction?*

■ Utility Project

- ▶ Street conditions will be reasonably maintained during utility construction with interrupted access during the day and full access to driveways at the end of the day.

■ Street or Alley Reconstruction

- ▶ Street conditions will be reasonably maintained during street construction with interrupted access during the day and full access to driveways at the end of the day.
- ▶ No access during paving operations and during concrete cure times; typically, 10 to 14 days. Door hanger notification will be provided by the contractor to alert residents of the no access date.

- Residents are encouraged to find offsite storage for boats, campers, etc. during construction as conditions are not ideal for ingress and egress within the project area.

6. *What if I or my family member has a disability and need accommodation during the construction project?*

Please call the Municipal Services Center at 920-788-7507. Village staff will facilitate the discussion and planning for accommodation with the help of our contractors.

7. *What is construction zone safety?*

Safety on or near the construction work zone is a top priority. Please keep adults and children away from the construction equipment to avoid injury. Occupational Safety and Health Administration (OSHA) requires contractors to control safety on the construction site.

8. *This project is a messy and loud inconvenience; can't more be done?*

The Village recognizes the inconvenience construction projects create. These large infrastructure reconstruction projects are very disruptive to adjacent residents. There will be noise, dirt, mud, dust and large construction equipment. We ask for your patience and understanding as we make the necessary improvements to your utilities and streets. We attempt to minimize your inconvenience by ensuring uninterrupted Village services and providing guidance on other services that the Village has no control over. If you have questions during a project, please do not hesitate to call the Municipal Services Center staff at 920-788-7507.

STREET OR ALLEY RECONSTRUCTION

1. *What is done as part of a street reconstruction project?*

The full street pavement is replaced along with driveway aprons and grass terraces. Sidewalk blocks are replaced to Village standards as needed. Terraces are fully excavated, regraded to provide drainage from the sidewalk to the curb, and returfed.

2. *Will my driveway apron be replaced?*

Yes. Driveway aprons will be removed and replaced as part of the project and assessed separately, based on the area. The typical driveway curb opening installed will be the width of the driveway at the sidewalk as long as it meets Village ordinance standards.

During construction, two stakes will be placed at the bottom of the driveway opening to mark the curb opening for the contractor. If you desire consideration for changing the width of the opening, please contact the Municipal Services Center for inspection and consideration at 920-788-7507. Do not reposition these stakes on your own. The Village will instruct the contractor to install a curb opening to a vacant lot **ONLY** at the request of the property owner and formal Village approval.

3. *Will the terrace trees be replaced?*

Terrace trees removed during a construction project are planned to be replaced the same year (if feasible) or replaced a following year. Due to the size of the trees and conflicts with construction operations, many trees are removed during a construction project. The Village attempts to preserve as many healthy trees as possible.

During replacement, the Village selects a variety of tree species, with the species selected having a mature canopy height of 30 to 35 feet (lower under overhead utility lines). Mid-to-small size trees are being selected in attempts to minimize conflict between the root structure and sidewalks. A variety of trees are being replanted to prevent widespread tree loss in the event of a future invasive insect or disease.

Village staff make selections on types of trees and spacing. Resident participation assisting in the maintenance of these new trees during the initial planting period is very important.

4. *How will my terrace be restored?*

The contractor will regrade and restore the entire terrace with new topsoil, seed, fertilizer and hydromulch as part of the project. After it is restored, it is the homeowners' responsibility to water the grass. Mowing the grass is the best once it reaches 4 to 5-inches, especially if weeds are active. If possible, bag grass rather than mulch to allow for the best batch of new grass.

As with any new lawn, there may be some weeds and spots that take longer to grow. Through your attention, care, watering, mowing and weeding; the weeds should die out, allowing the turf grasses to fill their place.

SIDEWALK INSTALLATION & RECONSTRUCTION

1. *Do I pay for sidewalks?*

Village policy states that new sidewalk installation will be installed and assessed at 100% to the property owner. Sidewalk repairs and replacements are the responsibility of the Village.

2. *Can I request sidewalk replacement in front of my home?*

The Village replaces only sidewalk blocks they determine do not meet Village standards. Homeowners may request more; however, if approved it would be at the homeowner's expense.

3. *Are sidewalks required?*

Yes, the installation of sidewalks along most Village streets is required.

MUNICIPAL UTILITY RECONSTRUCTION

WATER MAIN IMPROVEMENTS

1. *What is a water main?*

Water is supplied to property owners by the Village of Kimberly Water Utility. The Village of Kimberly Water Utility is bound by the rules and regulations on file with the Public Service Commission (PSC) of Wisconsin. Public water mains are located within Village street right-of-ways, range in size from 6 to 12-inches in the Village. These lines provide domestic water to buildings as well as fire protection.

2. *What is a water lateral?*

A water lateral is the smaller line to the building. The Water Utility is responsible for the water lateral from the larger main to the curb stop box. The homeowner is responsible from the curb box to the home.

3. *Do I pay for water improvements?*

The Kimberly Water Utility does not assess for water main replacements (including water laterals to the curb stop box); it is the responsibility of the Water Utility per the PSC regulations. The section of the water lateral from the curb stop box to the building is the financial responsibility of the property owner as required by the PSC.

4. *Water Lateral Material*

Water laterals shall be either plastic or copper. Lead laterals are required to be fully replaced from the mainline to the building during a water main replacement project. The property owner is responsible for the cost to replace the lead lateral from the curb stop box to the building consistent with PSC rules and regulations. If you have a lead water lateral you will be notified by the Water Department.

SANITARY SEWER IMPROVEMENTS

1. *What is a sanitary sewer?*

Sanitary sewer mains are pipes that receive wastewater from private laterals (buildings). The sanitary sewer mains are part of an overall wastewater collection system. The wastewater is conveyed through sewers to the Heart of the Valley Metropolitan Sewerage District (HOVMSD) for treatment in Kaukauna.

Sanitary sewer mains within the Village vary from 8-inches to 30-inches in diameter and are located within public right-of-ways and easements. Sanitary sewer mains are installed, owned and operated by the Village Sanitary Sewer Utility. The cost of the sanitary sewer main reconstruction is 100% paid for by the Sanitary Sewer Utility.

2. *What is a sanitary sewer lateral?*

Sanitary sewer laterals are smaller pipes that carry wastewater directly from buildings to the sanitary sewer main. Sanitary sewer laterals are typically 4 to 6-inches in diameter and installed from the sanitary sewer main to the building. The sanitary sewer lateral from the main to the building is owned and the responsibility of the property owner it serves.

3. *Why are they reconstructed?*

Sanitary laterals and mains fail over time. Failing consists of pipe collapsing, allowing root intrusion, allowing groundwater to enter, etc. This is common for older lines typically made from concrete, clay, asbestos cement or cast iron. By upgrading materials to modern plastic or a fiberglass resin liner, groundwater is minimized in sewer pipes, preventing sewer backups, and lowering treatments costs. Residents are required to replace laterals that are not compliant with Village standards and ordinances by upgrading materials.

STORM SEWER IMPROVEMENTS

1. *What is a storm sewer?*

Storm sewer systems collect and convey surface water runoff from rain events. Much of this water is then discharged into the stormwater management system, likely to a stormwater pond, for treatment prior to final discharge into natural drainageways, creeks, and the Fox River.

Storm sewer mains within the Village vary from 12 to 48-inches and are typically located under public roadways. Storm sewer mains are installed, owned and operated by the Village Stormwater Utility. The cost of the storm sewer main is 100% paid for by the Stormwater Utility.

In newer subdivisions, storm sewers and storm laterals serve as a collection system not only for surface water runoff, but also as a system to collect sump pump discharge and a limited number of roof drains from private properties. Allowable connections in these areas include a sump pump and **one** roof drain or downspout.

The following are examples of systems that shall **not** be connected to the storm system. These include, but are not limited to:

- Private rear or front yard surface drains;
- More than one roof drain;
- French drains / drain tile;
- Any other connection for the purpose of draining a property other than the discharge of a sump pump.

2. *What is a mini-storm sewer?*

A mini storm sewer is typically a 6-inch diameter storm sewer system that is located on Village property, usually under the terrace area in the older sections of the Village where storm sewers were not designed to allow for collection of sump pumps or downspouts. There are 4-inch laterals off the mini storm main sewer and property owners are required to connect their private sump pump discharge from the home to the mini storm lateral.

The mini storm lateral is provided for several reasons:

- To help prevent puddling and ponding of sump pump discharge water in yards.
- To prevent sump pump water from flowing across sidewalks and freezing in winter months.
- To help meet Wisconsin Department of Natural Resources (WDNR) and HOVMSD requirements to alleviate clear water that finds its way into sanitary sewers from illegal connections of sump pump to sanitary sewers or oversaturated ground around sanitary pipes.

The more groundwater present, the more clear water that is forced into sanitary sewers – costing the residents more money on the treatment of wastewater. The more clear water is eliminated from sanitary sewer systems, the more is saved on sanitary sewer treatment fees and helps prevent plant overflows.

Properties without sump pumps will still be required to have a lateral stubbed into the property. During a project, it is easier and more cost efficient to install the lateral to every property regardless of sump pump status.

Only sump pumps can be connected to the mini-storm lateral. Residents are required by ordinance to hook up to the mini storm or storm system if available.

3. *How will I know where my mini-storm sewer lateral will be placed?*

A stake labeled storm lateral will be placed in the front lawn very close to the sidewalk. This represents where your sump pump lateral will be placed during the mini-storm sewer project. The Village attempts to determine the shortest, easiest route, with the least number of obstacles (trees, porches, driveways, etc.) when placing the stake.

If you prefer a change to the location of your mini-storm lateral, please contact the Municipal Services Center for inspection and consideration at 920-788-7507. Do not reposition this stake on your own.

4. *Can I request the installation of a mini storm sewer?*

Yes, you may. A property owner or group of property owners may request the installation of a mini storm sewer if it does not appear on the Village’s 5-year improvement plan. This request is subject to the approval of the Village.

PUBLIC UTILITIES (GAS, ELECTRIC, PHONE, FIBER)

Public utilities, typically natural gas, may upgrade their infrastructure during the Village construction project or in advance of a Village project. Public utilities are not replaced by the Village but do require public utilities to obtain Village issued permits for this work. Public utilities typically notify residents of upcoming project through mailings to impacted residents.

MAIN CONTACTS

Website: www.vokimberlywi.gov/departments/public-works/construction-projects/

Staff: Director of Public Works – Danielle Block Deputy Director of Public Works – Anna Huber
Street Lead – Mike Pickett Village Engineer – Brad Werner, McMahon Associates

Office: Municipal Services Center
426 W. Kimberly Avenue
Kimberly, WI 54136
920-788-7507

Policies: Infrastructure Standards & Special Assessments https://www.vokimberlywi.gov/wp-content/uploads/2026/02/2024.02.19_FINAL_Special-Assessment-Policyv4-with-exhibits.pdf

Permits: Fillable forms can be found online: <https://www.vokimberlywi.gov/departments/building-inspections/>