



PANOLA ROAD WATER MAIN REPLACEMENT PROJECT

Frequently Asked Questions

Q. What is the purpose of the Panola Road Water Main Replacement Project?

A. The purpose of the Panola Road Water Main Replacement Project is to improve water quality and replace deteriorating infrastructure to meet current and future water demands.

Q. When will the project begin and end?

A. The project will begin Monday, Oct. 13 and will take approximately one year to complete, ending in October 2026.

Q. What will be the work hours during construction?

A. Normal construction hours will be from 7 a.m. to 7 p.m., Monday through Friday, excluding major holidays. In some cases, extended weekday hours, weekend work, or night work may be necessary.

Q. What are the phases of this project?

A. The project is separated into two phases:

Phase I: Begins on Salem Road and will go east to Big Miller Road then north to Panola Road, ending at Minola Drive/Fairington Road. This phase takes place October 2025-September 2026.

Phase II: Begins at the intersection of Snapfinger and Panola Roads and continues northeast on Panola Road, including Twin Lakes Drive, and until it gets to Salem Road. This phase takes place January 2026-October 2026

Q. Is my water safe to drink?

A. Laboratory tests of this water have determined that despite the discoloration it is safe to drink.

Q. Who will be impacted by this project?

A. Approximately 1,000 homes and businesses and travelers who use Panola Road will be impacted by this project. The project area is in DeKalb County along the following streets:

- Panola Road

- Minola Drive
- Fairington Road
- Fairington Parkway
- Thompson Mill Road
- Winslow Crossing
- Panola Mill Drive
- Black Foot Drive
- Rock Springs Road
- Cedar Rock Drive
- Oaktree Trail
- Big Miller Grove Way
- Salem Road

Q. What work is planned during the Panola Road Water Main Replacement Project?

A: In phase I, crews will replace approximately 11,400 linear feet of Ductile Iron main. In phase II, crews will replace 11,900 linear feet of pipe.

Q. What impacts, if any, will construction have on traffic in the surrounding community?

A. Traffic flaggers and project signage will be in place to guide motorists safely through the construction area for the duration of the project.

Q. Will the construction require heavy lighting that may be disruptive?

A. The majority of the construction activities will be conducted during normal business hours of 7 a.m. to 3 p.m. (7 a.m. to 4 p.m. when school is out). If night work is needed, crews will use portable lights positioned to face away from any neighboring residences to eliminate any nuisances.

Q. Will I have to move my car if it's parked on the street during construction?

A. Yes, property owners who live in the path of the construction site will receive notifications during designated construction days and hours. Residents may resume parking on the street after construction hours.

Q. Will this construction project cause noise in my community?

A. For short periods of time construction noise may be caused by:

- Heavy equipment and construction truck traffic
- Material manipulation and storage
- Compacting
- Pavement Saw
- Jackhammering
- Drilling

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- Excavation and backhoe
- Grading
- Paving
- Rock excavation

Crews will work diligently to eliminate construction-related noises before or after the scheduled construction hours.

Q. What damage or impact can we anticipate for the project?

A. There will be impacts to landscaping, such as your grass, and to some driveways. In the roadway, concrete curbs may need to be removed to facilitate the construction. DWM requires the contractor to restore any properties crossed through to existing conditions or better. Landscaping would be provided for vegetation, bushes or shrubs that need to be replaced, and eventually, trees that were outside the permanent easement will be replaced with the county's permission.

Q. Will water be cut off during this work?

A. We do not anticipate any long-term impacts to your water service. At most, we would need to cut off water on a particular date/time. You will be notified 48-72 hours in advance of any shutoff.

Q. Who can I contact if I have additional questions or need more information about the Panola Road Water Main Replacement Project?

A. For general project updates or information, contact the DWM Project Information Hotline at 1-800-986-1108 Monday through Friday, from 8:30 a.m. to 5:00 p.m., or email: projectinfo@dekalbcountyga.gov. For 24-hour emergencies, please call 770.270.6243.