



January 1, 2026

Resident
12345 Main Street
Seattle, WA 98101-1234

RE: EXCAVATION REQUEST

Dear Resident:

I am writing you in regards to the sewer or septic inspection conducted at 12345 Main Street. I am the excavation coordinator for Hydromax USA, Puget Sound Energy's (PSE) authorized service partner for sewer and septic line inspections. After reviewing the data collected by our technician, we have determined that an excavation or water remediation is necessary to inspect all or a portion of your sewer or septic pipe that could not be examined successfully.

We need access to your property to either expose a portion of your sewer or septic line or to install a "cleanout," which is a capped opening that enables access to your lines. All of this work is paid for by PSE. The work will allow us to determine if your property is clear of the risk of a gas pipeline intersecting your sewer or septic line.

On rare occasions, a gas line can inadvertently be installed through a sewer or septic pipe. Called a "cross bore", this can occur even on properties that are not served by natural gas, because the gas pipeline to a neighbor's property can intersect the sewer or septic line of an adjacent property.

Note: A cross bore is safe unless something damages the gas pipeline. Damage can occur when a cutting tool is used to clear a blocked exterior sewer or septic line. If your sewer or septic should ever experience an exterior back-up, and before anyone attempts to clear it, please call PSE customer service at 1-888-225-5773. PSE will dispatch a technician – usually within an hour – to meet your plumber onsite to make sure it is safe to proceed.

Please leave a message with our call center at 1-360-386-2215 and I will return your call.

Sincerely,

Nathan Rush

Nathan Rush
Excavation Coordinator
Hydromax USA LLC
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