

DWSD CUSTOMER ALERT

DO YOU HAVE A LEAD SERVICE LINE?

While the Detroit Water & Sewerage Department (DWSD) is on your street replacing the water main, if our workers discover you have a lead service line (the line from the water main to your house), **DWSD will replace the pipe with copper with your permission, at DWSD's expense.**

Read the information in this packet, sign the agreement and return it in the enclosed envelope.

DWSD will not replace your portion of the service line (from the curb box to your house) without your permission. Lead levels in your home may increase if you refuse to replace your portion of the lead service line. DWSD cannot reconnect your lead service line to the new water main. If you choose to not replace your lead service line, you will have a water service interruption.

DWSD Lead Service Line Hotline:

313•964•9300

The lead service line replacement will only be done while DWSD's contractor is on your street. This offer will not be available after construction is complete. This notice applies only to the houses which received the flier on their doors in the designated project area.



WORKING HARD FOR YOU.

FOR MORE INFORMATION, CALL

313•964•9300

www.detroitmi.gov/DWSD

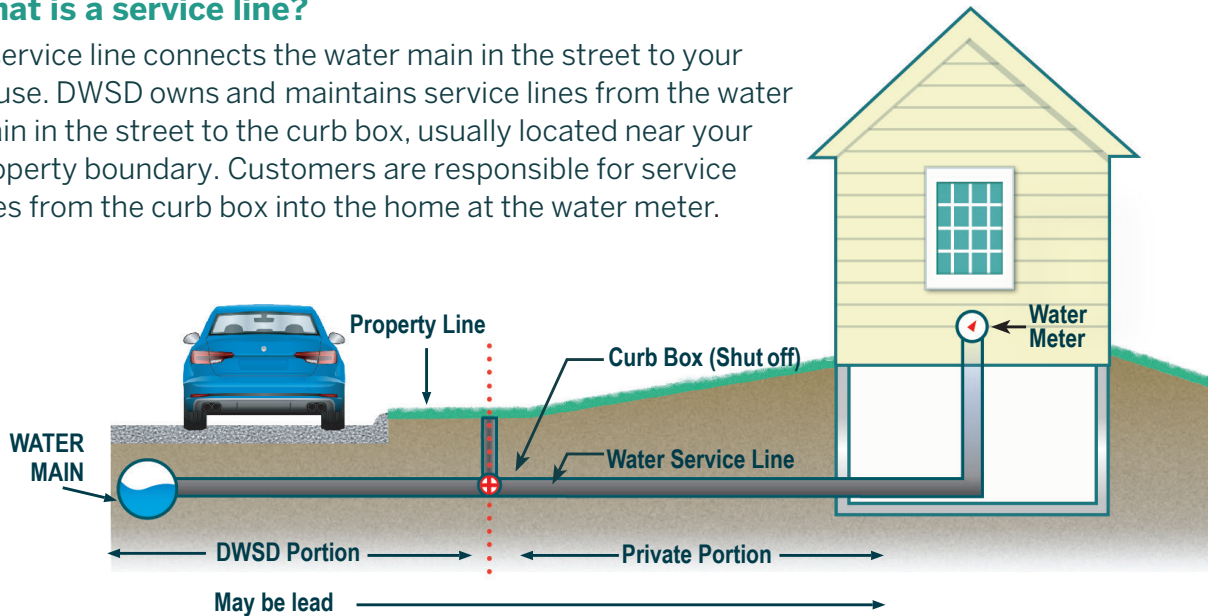
LEAD SERVICE LINE REPLACEMENT PROGRAM-FAQ



Water & Sewerage
Department

Q. What is a service line?

A. A service line connects the water main in the street to your house. DWSD owns and maintains service lines from the water main in the street to the curb box, usually located near your property boundary. Customers are responsible for service lines from the curb box into the home at the water meter.



Q. What homes typically have lead service lines?

A. If your Detroit home was built prior to 1950, your service line may be made of lead and need to be replaced. DWSD stopped using lead on the DWSD portion of the service line around 1945.

Q. How do I know if I have a lead service line?

A. Service lines can be made of plastic, copper, lead or galvanized steel. Get a magnet and a coin, and then follow these steps to find out which you have:

1. Locate where the service line comes into your home, near the water meter and your shut-off valve. Look for the pipe running between your shut-off valve and either the wall or the floor.
2. If the magnet sticks to the pipe, it's galvanized steel and **does not** need to be replaced.
3. Gently scratch the surface of the pipe with the coin. If the scraped area is shiny, is silver in color and the magnet doesn't stick, it's made of lead. It may have a bulge near the valve. If so, it is a lead pipe and **does** need to be replaced.
4. If it is copper in color and the magnet doesn't stick, it's copper and **does not** need to be replaced.
5. If the pipe is white or grey and the piping is joined with a clamp, screw or glue, it's plastic and **does not** need to be replaced.

If you have a lead service line inside your home, call 313-964-9300 to start your replacement process. The material buried in your yard may be different from the material you can see inside your home. Even if you do not have lead inside the house, the contractor will still excavate the curb box in your front yard.

Q. Why did I receive a pitcher and filters? Is something wrong with my water?

A. The pitcher and filters are provided as a precautionary measure to stop any sediment or particles that may shake loose in your pipes during construction. During the construction work, use the filter for all drinking and cooking water, and replace the filter cartridges according to the manufacturer's instructions. The filters meet NSF standard 53 for lead removal. Water is safe for showering and other uses. Follow DWSD's flushing instructions.

Q. Will you restore my property?

A. Yes, property disturbed during construction will be replaced including seeding of grass, sidewalk and driveway repair, and restoring interior portions of the house. DWSD requires its contractors to maintain adequate insurance in the event damage occurs. DWSD will not be responsible for any damage to trees, flowers and shrubs resulting from the replacement of the service line.

Q. Do you have to come into my home?

A. Yes, if the contractor confirms a lead service line serves your home or if a lead service line is expected, a contractor will schedule a time to inspect your water service material and meter. Someone 18 years or older must be home the entire time the water service line replacement is taking place.

Q. Will this cost me anything?

A. The work is being done at the expense of DWSD.

Q. How long will the replacement take? How long will my water service be interrupted?

A. It takes about 4 hours for the replacement of the service line unless some unforeseen issues occur. Your water will be interrupted for approximately 2 hours on the day the service line is being connected to the water main. The contractor is not allowed to leave a customer without water overnight.

Q. Can I have my water tested? Is it free?

A. Yes. To request for your water to be tested, please visit detroitmi.gov/DWSD and search "lead and copper sample request form." If you do not have Internet access, please call 313-964-9300 for further assistance.

Q. What will happen if I decline?

A. The State of Michigan recently revised its Lead and Copper Rule, which now requires all lead service lines to be replaced within the next 20 years. Lead levels in your home may increase if you refuse to replace your portion of the lead service line. DWSD cannot reconnect your lead service line to the new water main. If you choose to not replace your lead service line, you will have a water service interruption. Once DWSD leaves your neighborhood, you will need to replace the lead service line at your expense to bring your house up to code and resume water service.

Q. How long will this project last on my street?

A. Each street is different and timing varies. However, when residents turn in signed agreements as soon as they are able, it makes the process faster.



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www.detroitmi.gov/DWSD

STEP-BY-STEP PROCESS FOR REPLACING LEAD SERVICE LINES



Water & Sewerage
Department

DWSD CONTRACTORS WILL DIG A 4' x 4' SQUARE IN YOUR FRONT YARD TO DETERMINE WHAT MATERIAL YOUR SERVICE LINE IS MADE OF.



- 1. IF THE LINE IS COPPER,**
the contractor will connect your service to the new water main.
- 2.** Contractor will restore property.
- 3.** No other action is required.



- 1. IF THE LINE IS LEAD,**
the contractor will inform you and schedule an appointment for an interior inspection of the service line and meter.
- 2.** A copper service line will be installed from the new water main to your water meter.
- 3.** Your water meter will be reinstalled or replaced.
- 4.** The contractor will restore property.
- 5.** You will continue to own and be responsible for the replaced water service line from the curb stop into the home. DWSD will guarantee the water service line for one year from the date of replacement.

- You are encouraged to sign and submit your **Lead Service Line Replacement Agreement** as soon as possible.
- You can check the service line inside your house at any time during this process (see the DWSD FAQ brochure for details) and call us at 313-964-9300 to schedule your replacement sooner.
- You may request to have your water tested at any time. Visit detroitmi.gov/DWSD and search "lead and copper sample request form." If you do not have internet access, please call 313-964-9300 for further assistance.



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313.964.9300

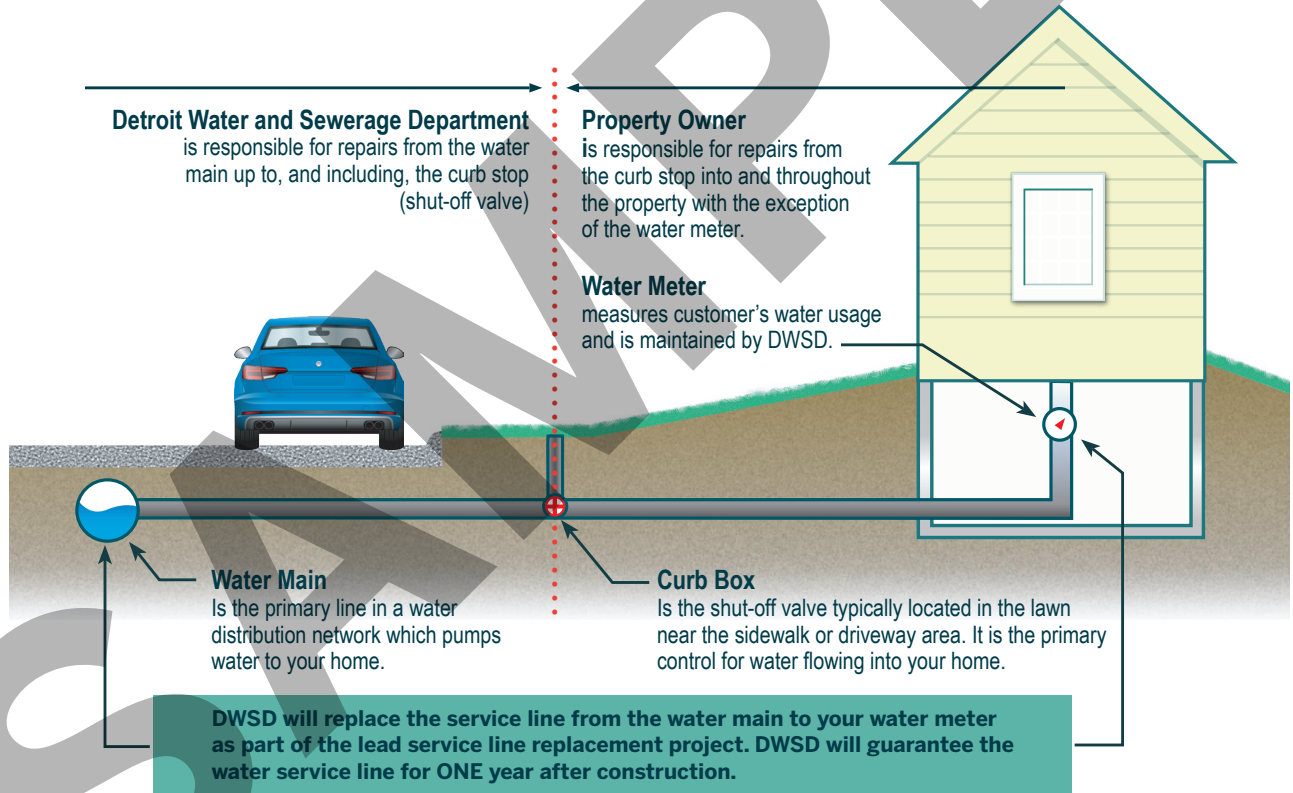
www.detroitmi.gov/DWSD

Please read this agreement. If a lead service line is confirmed, a DWSD Inspector or contractor representative will contact you directly to request you to sign an official copy of the agreement prior to replacing the lead service line with copper pipe, at DWSD's cost.



LEAD SERVICE LINE REPLACEMENT AGREEMENT

Several contractors are working in neighborhoods across the City of Detroit to remove lead service lines as part of DWSD's Lead Service Line Replacement Program. Under this program, if your home has a lead water service line, you are eligible to have it replaced, at DWSD's expense.



The following terms and conditions apply:

- 1.** The lead portions of the service line from the water main to your meter will be replaced at DWSD's expense. You must have an active water account to receive water access after lead service line replacement.
- 2.** Your signature on this form gives DWSD permission to replace the service line. DWSD will require its contractors to maintain adequate insurance in the event they cause any damage while performing the work described in this Agreement.

Continued on next page

LEAD SERVICE LINE REPLACEMENT AGREEMENT (CONTINUED)

3. Someone 18 years or older must be home while the lead service line replacement is taking place.
4. As part of this program, your water can be tested before and after the service line is replaced. You must request water testing and give separate permission. Please contact the Lead Service Line Hotline at 313-964-9300.
5. Please maintain a clear path to the water meter and clear material away from the water meter so that the contractors can complete their work.
6. All standard landscaping disturbed by the service line replacement will be seeded and mulched as soon as practicable. Pavement areas that are disturbed will be replaced with similar pavement surfaces. DWSD will not be responsible for any damage to trees, flowers and shrubs resulting from the replacement of the service line.
7. You will be required to “flush” the water in your home. Specific instructions will be given to you on how to complete this task.
8. Piping inside the home will not be replaced.
9. You will continue to be the owner and responsible party of the replaced water service line from the curb stop and into the home. DWSD will guarantee the water service line for one year from the date of replacement.

[This space intentionally left blank. Signature only required on official agreement.]



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www.detroitmi.gov/DWSD



Water & Sewerage
Department

WATER MAIN REPLACEMENT PROGRAM FLUSHING INSTRUCTIONS

As a precaution, DWSD is providing residents with a free water filter that will remove any lead and sediment from water during and after construction.

You will receive your free water filter one week prior to construction.

DWSD is replacing the water main that serves your home. The pipe connecting your home to the water main may be made of lead. The water provided to Detroit Water and Sewerage Department (DWSD) customers is treated to reduce corrosion of lead and other pipe materials in drinking water. Construction on your service line may cause sediment to loosen, which may contain lead particulates. Use the filter for all drinking and cooking water. Water is safe for showering and other uses. Follow the manufacturer's guidelines for using and maintaining the filter.

Flush your pipes before drinking.

During the construction period, take the following actions once a week:

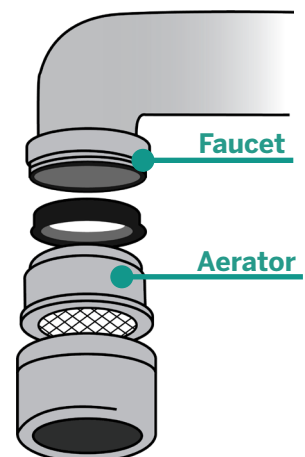
Do not consume tap water, open hot water faucets or use icemakers or filtered water dispensers until you complete these steps:

1. Remove the faucet aerator (screens) from a faucet in the lowest level in your home. Fully open the cold water tap.
2. Continue removing the aerators at each faucet and turning on all cold water taps as you move to the top floor of your house.
3. Let the water run for at least 5 minutes at the last tap you opened (top floor).
4. Turn off each tap starting with the first tap you opened (bottom floor), then rinse and re-install the aerators at each tap.

Clean your aerators.

The aerator on the end of your faucet is a screen that catches sediment or particles. The aerators screw off from the end of your faucets by hand; you may need to use a wrench the first time. Brush and rinse the aerators before putting them back on your faucets.

(Turn page over for more details.)



Healthy Water Tips

- Always use cold water for drinking and cooking.
- Remove and clean the aerators (screens) on your faucets monthly.
- If water has not been used in your home for six hours or more, run the water from the tap until it is cold and continue to run for an additional 2 minutes to get fresh water at your tap. (Make sure to capture this water in your sink or a pail to use for watering plants.)
- Use a filter that meets NSF 53 for lead removal or bottled water if preparing formula for an infant.
- You will receive your free water filter one week prior to construction.
- **If you see discoloration in your water after flushing, stop using your water and call DWSD's emergency line at 313-267-8000.**



DWSD Lead Service Line Hotline:

313.964.9300

This notification is only intended for residents who live on the street
of the water main replacement.



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