



Water & Sewerage  
Department

# **DWSD Community Meeting: McNichols Evergreen, Miller Grove, Minock Park, Riverdale, Rosedale Park**

*March 29, 2022*

# DWSD Community Meeting

Since 2019, the Detroit Water and Sewerage Department (DWSD) has taken a data-driven approach to upgrade the water and sewer systems and is investing about \$100 million a year.

The Capital Improvement Program (CIP) leverages the \$50 million annual lease payment from the Great Lakes Water Authority as well as operational improvements at DWSD.

The projects for this year include your neighborhood.

# DWSD Capital Improvement Program Update

- DWSD has invested **\$300M** in capital improvement projects since 2019
  - Water main, hydrant and lead service line replacement
  - Sewer lining and replacement
  - Green Stormwater Infrastructure installations
- **Condition assessments** and other data are used to determine necessary upgrades
- DWSD and our contractors have:
  - Replaced **85 miles** of water main and more than **1,355 lead service lines**
  - Replaced or lined **60 miles** of sewer collection piping
  - Installed **12 bioretention gardens**
- DWSD crews also perform **preventative maintenance tasks**





# Infrastructure Responsibility

## WHERE'S YOUR LINE?

**Water:** Most of the city's water mains are in the front of a property. Mains are typically located in the street or the grass between the sidewalk and street.

**Sewer:** Most of the city's sewer pipes are located in the rear of the property; a few are located in the street. Sewers are typically in the alley or the city easement in your backyard.

## WHO WILL FIX IT?

**Water:** Property owners are responsible for the water service line from the water meter to the curbstop (turn-of/turn-off valve) near the sidewalk. DWSD is responsible for the portion from the curbstop to the water main.

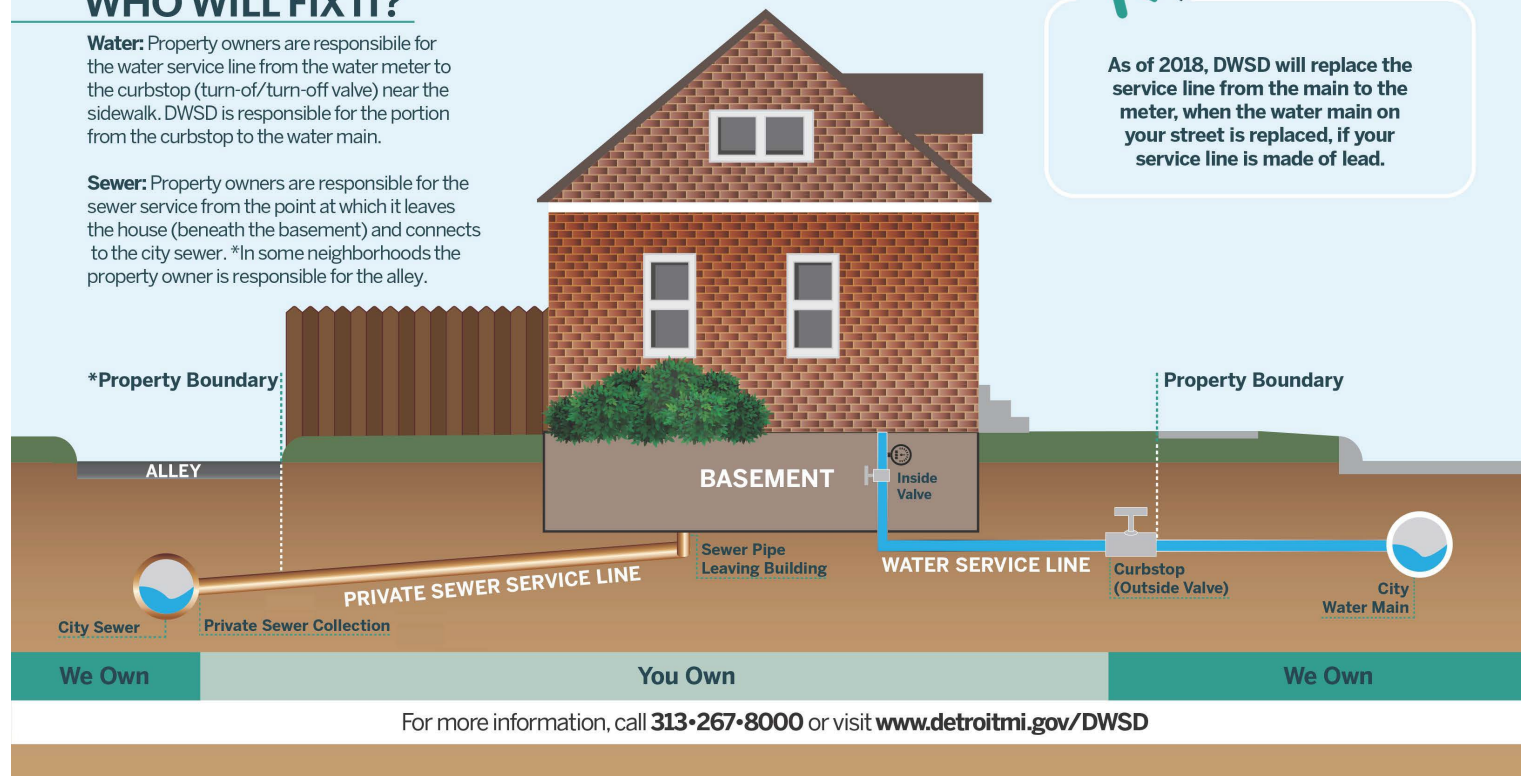
**Sewer:** Property owners are responsible for the sewer service from the point at which it leaves the house (beneath the basement) and connects to the city sewer. \*In some neighborhoods the property owner is responsible for the alley.

## YOUR RESPONSIBILITY AND OURS

### THE WATER AND SEWER LINE FROM YOUR HOME



As of 2018, DWSD will replace the service line from the main to the meter, when the water main on your street is replaced, if your service line is made of lead.



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For more information, call 313-267-8000 or visit [www.detroitmi.gov/DWSD](http://www.detroitmi.gov/DWSD)

# What to Expect

- DWSD and contractors provide **advance notification** of construction
  - Lead Service Line Replacement Program packet with sample agreement form (if water upgrade)
  - Door hanger notice within one week prior to construction
- **Construction is disruptive and dirty** – we will take every effort to reduce impact
  - Most projects involve some excavation and traffic control measures
  - Equipment may be staged on an empty lot with owner's permission, on the right-of-way and/or in the alley
  - Tree trimming or removal may take place in order to access the pipes and other infrastructure
  - If sewer pipes are being lined, you may smell an odor temporarily
  - Workers will follow COVID-19 safety protocols



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### IMPORTANT INFORMATION from Detroit Water and Sewerage Department

#### Water System Upgrades

The Detroit Water and Sewerage Department (DWSD) is upgrading and enhancing the water system in your neighborhood. Contractors will replace the water main and lead service lines (where they exist).

The contractor will arrive on \_\_\_\_\_ (given) between \_\_\_\_\_ (given) and \_\_\_\_\_ (given) with in 1-4 days to begin construction. During construction, please use the water pitcher filter and cartridge that was provided at your door.

#### What you should expect

During construction it is DWSD's intention to minimize inconveniences to residents and businesses. However, you should expect the following:

- Brief interruptions of water supply when a new service line is being connected to the system. Every attempt will be made to inform impacted residents and businesses prior to disruption and service is generally restored the same day. Please contact DWSD Customer Care if you do not have water service for more than six hours or overnight.
- Water main work may require some hydrants to be out of service temporarily. These hydrants will be tagged as out of service and DWSD will coordinate with the Detroit Fire Department with up-to-date information.
- Contractors will have large trucks and heavy equipment. For the safety of everyone in the neighborhood, please keep a safe distance from all machinery. During non-working hours, equipment may be parked in a lot with owner's approval or the right-of-way.
- Construction will bring some noise, dirt and debris to the neighborhood.
- There may be traffic impediments, but residents and businesses will have access. You should also expect street closures and restrictions to street parking during construction. Please try to avoid parking on impacted streets.
- Fences, cement fences and other property in the storm sewer right-of-way may be disturbed. Contractors will return to restore property. Temporary relocation may occur before permanent work is completed during April - October when weather permits.

Construction has the best.

### Flush your pipes after water utility work

DWSD recommends flushing your water taps after construction is complete in your neighborhood. DO NOT consume tap water; open hot water faucets, use your dishwasher or filtered water dispenser until the flushing steps listed below are complete.

- 1 Remove faucet aerators (screen) from all water taps in the home.
- 2 Beginning in the lowest level of your home, open all the cold water taps in the house.
- 3 Let the water run for 5-10 minutes at the last tap you opened (top floor).
- 4 Turn off each tap starting with the first tap you opened (bottom floor). Clean and install aerators.

If your lead service line was replaced, immediately follow the flushing instructions above. However, instead of running the water for 5-10 minutes, let the water run for 30 minutes, which removes lead particles.

#### WHO TO CALL:

Customer Care assistance **313•267•8000** | Lead Service Line questions **313•964•9300**

Specific questions about this project?  
Contact the assigned DWSD inspector

at \_\_\_\_\_ (given) \_\_\_\_\_ (given)

**For timely construction updates, join our email distribution list:**

Regular updates on the project will reduce water and sewer disruption information and progress updates. To receive direct information about construction via email, send your name, street address, and email address to [dwsd-publicaffairs@detroitmi.gov](mailto:dwsd-publicaffairs@detroitmi.gov) (if you provide your telephone number we may also send text message updates).

Thank you for your patience as we work to improve service.

**WORKING HARD FOR YOU.**

[detroitmi.gov/DWSD](http://detroitmi.gov/DWSD)

# What to Expect (continued)

- Contractors are required to alert customers of any service interruptions
  - Notices depending on if it's water or sewer service interruptions
  - Please follow the instructions
- Water main and lead service line replacement notices have **flushing instructions – please follow the steps**
- **Property restoration**, such as lawns, sidewalks, driveways and fences occur after construction, **as weather permits and between April - October**



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## IMPORTANT INFORMATION from Detroit Water and Sewerage Department


### Temporary Interruption Water System Upgrades


Upgrades are near completion on the water system for your street. The final phase of the upgrades requires a temporary interruption in your water service.


Your water service will be temporarily interrupted while contractors work to connect your home to the upgraded water main and/or new copper service line (after lead service line replacement). You will have no water service to your property between \_\_\_\_\_ (forward date) and \_\_\_\_\_ (date and day). Once work is complete you will receive a notice indicating you may resume use of the water service.


### What you should expect

During construction it is DWSD's intention to minimize inconveniences to residents and businesses. However, you should expect the following:

 Once water is restored you may notice some discoloration. Please follow the flushing instructions on the back of this door hanger. Please note that if you had a lead service line replaced you should flush for 30 minutes.

 Water main work may require some hydrants to be out of service intermittently. These hydrants will be tagged as out of service and DWSD will coordinate with the Detroit Fire Department with up to date information.





 There may be traffic impediments, but residents and businesses will have access. You should also expect street closures and restrictions to street parking during construction. Please try to avoid parking on impacted streets.

 Lawns, cement, fences and other property may be disturbed. Contractors will return to restore property. Temporary restorations may occur before permanent work is completed during April - October when weather permits.

Continued on the back

## Flush your pipes after water utility work

DWSD recommends flushing your water taps after construction is complete in your neighborhood. DO NOT consume tap water, open hot water faucets, use your icemaker or filtered water dispenser until the flushing steps listed below are complete.

-  1 Remove faucet aerators (screen) from all water taps in the home.
-  2 Beginning in the lowest level of your home, open all the cold water taps in the house.
-  3 Let the water run for 5-10 minutes at the last tap you opened (top floor).
-  4 Turn off each tap starting with the first tap you opened (bottom floor). Clean and install aerators.

If your lead service line was replaced, immediately follow the flushing instructions above. However, instead of running the water for 5-10 minutes, let the water run for 30 minutes, which removes lead particles.

### WHO TO CALL:

Customer Care assistance 313•267•8000 | Lead Service Line questions 313•964•9300

Specific questions about this project?  
Contact the assigned DWSD inspector

at \_\_\_\_\_ (phone)  
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Regular updates on the project will include water and sewer disruption information and progress updates. To receive direct information about construction via email, send your name, street address, and email address to [dwsd-publicaffairs@detroitmi.gov](mailto:dwsd-publicaffairs@detroitmi.gov) (if you provide your telephone number we may also send text message updates).



Thank you for your patience as  
we work to improve service.

**WORKING HARD FOR YOU.**

[detroitmi.gov/DWSD](http://detroitmi.gov/DWSD)



# WATER SYSTEM: Lead Service Line Replacement

- A Lead Service Line Replacement Program packet is distributed door-to-door on the street(s) where the water main will be replaced with a FAQ, step-by-step, flushing instructions and homeowner/occupant sample agreement to authorize replacement of the private portion if a lead pipe is discovered
  - Lead service lines are two inches or less in diameter and typically at single-family homes and small storefronts
  - If your service line material is confirmed lead, the contractor/inspector will contact you to sign an agreement
  - Resident will receive a copy of signed agreement
- Within 1-2 weeks of construction, the first door hanger notice is distributed along with a pitcher filter as a precautionary measure for every house on the block of the water main replacement



# WATER SYSTEM: Lead Service Line Replacement (continued)

- This DWSD Lead Service Line Replacement Program packet is distributed to homes and businesses on the street of the water main replacement



## 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 until the project is complete. This notice applies only to the houses on the street of the water main replacement.

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### 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.

**Property Owner:** is responsible for repairs to the water main up to, and including, the curb box (shut-off valve).

**Property Owner:** is responsible for repairs to the water service line from the curb box to the house, including the shut-off valve at the water meter.

**Water Meter:** DWSD will replace the water meter and the pipe leading to the water meter.

#### LEAD SERVICE LINE REPLACEMENT PROGRAM - FAQ

**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 house 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.

#### STEP-BY-STEP PROCESS FOR REPLACING LEAD SERVICE LINES

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 house. 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](http://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.

**WORKING HARD FOR YOU.** **313-964-9300**  
[www.detroitmi.gov/DWSD](http://www.detroitmi.gov/DWSD)

#### 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.

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:

1. Do not consume tap water, open hot water faucets or use ice makers or filtered water dispensers until you complete these steps:
2. Remove the faucet aerator (screens) from a faucet in the lowest level in your home. Fully open the cold water tap.
3. Continue removing the aerators at each faucet and turning on all cold water taps as you move to the top floor of your house.
4. Let the water run for at least 5 minutes at the last tap you opened (top floor).
5. Turn off each tap starting with the first tap you opened (bottom floor), then rinse and re-install the aerators at each tap.



# WATER SYSTEM: Construction Planned

- **Water main replacement includes exploratory digging** at every stop box (turn-on/off valve) at each home or small business to verify service line material, whether lead or copper, to see if service line replacement is necessary
- **Scheduled streets for your project:**
  - Auburn from Grand River to West Outer Dr.
  - Blackstone from Grand River to Puritan
  - Burt from McNichols to Florence
  - Braile from Florence to Puritan
  - Bramell from McNichols to Puritan
  - Burt from McNichols to Florence
  - Chalfonte from Artesian to Stahelin
  - Dolphin from Grove to Dehner
  - Lahser from McNichols to Grove
  - Lahser from Kessler to Puritan
  - Lamphere from Verne to Puritan
  - Patton from Grand River to Puritan
  - Penrod from Eaton to Lyndon
  - Pierson from Grand River to Puritan
  - Puritan from Blackstone to Burt
  - Minock from Grand River to Fenkell
  - Ridge from Riverdale to Florence
  - Southbound Southfield Service Drive from Fenkell to Lyndon
  - Verne from Dolphin to Lahser
  - Westbrook from Verne to Puritan

# SEWER SYSTEM: Construction Planned

- Sewer upgrades will involve either **point repairs and/or lining**, with both requiring residents/businesses serviced by that sewer to **not use the drains, sinks, toilets for a set time**
  - **Easement access** may be required and contractor may need to remove and replace fences
- **Scheduled streets for your project:**
  - Both sides of Artesian St. from Fenkell St. to Acacia St.
  - Both sides of Ashton Rd. from Fenkell St. to Eaton St
  - Both sides of Aston Rd. from Fenkell St. to Acacia St.
  - Both sides of Blackstone from Grand River Ave. to Puritan St.
  - Both sides of Braile from Grand River Ave to Puritan St
  - Both sides of Bramell St. from Florence St. to Puritan St.
  - East side of Burgess from Verne Ave to Florence St
  - Both sides of Burgess St from McNichols to Verne Ave
  - West side of Chapel St from Verne Ave to Florence St
  - Both sides of Dolphin St. from Wyman St. to Dehner St.
  - East side of Faust Ave. from Fenkell St. to Eaton St.
  - Both sides of Glastonbury Ave. from Fenkell St. to Acacia St.
  - South side of Grand River from McNichols to Stout St.
  - South side of Grand River from W. Outer Dr. to Southfield Fwy.
  - East side of Grandville Ave. from Grand River Ave. to Midland St.
  - West side of Greenview. Rd. from Lyndon St. to Acacia St.
  - Both sides of Heyden St from Grand River Ave. to Puritan St.
  - Both sides of Lahser from Kessler St. to Puritan St.
  - Both sides of Lamphere St from McNichols to Wyman St.
  - South side of McNichols Rd from Lahser Rd to Grand River Ave
  - Both sides of Patton St. from Grand River Ave. to Puritan St.
  - Both sides of Penrod St. from Chalfonte St. to Eaton St.
  - West side of Piedmont St. from Grand River Ave. to Midland St.
  - East side of Piedmont St. from Keeler St. to Fenkell St.
  - East side of Piedmont St. from Lyndon St. to Acacia St.
  - Corner of Ridge Rd. and Florence St.
  - Both sides of Riverdale Dr from Beaverland St to Grove St
  - Both sides of Rockdale St from Grove St to Verne Ave
  - Both sides of Rockdale St. from Grove St. to Verne St.
  - Both sides of Rosemont Ave. from Chalfonte St. to Eaton St.
  - Both sides of Stahelin Rd. from Fenkell St to Acacia St.
  - Both sides of Stout St from Grand River to Puritan St
  - Both sides of Trinity St from Grand River Ave to Puritan St
  - Both sides of Warwick St. from Keeler St. to Lyndon St.

# What the Project Is and What It Is Not

The contractor will perform work specific to water upgrades, including restoring soft and hard surfaces to pre-existing conditions impacted by the project.

- **CONTRACTORS WILL** restore the portion of the street, sidewalk or easement at the site of repair or replacement using measurements of its pre-existing condition. **CONTRACTORS WILL NOT** restore any portion of the street, sidewalk or easement not impacted by construction.
- **CONTRACTORS WILL** place a filter fabric material in catch basins to block construction materials from entering the catch basin. Water is filtered through the material and contractors regularly clean the material of debris. **CONTRACTORS WILL NOT** perform maintenance. Please call 313-267-8000 to report clogged catch basins. DWSD has regular maintenance scheduled for inspecting and cleaning catch basins; however, residents should help ensure basins do not get blocked by regularly cleaning yard waste, leaves, trash and other debris on and in front of their property.
- **CONTRACTORS WILL** replace the private lead service lines (where the lead pipe exists) on streets where a water main is replaced. **CONTRACTORS WILL NOT** replace lead service lines on streets where construction of watermain replacement is not planned. DWSD continues to seek programs and grant funding that would provide for lead service line replacements outside of the Capital Improvement Program water upgrades.
- **CONTRACTORS WILL** perform upgrades to the water service line from the water main to the curb box by the sidewalk. **CONTRACTORS WILL NOT** perform upgrades to the water service line from the curb box to the meter inside your basement – this is the responsibility of the homeowner. The exception is when contractors are performing work to replace existing lead service lines (as explained above).
- **CONTRACTORS WILL** coordinate with other underground utility companies to safely perform construction. **CONTRACTORS WILL NOT** terminate, reroute or repair any utilities belonging to other utility companies



# What the Project Is and What It Is Not

The contractor will perform work specific to water upgrades, including restoring soft and hard surfaces to pre-existing conditions impacted by the project.

- **CONTRACTORS WILL** Remove items in the easement (space behind homes or in alley). This includes fences, decks, and other materials blocking easement access that prevents contractors from performing construction to the sewer pipe repair. **CONTRACTORS WILL NOT** restore these items in the easement. Restoration of these items will be placed on your private property line after construction – not in the easement.
- **CONTRACTORS WILL** restore sidewalks and driveways damaged as a result of construction. **CONTRACTORS WILL NOT** repair or replace settled or depressed sidewalks and driveways not caused by DWSD construction work. Repair or replacement of driveways and sidewalks should be directed to DPW, though technically homeowners are responsible for maintaining their driveways and sidewalks including in the right-of-way berm.
- **CONTRACTORS WILL** remove street signs and, if necessary, place temporary signage in order to perform construction. Signage is replaced as soon as possible and repaired if damage is incurred. **CONTRACTORS WILL NOT** perform maintenance to signage not impacted by construction. The Department of Public Works (DPW) should be contacted if there is damaged or missing signage in your neighborhood.
- **CONTRACTORS WILL** properly secure the city sewer connections and reconnect the private sewer lateral service lines to the City's sewer collection pipe where the city sewer pipe has been replaced. Also, where sewer lining takes place, contractor will ensure the connections to the private sewer lateral service lines are opened. **CONTRACTORS WILL NOT** perform any construction or repairs to the homeowner's private connection or to their sewer lateral service line. If the private lateral is collapsed or defective in any other way, the owner should obtain a permit and hire a licensed plumber to conduct repairs.

# Next Steps

- Water Upgrade Construction is underway
- Sewer Upgrade Construction begins in May
- Keep posted to updates on **Nextdoor**
- Email questions or concerns to [dwsd-publicaffairs@detroitmi.gov](mailto:dwsd-publicaffairs@detroitmi.gov)



# Questions?





## Detroit Water & Sewerage Department

**Email:** [DWSD-publicaffairs@detroitmi.gov](mailto:DWSD-publicaffairs@detroitmi.gov)

For more information visit: [www.detroitmi.gov/dwsd](http://www.detroitmi.gov/dwsd)

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