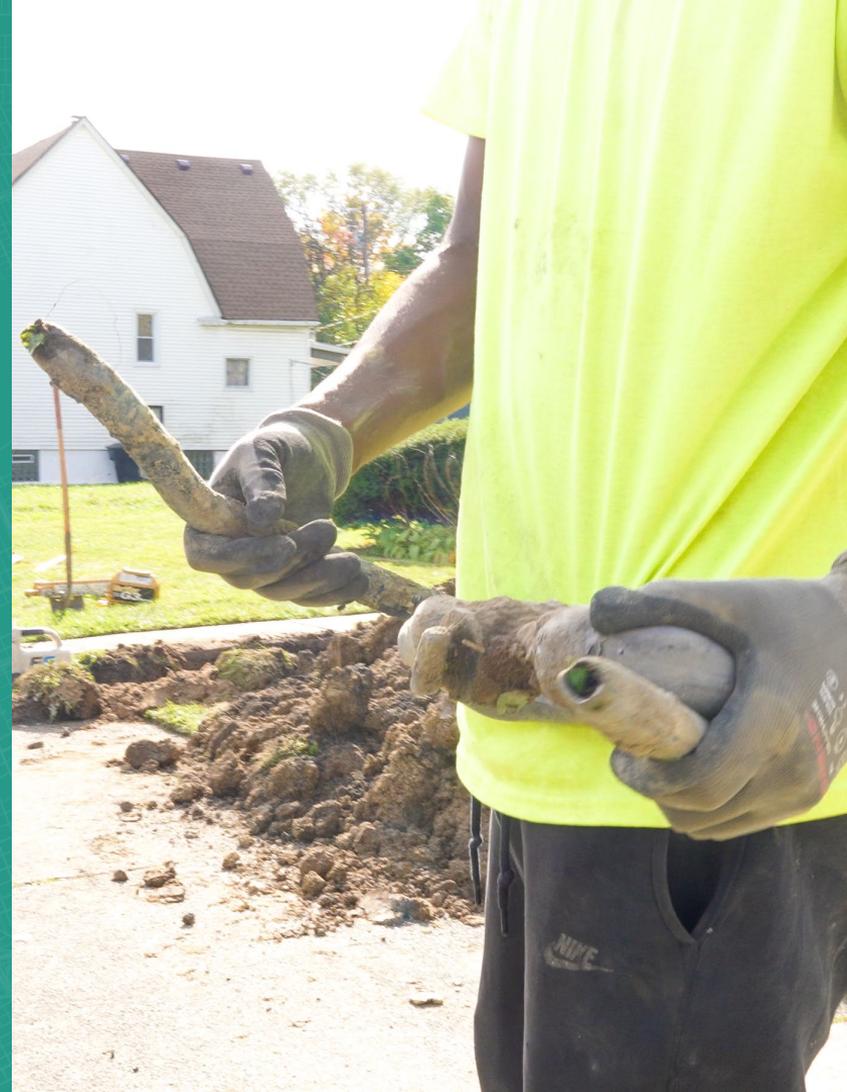


# Detroit's Lead Service Line Replacement Policy

*Sam Smalley, Deputy Director*  
Detroit Water & Sewerage Department



**Water & Sewerage  
Department**



# Official Policy Re: Lead Service Line Replacement



## KEY TOPICS

- Identifying Lead Service Lines - Inventory
- Prioritizing Our Work
- Communicating with Our Residents
- Replacing the Lead Service Line
- Ensuring Safe Drinking Water During Our Work
- Restoring Your Property
- Customer Service

# Identifying Lead Lines - Inventory

- Official Source – GIS Mapping
  - Updated as we replace lines
  - Hydro-excavation results
  - Demolition records
  - Field maps
  - Engineering records
- Published Online for Public Review

# Identifying Lead Lines - Inventory

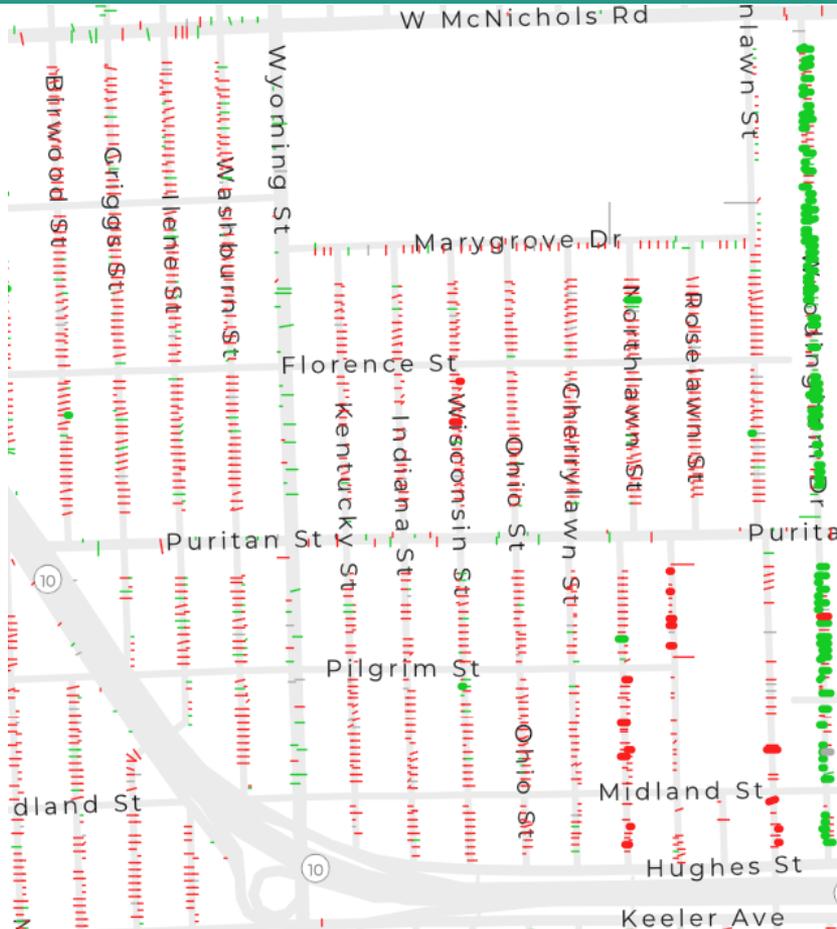
## Legend

### Water Service Lines - Verified

-  Copper
-  Lead
-  Galvanized Iron
-  Other

### Water Service Lines - Assumed

-  Copper
-  Lead
-  Galvanized Iron
-  Other



[Link](#)

# Prioritizing Our Work



- Planned Projects – Computerized Modeling; Criteria
  - Verified lead lines
  - Vulnerable population
  - Density of lead lines
  - Age of assets and infrastructure needs
  - Neighborhood boundaries
- Unplanned Projects
  - Child with elevated blood lead level
  - Repairs at home exposed a lead line
  - Line discovered during water main work
  - Lead sample at home exceeds limit

# Communicating with Our Residents



## • After Hydro-excavation

- Expose the line; notify resident of type
- If lead, provide filter pitcher and 6-month supply of cartridges
- Replace line ASAP
  - Goal = within 30 days, no more than six months
  - Provide replacement filter cartridges if longer than 14 days after hydro-excavation



**DETROIT WATER & SEWERAGE DEPARTMENT**  
**Water Service Line Material Verified**

The Detroit Water & Sewerage Department (DWSD) has verified that your water service line material is:

- Copper**  
No further action is needed.
- Lead**  
DWSD will replace your lead service line at no cost to you. To schedule an appointment for replacement, please call:

(Name) \_\_\_\_\_  
(Phone Number) \_\_\_\_\_

The lead service line replacement appointment takes about four hours and you will be without water service during the work. Someone 18 years or older must be home the entire time. The contractor will need to enter your house during the appointment.

**For Questions Call:**  
DWSD's Construction Line at 313-880-2812 and leave a message with your name, address and phone number.

**Lead Line Confirmed? Read Below**

DWSD is providing you with a free water pitcher filter and cartridge to use for up to six months that will protect you prior to and during the pipe replacement. Once the lead service line is replaced, flushing instructions will be provided to you.

Homes with a verified copper service line do not have lead content from the water distribution system, though you still may have lead-based plumbing fixtures in your home. Please have a licensed plumber inspect your home.



# Communicating with Our Residents



## ● Before Lead Line Replacement

- Outreach at least 45 days prior; neighborhood meeting
- Literature; public health protection info
- Obtain Agreement allowing DWSD to enter property (owner or resident signs)



3 attempts to advise date(s) of work and water is off

Sections 7.3.2; 7.4.3



**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:

Do not consume tap water, open hot water faucets or use ice makers or filtered water.

**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.

FOR MORE INFORMATION, CALL **313-964-9300**  
www.detroitmi.gov/DWSD

**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.

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

- IF THE LINE IS LEAD,** the contractor will inform you and schedule an appointment for an interior inspection of the service line and meter.
- A copper service line will be installed from the new water main to your water meter.
- Your water meter will be reinstalled or replaced.
- The contractor will restore property.
- 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](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.

FOR MORE INFORMATION, CALL **313-964-9300**  
www.detroitmi.gov/DWSD

# Replacing the Line – We Start on the Outside



Pulling the service line

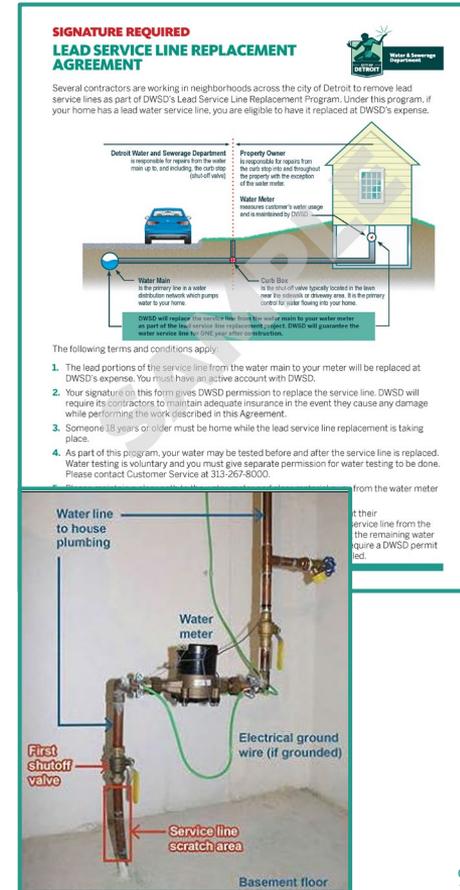


Directional boring

# Replacing the Line – We Need to Enter Home

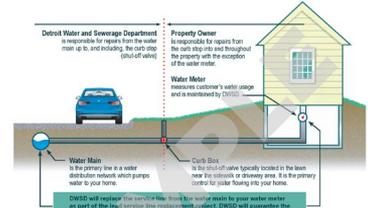
- Resident must:
  - Sign Agreement allowing us to enter
  - Ensure it is safe to enter property
- Three attempts to complete work inside
- If we cannot enter home:
  - If LSLR is part of water main project—replace water main & DWSD side of service line, if lead; **water is not restored to household**
  - If Service Line Replacement (only) Project:
    - Replace public side (if lead) and **kill existing lead line/private side (a/k/a no water)**
    - **Protect public health from backflow**
  - DWSD reserves the right to obtain court order to access inside property;
  - Meter Set Up: goal = on date of LSLR
    - If we have to come back and we are not granted access after 3 attempts, we may interrupt service

Section 7.4.4. and 7.4.5.



**SIGNATURE REQUIRED**  
**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.



**Water Main** is the primary line in a water distribution network which pumps water to your home.

**Water Meter** measures customer's water usage and is maintained by DWSD.

**Curb Stop** is the shut-off valve typically located in the lawn near the sidewalk or driveway area. It is the primary control for water flowing into your home.

DWSD will replace the service line from the water main to your water meter as part of this program. The remaining water service line to your house will be replaced by you after construction.

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 account with DWSD.
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 prescribed in this Agreement.
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 may be tested before and after the service line is replaced. Water testing is voluntary and you must give separate permission for water testing to be done. Please contact Customer Service at 313-267-8000.

from the water meter

their service line from the remaining water require a DWSD permit.



Water line to house plumbing

Water meter

Electrical ground wire (if grounded)

Service line scratch area

First shutoff valve

Basement floor

# Returning to Your Home

- If you contact DWSD later & grant access
  - Crews return ASAP
  - DWSD may require BSEED inspection confirming property is safe



# Ensuring Safe Drinking Water During Our Work

- Follow Safe Drinking Water Act
- When installing new main
  - Old main stays in service
  - New main flushed, pressure tested, disinfected and flushed
  - 2 bacterial tests 24 hours apart
  - Then DWSD install individual service lines
- Provide resident with flushing instructions – written and video
- Ensure household has filter pitcher and 6-month supply of cartridges



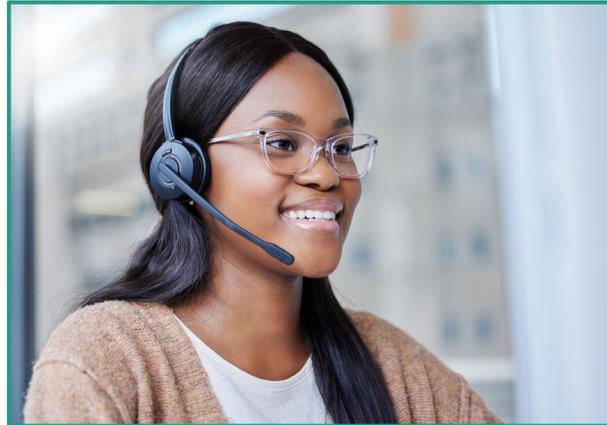
# Restoring Your Property



- DWSD will:
  - Seed grass
  - Repair sidewalk and driveway
  - Repair interior concrete/brick portions of home directly impacted (will not restore carpet, tile or wallboard)
- Damaged trees, flowers and shrubs are not restored or replaced.

# Customer Service – Working Hard For You

- DWSD guarantees water service line for 1 year after replacement
- Questions, Complaints, Concerns, Claims:  
Call Customer Service at 313-267-8000



# Thank You!



Water & Sewerage  
Department



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