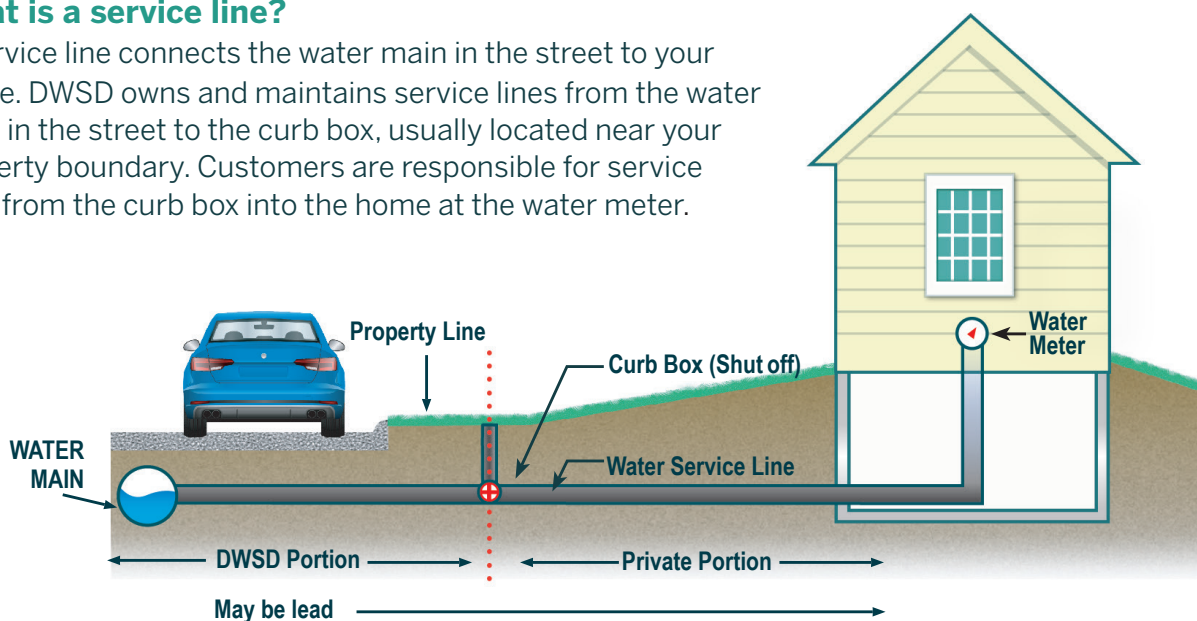




LEAD SERVICE LINE REPLACEMENT PROGRAM - FAQ

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 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.

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

A. If it is confirmed that you have a lead service line, you will receive a free water pitcher and filters as a precautionary measure. During the construction work, use the filter for all drinking and cooking water, and replace the filter cartridge 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 directly impacted by the DWSD contractor. 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 313-267-8000 for further assistance.

Q. What will happen if I decline?

A. The State of Michigan revised its Lead and Copper Rule, which requires all lead service lines in the city of Detroit 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. Once DWSD leaves your neighborhood, you will need to replace the lead service line at your expense.



WORKING HARD FOR YOU.

FOR MORE INFORMATION, CALL

313.880.2812

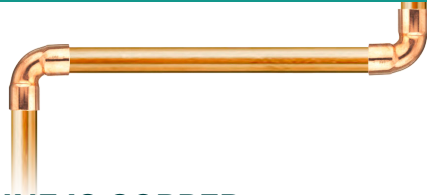
www.detroitmi.gov/DWSD

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 YOUR SERVICE LINE MATERIAL.



- 1. IF THE LINE IS COPPER,**
the contractor will restore property directly disrupted by this work.
- 2.** No other action is required.



- 1. IF THE LINE IS LEAD,**
the contractor will leave a door hanger with their phone number for you to call and schedule an appointment for replacement.
- 2.** A copper service line will be installed from the water main to your water meter.
- 3.** Your water meter will be reinstalled or replaced.
- 4.** The contractor will restore property directly disrupted by this work.
- 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.

- If a lead service line is confirmed, please submit a signed copy of the agreement prior to your lead service line replacement appointment.
- 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 313-267-8000 for further assistance.



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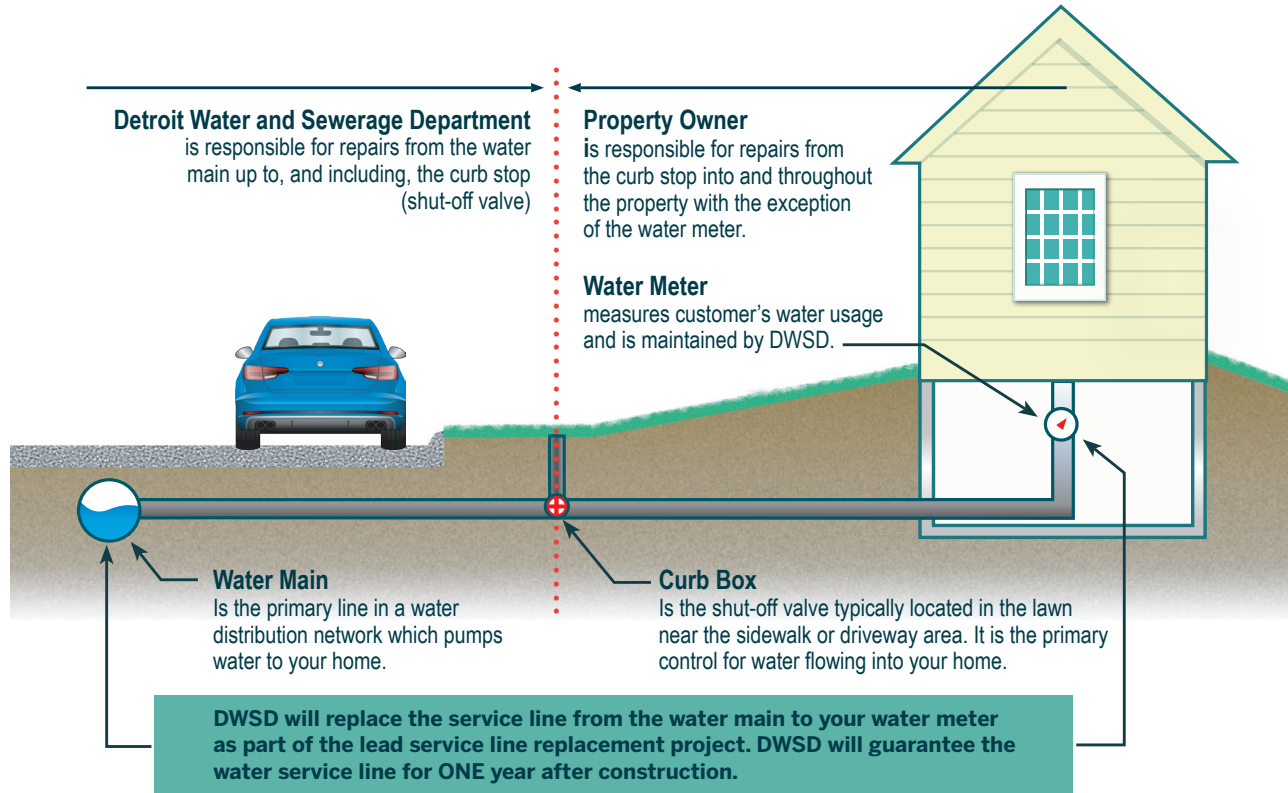
SIGNATURE REQUIRED

LEAD SERVICE LINE REPLACEMENT AGREEMENT



Water & Sewerage
Department

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 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 described 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.
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. If DWSD, its team members, contractors or representatives determine, at their discretion, the household is unsafe to enter, DWSD will install the water service line from the water main to the stop box. You will be solely responsible for connecting the remaining water service line from the stop box to inside the home. This connection will require a DWSD permit and your water service will not be turned on until a DWSD meter is installed.

LEAD SERVICE LINE REPLACEMENT AGREEMENT (CONTINUED)

7. 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 flowers, shrubs and trees resulting from the replacement of the service line.
8. You will be required to “flush” the water in your home. Specific instructions will be given to you on how to complete this task.
9. Piping inside the home will not be replaced.
10. 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.

OWNER/OCCUPANT

Owner/Occupant – Signature

Date

Owner/Occupant – Print Name

Property Address

Owner Address (if different from property)

Owner/Occupant Phone Number

Owner/Occupant Email

DETROIT WATER AND SEWERAGE DEPARTMENT

Engineer or Designee – Signature

Date

Print Name / Title

Approved as to Form:

Send Signed Agreement by Email:

dwsd-publicaffairs@detroitmi.gov

General Counsel

If it is verified that you have a lead service line, please email a photo or scanned copy of the signed Lead Service Line Replacement Agreement to dwsd-publicaffairs@detroitmi.gov or give a hard copy to the DWSD contractor or inspector prior to your appointment.



WORKING HARD FOR YOU.

FOR MORE INFORMATION, CALL

313.880.2812

www.detroitmi.gov/DWSD



Water & Sewerage
Department

LEAD SERVICE LINE 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.

If the contractor verifies you have a lead service line, you will receive a free water pitcher and filters.

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 construction take the following actions:

The Detroit Water and Sewerage Department (DWSD) recommends flushing your water taps after water service is restored, to reduce your risk of lead in your drinking water. 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 (screens) from all water faucets in your home by turning clockwise to loosen. (You may have to use a wrench if you have never taken them off.)



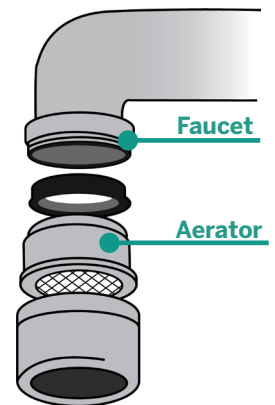
- 2** Beginning in the lowest level of your home, open all the cold water faucets in the house, including sinks, showers and bathtubs.



- 3** Let the water run for 30 minutes at the last faucet you opened on the top floor.



- 4** Turn off each faucet starting with the first one you opened (bottom floor). Clean the aerators with an old toothbrush, rinse and reinstall by turning counter clockwise.



After the first day, going forward, if your water has not been used for several hours, such as overnight, turn the water on from your kitchen faucet until it is cold, and continue to run for an additional three to five minutes in order to get fresh water from the water main.

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.
- If the contractor verifies you have a lead service line, you will receive a free water pitcher and filters.
- **If you see discoloration in your water after flushing, stop using your water and call DWSD's emergency line at 313-267-8000.**



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