

DWSD CUSTOMER ALERT

YOU HAVE BEEN SELECTED FOR LEAD SERVICE LINE REPLACEMENT

You are receiving this packet because you either:

- Participated in **Detroit's Water Monitoring Program**; or
- You or another occupant in your home signed-up for the Detroit Water and Sewerage Department's (DWSD) **Lead Service Line Replacement Wait List** on the City of Detroit website.

As of this notice, you are selected for the next round of lead service line replacements.

DWSD will replace your lead service line (the pipe from the water main to your house) with copper with your permission, at no cost to you.

In order for DWSD to replace your lead service line, you must sign the Lead Service Line Agreement Form included in this packet and return to DWSD as soon as possible. After we receive your signed agreement, DWSD or the assigned contractor will contact you to schedule an appointment for replacement.

The signed agreement can be mailed using the return envelope, or scanned or emailed to DWSD at: dwsd-publicaffairs@detroitmi.gov

DWSD will not replace your portion of the service line (from the curb box to your house) without your permission.

The free lead service line replacement will only be done while funding is available. This program is first come, first serve. This notice applies only to the houses which are selected by DWSD based on the two categories listed above.



WORKING HARD FOR YOU.

FOR MORE INFORMATION, CALL

313-267-8000

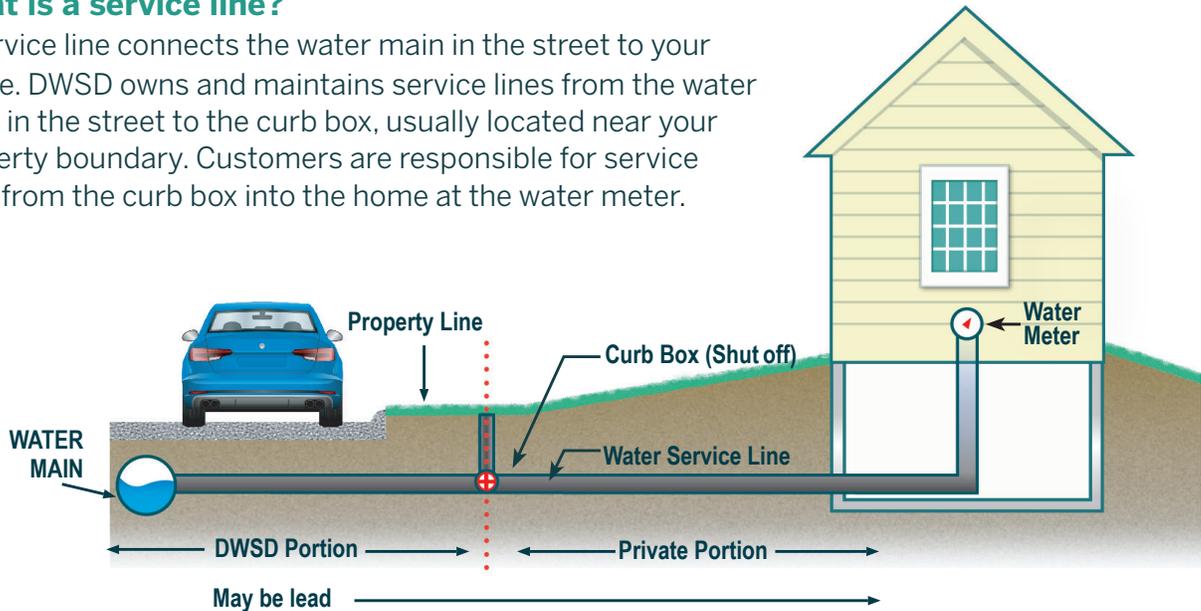
www.detroitmi.gov/DWSD

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. 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 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. 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.



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www.detroitmi.gov/DWSD

STEP-BY-STEP PROCESS FOR REPLACING LEAD SERVICE LINES



1. IF THE LINE IS LEAD,

A copper service line will be installed from the water main to your water meter.

2. Your water meter will be reinstalled or replaced.

3. The contractor will restore property directly disrupted by this work.

4. 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 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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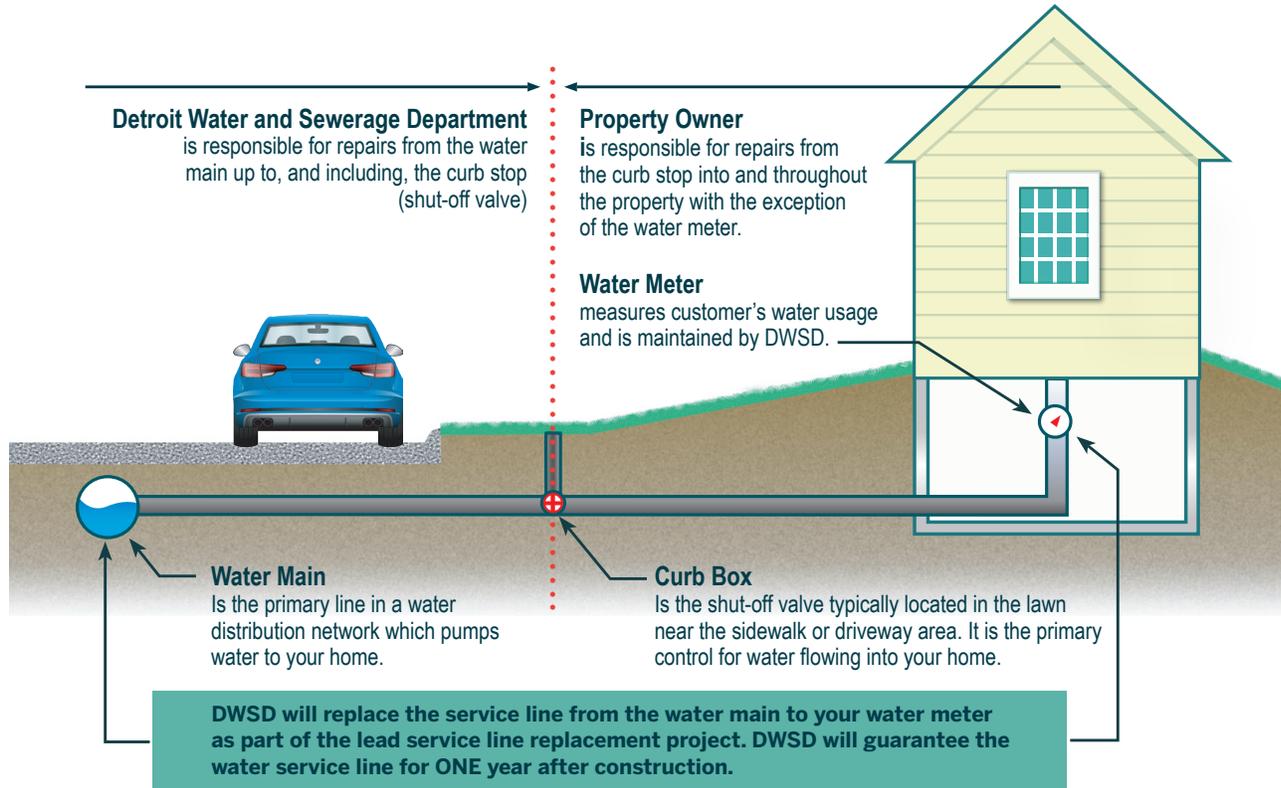
www.detroitmi.gov/DWSD

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.



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:

General Counsel

Water Board Building
735 Randolph Street
Detroit, MI 48226

Send Signed Agreement:

By email: dwsd-publicaffairs@detroitmi.gov

By fax: 313-842-6472

By mail: 735 Randolph St., Detroit, MI 48226
Attn: Lead Service Line Replacement Team



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313-267-8000

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Distributed by:

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.

You will receive your free water filter the day of replacement, prior to construction.

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:

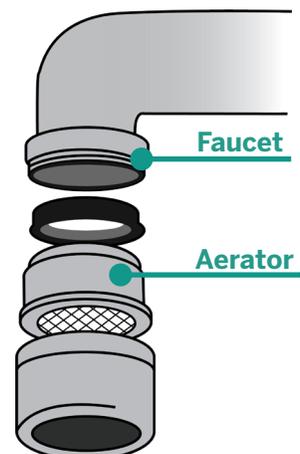
Do not consume tap water, open hot water faucets or use icemakers or filtered water dispensers until you complete these steps:

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 the day of replacement, 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.**



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