

# LEAD SERVICE LINE REPLACEMENT

## OVERVIEW OF BASIC STEPS:

1. Review provided materials and contact us with any questions.
2. Agree to have your service line checked by completing and returning the right-of-entry (ROE) agreement by the stated deadline. There is no cost to you.

3. We'll let you know what we find.

### IF LEAD IS FOUND:

4. We'll replace your service line.
5. We'll help you flush your plumbing.
6. We'll arrange to collect water samples from you.

## WHAT TO EXPECT:



### PHASE I - INITIAL INSPECTION

Once your completed/signed right-of-entry (ROE) has been received to allow us to work on your property, [CONTRACTOR] will contact you directly to schedule our inspection.

Inspections will begin in your basement or crawl space with a visual assessment of the service line material at the foundation wall entering the structure.

Once the visual inspection is complete, we may also use a method called potholing in your yard (near the service line connection point to your interior plumbing) to confirm visual assessment.

A water pitcher with a six-month's supply of filters will be provided at this time if your water service line is determined to require replacement. It is recommended that you filter water for drinking during the replacement process and following replacement until tap sampling is completed.



### PHASE II - ELECTRICAL GROUNDING

Lead water service pipes may have been used as part of the premise's electrical grounding system. This is of special concern whenever a lead water service line will be replaced. Electrical grounding directs dangerous electrical charges away from the home and into the ground. Lightning strikes and static electricity charges are the two most common types of damaging electrical charges.

If a full replacement of your service line is deemed necessary, our contracted electrician will schedule with you directly for your electrical grounding and bonding inspection, and any required modifications.

When a full service line replacement is deemed necessary, the service line will be replaced from the water distribution main to within 5 feet of where the service line enters the structure.



### PHASE III - REPLACEMENT

After any electrical grounding modifications have been completed, our contracted plumber will schedule directly with you to begin the necessary work to install a new water service line from the water main in the street to inside your home. This work may include moving your water meter from inside the home to outside approximately 1 to 3 feet behind the right-of-way line. The work will require some digging on your property and in the public right of way. A service outage of less than eight (8) hours should be anticipated.



### PHASE IV - FLUSHING

Once replacement work is complete, you will need to flush all of the water lines in your home. You will receive instructions on the required flushing process. Our contractor will also flush the service line at the meter pit, but you will be responsible for the whole-house flushing process.



### PHASE V - SAMPLING

Within six months following the completion of your water service line replacement, Citizens will contact you for collection of water samples to verify your water quality. Detailed sampling instructions will be provided. You will be notified of the sample test results.