

Hillsdale Board of Public Utilities
45 Monroe Street
Hillsdale, Michigan 49242-0279
Telephone: 517/437-3387
Fax: 517/437-3388

LEAD SERVICE LINE REPLACEMENT GENERAL INFORMATION & FAQ's

The lead service line (LSL) replacement process typically starts when City of Hillsdale Water Department contacts you to let you know that you have a lead service line (LSL) that needs to be replaced, or that they want to inspect your service line and replace it if they find it is made of lead.

The following describes the most common steps of this process and details you should know as your lead service line (LSL) is being replaced. We may take these steps in a different order or have different variations on these steps as the project progresses.

1. We will contact you about replacing your [lead or galvanized steel service line](#) before we or our designated contractor intends to do the work, unless the work is needed due to an emergency.
2. A city employee or contractor may excavate around the curb stop in your yard to confirm which portions of the service line are made of lead and/or galvanized steel.
3. You may be asked to sign an agreement giving the water supplier permission to access your property and replace the service line into your home. If we request your permission to replace the line, the Michigan Lead and Copper Rule (LCR) requires the City of Hillsdale to cover this expense.
 - a. Our agreement does not require you to pay any money for the replacement.
 - b. This agreement clearly states that the entire lead service line (LSL), and any galvanized steel portion of the service line that is or was connected to lead, will be replaced from the water main to the inside of your house to the first water shut off valve or 18" inside the building, whichever is less.
 - c. The agreement states that the party performing the work has insurance in the event any damage is caused during the work.
 - d. The agreement also states how your property is to be restored after the work is complete.
 - e. The agreement also states that you are responsible for maintaining the private side of the service line after the replacement is complete, unless a warranty issue arises.
4. The homeowner or a responsible adult must be home during the replacement work. We will not turn the water back on after the replacement unless there is an adult at home to verify there are no running faucets or leaks that could cause flooding in the home.
5. The city, or our designated contractor, may inspect the location where your water service line enters your house. You should make this area inside your house accessible and safe for them to work in before they enter your home. The workers may take pictures before the work is started to document the work area. You may also want to take your own pictures before

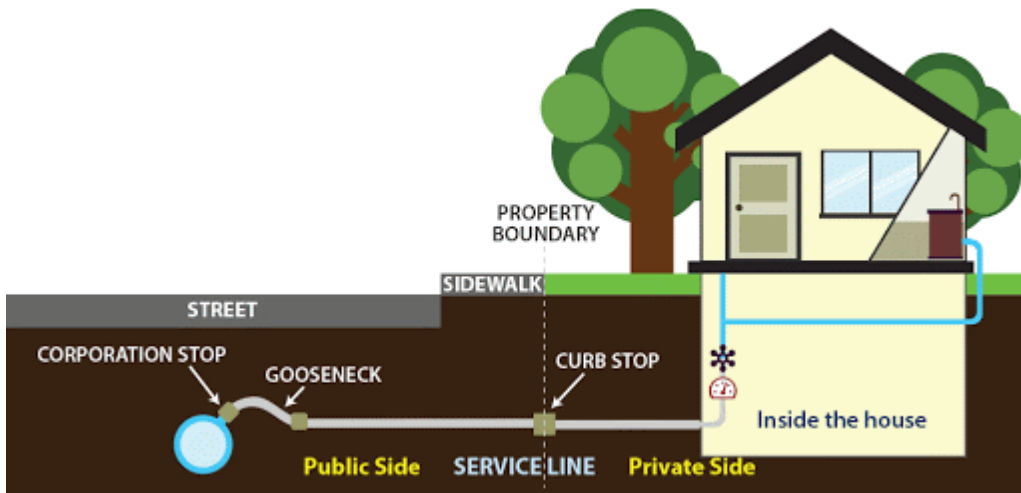
they start work so you can demonstrate whether the property has been restored to its previous condition after the work is complete.

6. There are three common strategies for lead service line (LSL) replacement.
 - a. The first, open trench replacement, is where the entire length of the existing water service is excavated, the lead pipe is disconnected, and a new water service pipe is laid in the open trench.
 - b. The second strategy uses the existing service line to pull a new service pipe through the yard. This method minimizes digging on the property. The water supplier or contractor will disconnect the pipe inside the home, excavate a portion of the lead service line (LSL), and feed a cable through the pipe and into the house. They will bring a coil of new pipe into the home and connect it to the cable so that the lead pipe can be pulled out from the access hole in the yard and the new pipe will be pulled into place.
 - c. The third strategy typically leaves the old lead pipe in the ground and a new pipe is installed along a different route using a drill to bore the path of the new service line underground. This method requires access holes to be excavated at the water main, the curb stop, and potentially at the building. This replacement strategy does not require an open trench, but it may require a new hole in the basement wall or floor for the new service line to pass through.
7. Depending on the configuration of the current water service and the construction of the house, the new pipe will go through the basement or crawlspace wall or floor. Per the Michigan Lead and Copper Rule (LCR), the service line will be replaced to the shutoff valve or 18 inches inside the home, whichever is shorter. Your new service line will be made of a material that meets the current standard for drinking water pipes, typically copper or plastic.
8. The new service line will be connected to the water main and the water meter or household plumbing. For typical service line replacements the water will be restored in the home within 4-8 hours. The City of Hillsdale may replace the water meter and meter setting while they are doing the work, and they may do a cross connection inspection while they are in your home.
9. No lines in the home past the required point of connection for the water service will be replaced with this project.
10. The city or our contractor will provide you instructions for flushing your household plumbing after the work is complete. You should complete the recommended flushing steps when we turn the water back on, before water is used in the house for any other purposes.
11. Lead service line (LSL) replacement can disturb the plumbing in your home and may result in short term increases in lead release in your water. [Consider using a point-of-use filter that meets NSF/ANSI standards for lead reduction](#) for up to 6 months following the lead service line (LSL) replacement.
12. The city or our designated contractor will restore your property. The details of restoration are covered in the agreement you are asked to sign at the beginning of this process (step 3 above). At a minimum, the city or our contractor will grade your property and as soon as practicable full restoration will be completed. Keep in mind the contractor will be completing several replacements so restoration may be delayed until several properties are ready for restoration. You will be expected to water or maintain the restored area until the seed has established itself.

When the work is completed the city will update our records to reflect the new service line material at your home.

In Michigan, we are required to update the total number of lead service lines (LSL) in our water system on an annual basis. The numbers published in the next water reports should reflect the lead service line (LSL) replacement at your home.

The below graphic shows the key points of water service lines as it relates to this project.





Hillsdale Board of Public Utilities
45 Monroe Street
Hillsdale, Michigan 49242-0279
Telephone: 517/437-3387
Fax: 517/437-3388

FREQUENTLY ASKED QUESTIONS (FAQ'S)

Q. Do you have to come into my home?

A. *Yes, if it is confirmed that you have a lead/galvanized service line it must be replaced by State Statute to the first water valve (water meter) or 18" into the home whichever is shorter. We need to access your home to complete the replacement and connection to the meter or valve.*

Q. How will I be protected from Covid-19 when people enter my home?

A. *Any city staff or contractors that enter your home will be required to wear masks and other State Mandated Personal Protective Equipment (PPE). We will make every effort to maintain proper social distancing and try to limit the times we are required to enter your home to make the water service connections and any possible meter replacements (if required).*

Q. Will this cost me anything?

A. *The water service line replacement work will be at the City of Hillsdale's expense.*

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. What will happen if I decline this replacement or not allow you in my house?

A. *The State of Michigan recently revised its Lead and Copper Rule which now mandates all lead service lines to be replaced within the next 20 years. Lead levels may increase in your home if you refuse to allow the city or its contractor replace your portion of the lead service. If you refuse this replacement the city will have to physically disconnect your water service from the system and your house, per the International Property Maintenance Code (IPMC) Section 108.1.3, will be deemed "unfit for human occupancy" and possibly condemned.*