



CITY OF
**EAU
CLAIRE**

Lead Service Line Replacement Program

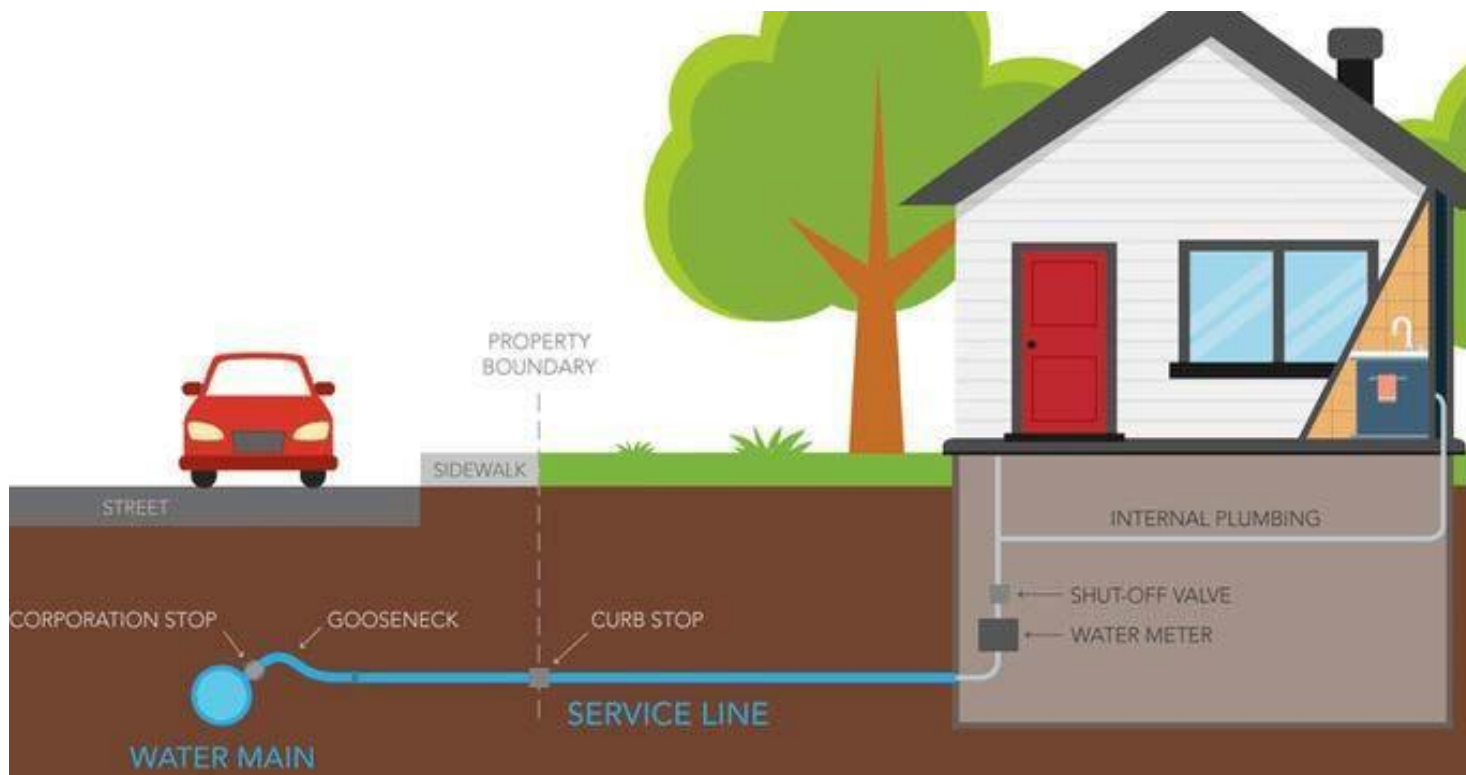
Frequently Asked Questions & Answers

The City of Eau Claire's long-term goal is to replace all of the estimated 1,266 lead water service lines from the water distribution system. Galvanized piping used generally before 1950 has been also found to contain lead. Lead piping is generally found in older neighborhoods unless upgrades have been made.

The goal of Eau Claire's Lead Service Line Replacement Program (LSLRP) is assist property owners to upgrade their lead service lines to copper or plastic.

Strategies to replace lead service lines include upgrading lead piping during street improvements and offering a monetary incentive to property owners to upgrade their lateral service lines on private property.

The Wisconsin Department of Natural Resources (WDNR) established a three-year program to assist property owners to replace lead service lines on private property for projects that result in full lead service line replacements. The City of Eau Claire obtained WDNR funding to assist property owners to replace their lateral service lines by reimbursing up to \$2,000 for the replacements. The LSLRP is coordinated by the City's Utilities Division.



What is a water service line?

The LSLRP's goal is to replace leaded residential water service line from the curb stop shut off valve to the interior water meter. The curb-stop shut off valve is located in your boulevard.

The maintenance of the water service line is the responsibility of the property owner. The City maintains the water service line from the water main to the curb stop shut off valve.

Why doesn't the City pay for replacing my service line?

Water main and infrastructure piping in public domain areas are paid for by City revenue from water rates. The service line from the water main to the curb stop at the property line is maintained by the City. The service line from the curb stop to residential interior water meter is maintained by the property owner since it is located on private property. At this time, LSLRP funds can be used for approved applicants.

How do I know if I have lead service line?

There are several ways to evaluate your service line.

1. Evaluate your service line using this guide: ***How to Test Your Service Line (PDF)*** located on the City of Eau Claire Lead Service Line web page.
2. Call the Utilities Division to evaluate your service lines.
3. Have your service line evaluated by a licensed plumber.

How do I know if I qualify for the LSLRP?

Contact the City Utilities Division to request an evaluation of your street service and perhaps schedule an onsite evaluation of your residential side piping at no cost. The onsite evaluation takes about 10 minutes. To request an evaluation, call or email your request stating your name, phone and property address. Leadserviceline@eauclairewi.gov An LSLRP team member will contact you to schedule.

Can I look up my address to determine whether I have lead service line?

Unfortunately, not. The City does not keep data on private property service lines. It is possible that the City upgraded the lead service line from the water main to the curb stop during past construction projects and the property owner did not upgrade their service line. This information would not be reflected in a database.

If you want to find out more about lead service line replacement or to confirm whether your water service line material is an LSL, please contact the Utilities Division at 715-839-5045.

How is the lead service line replaced? I don't want my sidewalk or yard torn up.

The pipe replacement will be described in your contract. Generally, the plumbing contractor will begin at the curb stop, pulling or boring new copper pipe through the route of the existing lead service line and penetrating through the basement wall or floor. A new meter will be installed including inlet and outlet valves connecting the meter to the internal plumbing.

Generally, the excavation for the pulling/boring technique will be six feet by eight feet at the curb stop. If an open trench is used, the excavation will be about ten feet wide from the curb stop to the foundation wall.

Based on your contractor's Statement of Work Performed, the exterior work site may be restored to its pre-replacement condition. Ask your plumbing contractor for details on how the replacement will be done.

I have a lead service line but it is not leaking. Must I replace it?

No action is required if the LSL is not leaking, damaged, or part of a planned replacement project. However, if your LSL is verified to be eligible for replacement you are encouraged to take advantage of the reimbursement, up to \$2,000, while funding is available. Please contact the Utilities Division at 715-839-5045 for more information.

My water service line is lead pipe but my application was not approved. Why am I not eligible for the LSLRP?

Not all applications can be approved. Most likely, piping from the City's water main to your curb stop shutoff has not been upgraded to copper yet. The LSLRP program prohibits partial line replacement. Disturbing a lead service line has been shown to increase lead levels in drinking water.

Lead service lines from the water main to the curb stop are replaced when they are leaking or damaged or when street infrastructure improvements are made. If a capital infrastructure project is planned in your area, you will receive written notice 45 days before the start of the work. To learn when an infrastructure upgrade project is planned for your street, you may contact the Utilities Division or City's Engineering Department to see when your street improvements are scheduled.

Contact the Utilities Division for more information about qualifying for the LSLRP.

leadserviceline@eauclairewi.gov or call 715-839-5045 or call 715-839-5045