

We're Replacing Lead Service Lines

This packet was created specifically to help you, our customer, as we work to replace lead service lines. Please understand that, with your permission, we can replace your service line in a timely manner with minimal interruption to your service.

WHAT YOU'LL FIND INSIDE:

- 01. Lead and Copper Rule & Service Line Process Sheet**
- 02. Temporary Use Agreement (Please Sign & Return)**
- 03. Pre-Paid Envelope to Return Temporary Use Agreement**
- 04. Tips: Clean Drinking Water**
- 05. Service Line and Internal Plumbing Flushing Instructions**
- 06. Oakland County Health Department Lead Drinking Water**

If you have any questions or would like to speak with someone,
please visit us at www.oakgov.com/water or call us at (248) 858-4324.

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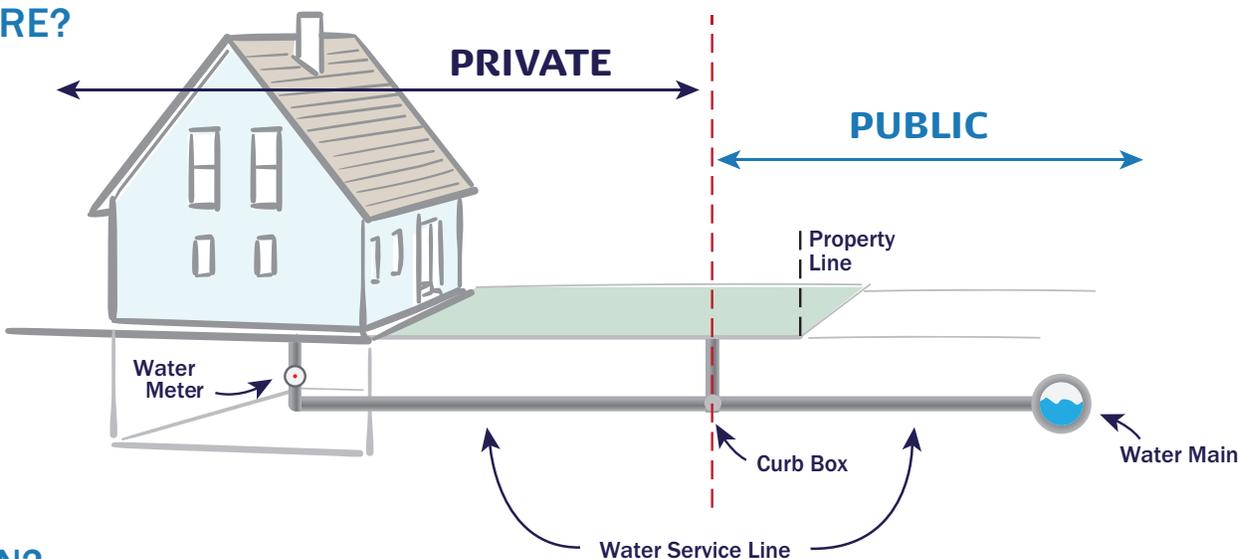
WHY?

The Michigan Lead and Copper Rule states that all lead service lines need to be replaced within the next 20 years. Through our Water Service Line Replacement Program, we're replacing lead and galvanized steel service lines in your area.

WHAT?

Service lines carry water from the water main under the street up to your home. If you have a lead service line, a full replacement is necessary. A full replacement entails removing the entire service line on both private and public property – at the water system's expense.

WHERE?



WHEN?

Our Water Service Line Replacement Program targets areas that fall within upcoming planned construction. To schedule an appointment for an inspection of your service line, please call (248) 858-4324.

How does this process work?

1. The WRC Water Maintenance Team will need to enter your home to verify service line piping material and meter location.
 - a. If your service line **is not** lead or galvanized steel, no further action is required.
 - b. If your service line **is** lead or galvanized steel, our team will work with you to schedule an appointment to replace your entire service line, from the water main to your water meter.
2. The **Temporary Use Agreement** included in your packet must be signed prior to any work. Please read it over and return your signed copy as soon as possible.
3. The WRC Water Maintenance Team and WRC-approved contractor will come onsite to replace your existing service line with a copper service line.
4. All property will be restored.
5. The portion of the service line between the curb box and your home will continue to be your property.

Please call (248) 858-4324 to schedule an appointment as soon as possible.

Temporary Use Agreement



Property Address: _____ Sidwell No. _____

Owner/Occupant(s): _____

THE OWNER/OCCUPANT(S) UNDERSTANDS AND AGREES AS FOLLOWS:

1. I/We, the undersigned Owner/Occupant(s), grant permission to the Oakland County Water Resources Commissioner, his representatives or contractors, (collectively referred to "the WRC") to enter upon the premises identified above to replace the existing private portion of the water service line which extends from the curb stop at the property line to the water meter located within the premises (hereinafter referred to as the "project").
2. In order to complete the project described in paragraph 1, I/we agree to allow the WRC access to the existing water supply system, the existing driveway, lawn areas, and basement or meter area, as needed until the work is complete.
3. Upon completion of the project, the WRC shall restore the premises as follows:
 - a. All established lawn area that is damaged as a result of the project will be repaired with topsoil, seed and mulch.
 - b. Any portion of the existing driveway damaged as a result of the project will be repaired and restored with like materials and to matching thickness.
 - c. Trees or other landscaping, if any, will be preserved and protected during the project. Any trees or landscaping damaged due to the project will be restored with standard nursery stock of like or similar species.
4. I/We understand and acknowledge by signing this agreement that replacement of the private water service line, as identified in paragraph 1, does not constitute any further responsibility of this private water service line by the WRC. However, WRC will guarantee the private water service line for ONE year after construction. The private service line and interior plumbing and sewer pipe remains the private property of the Owner and continues to be the full responsibility of the Owner at all times now and in the future.

OWNER/OCCUPANT SIGNATURE(S):

Printed Name

Date

Signature

Phone Number

WRC ONLY:

Method Received (Circle One): Email Fax In-Person Other

Reviewed by

Date

MAINTAINING QUALITY DRINKING WATER IN YOUR HOME

A Shared Responsibility

Maintaining drinking water quality is a shared responsibility between the water supplier and the resident.

We're Committed to...

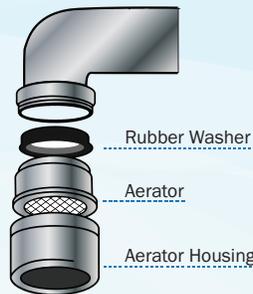
- Protecting public health and wellness.
- Delivering the same clean, high-quality water we've always delivered.
- Providing greater public education.

In order to maintain or improve water quality at home, there are a few things you should remember to do on a regular basis:



Remove and Clean Your Aerator Every 6 Months.

The aerator is that screen on the end of your faucet, and it's important to remove it and clean it every six months.



Also, if you have any plumbing work done, remove and clean the aerators on every faucet to get rid of particles that build up.

Flush Water that Has Been Sitting in Your Pipes.

Overnight, water sits stagnant in your pipes. And the longer it sits there, the more metal it may contain. So, flush your pipes by running the cold water for several minutes before you use it.



Replace Faucets, Fittings or Valves From Before 2014.

Even if marked 'lead-free,' faucets, fittings and valves sold before 2014 may contain higher levels of lead than the current tolerance of 0.25%. It might be time to upgrade.



Drink and Cook With Cold Water

Only use cold water for drinking or cooking. Hot water can sit for long periods of time in a hot water heater and could contain dissolved metals.

Purely Resourceful

www.oakgov.com/waterquality

Service Line and Internal Plumbing Flushing Instructions

DEAR WATER CUSTOMER:

The Water Resources Commissioner would like to inform you that we recently performed routine work on the water system and your water service line may need flushing. We recommend that you flush your interior plumbing to remove any particles that may have broken loose inside your pipes.

Please follow the instructions below to maintain the quality of the water in your home:

- 1.** Open the outdoor water faucet closest to the service line that enters your home. Allow it to run for approximately 10 minutes. Next, repeat this same process on all faucets inside your home using the cold tap only. Begin with the faucets at the lowest level of the home. Be sure to remove the faucet aerators on interior faucets (a small screen that is screwed into the faucet) before turning on the water.
- 2.** If there is no outside faucet, begin at the interior faucet closest to your water meter after removing the aerator.
- 3.** Continue with the cold water faucets at the lowest level of your home after removing aerators and systematically fully open the faucets throughout your home.
- 4.** Allow the cold water to run for at least 10 minutes from each faucet. Don't forget to include your bathtubs and showers.
- 5.** Turn off each faucet beginning with those located at the highest level of your home.
- 6.** Clean and reinstall all faucet aerators.

During this process:

- Avoid consuming the water. This flushing process is meant to stir up sediment in your pipes to rinse it out. After this process is completed, you may use your water as usual.
- Do not use hot water or open hot water faucets.
- Do not use an ice maker or a filtered water dispenser.

Thank you for your cooperation.

WRC