

Frequently Asked Questions



What happens if I do not submit the Lead Service Line Replacement Agreement?

The City will not be able to replace your service line without your permission. This may delay your replacement to a future construction season/year.

Is there a deadline to respond?

The City would like to have all agreements and inspections completed by **Friday, July 3rd**. Early Responses help ensure your project can be scheduled during the 2026 construction season.

Will this cost me anything?

No. The replacement work is fully funded through state programs.

How long does the process take?

Most replacements are completed in one day, with additional time later for final restoration.

Do I need to be home during construction?

Yes. You or an adult representative must be present during the replacement.

Will my water be shut off?

Yes, but only temporarily during the replacement. Service is typically restored the same day.

Will my yard or home be restored?

Yes. The City will restore disturbed areas, with final restoration completed later in the season.

Why am I receiving a filter pitcher?

This is a precaution in case particles are disturbed during the replacement process.

I live nearby and may have a lead or galvanized service line - why haven't I been contacted?

If you have NOT reported your service line material:

Please take a moment to submit your information. This helps the City identify properties that may need replacement. If you have more questions on the inventory, please visit Lead Service Line Inventory. Submit your information. Once received, your property can be reviewed and may be included in a future phase.

If you HAVE already reported your service line material:

If you have not been contacted, your property is not currently included in this phase of the project. The City is prioritizing confirmed locations based on available data, public health considerations, and coordination with other construction projects. Your property may still be included in a future phase as additional funding becomes available.