

What to expect during the replacement process.



The replacement process is designed to be efficient and minimize disruption. Most homes will go through the steps below. When it comes time to replace your service line you will receive a letter with further information on these steps.



1 | Pre-Replacement Inspection

Before construction begins, a City inspector will visit your property to confirm details, review access points, and answer your questions.

Tip: Scheduling your inspection early helps avoid delays later in the process.



2 | Paperwork and Scheduling

Before work can be schedule, you must complete a Lead Service Line Replacement Agreement Form. This form allow the City and its contractor to access your property.



3 | Replacement Day

On the day of construction:

- Water service will be temporarily shut off
- Crews will excavate a small area to access the line
- The old pipe will be replaced

In most cases, water service will be restored on the same day.



4 | Restoration

After the work is complete, the area will be backfilled and temporarily restored. Final restoration will take place later in the season.

If work occurs inside your home, the area will be returned to its original condition. Residents are responsible for moving personal belongings back after work is completed.



5 | After the Replacement

You will receive instructions on flushing your plumbing system. As a precaution, each household will also receive:

- A water filter pitcher
- A six-month supply of replacement filters