

# *Your Guide to* **Lead Service Line Replacements**



## **What is a Water Service Line?**

A water service line is the pipe that brings water from the water main in the street to the house or building on your property. The portion of this pipe that runs between the curb and your water meter belongs to you.

There are no lead water mains, and there is no lead in the treated water as it flows through the water main in the street. However, a lead service line (LSL) carrying water from the main to a building presents the largest single risk of potential lead exposure in a building's plumbing system, particularly if it is disturbed by repairs or other nearby work.

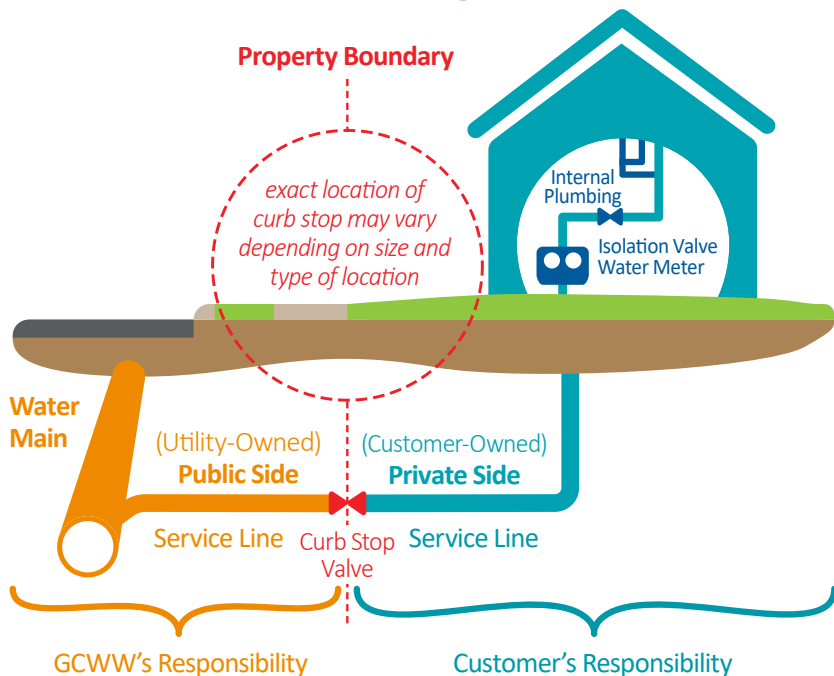
Visit [Lead.myGCWW.org](https://lead.myGCWW.org) to find more information and for help identifying your water service line material.



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## Illustration of Ownership



## Lead Service Line Replacement Timeline

Below are the steps for your upcoming lead water service line replacement. Each step is explained in detail in the following pages.



### STEP ONE

Sign and return the agreement.



### STEP TWO

Schedule your replacement.



### STEP THREE

Replacement occurs.



### STEP FOUR

Flush plumbing and use water filter pitcher for all drinking and cooking needs.



### STEP FIVE

Take water quality samples.



## Step One

### Before Your LSL Replacement:

#### **SIGN AND RETURN THE AGREEMENT**

LSLs are the most frequent source for lead in drinking water. Since a portion of the service line is on private property and not owned by GCWW, the property owner(s) must authorize and agree to the replacement.

#### **Here's what you need to know:**

- Before the work can proceed, you must sign and return the GCWW Agreement for private LSL replacement.
- GCWW will cover the cost of LSL replacement. You will have no up-front or out-of-pocket cost if you participate in our program.
- You must participate in GCWW's program to receive this benefit and use the assigned GCWW plumber/contractor for the replacement. If you choose not to participate and hire your own plumber, no funding is available from GCWW.





## Step Two

### Before Your LSL Replacement: **SCHEDULE YOUR REPLACEMENT**

A GCWW plumber or contractor will contact you to schedule your LSL replacement. You will be responsible for ensuring safe access and removing any obstacles that could interfere with the LSL replacement.

#### **Here's what you need to know:**

- Once GCWW receives your signed agreement, you will be assigned a contractor who will schedule the replacement with you directly.
- The contractor must be able to safely and easily access the water meter and service line inside the property. This may include access to a well-lit basement, wall, or floor area where the service line enters the building.
- LSL replacements are scheduled on weekdays during normal business hours, and usually completed within one business day (eight hours.)





## Step Three

### During Your LSL Replacement: **COMPLETE REPLACEMENT PROCESS**

The GCWW contractor will need to enter your property for several hours to complete the replacement process.

#### Here's what you need to know:

- The GCWW contractor will need to enter your property to access the meter setting in the basement. The complete private water service line from the property line at the street into the home/building, including the meter setting will be affected by the replacement.
- An adult owner or representative will need to provide access to your home or building, and be on-site during the work.
- The contractor will turn off your water to complete the replacement process. Most service lines can be replaced within eight hours.
- The LSL replacement will usually be done by the trenchless method, which only requires digging at the curb stop. However, this method is not always possible, and an open trench approximately two feet wide may need to be dug to lay the new copper line.
- The GCWW contractor will restore disturbed areas with grass seed (during growing season), asphalt, and/or concrete as applicable. If the LSL replacement is done within the winter months, the contractor will return in the spring to complete final restoration.



## Step Four

### After Your LSL Replacement: FLUSH INDOOR PLUMBING

After the LSL replacement and before the next water use, you should “flush” your indoor plumbing and the new service line using the following steps. This removes any loose lead particles in the internal plumbing that may have resulted from the replacement work:

1. Remove aerators, or screens, from all faucets to clear them of debris:
  - Unscrew the screen.
  - Separate the individual parts inside the screen.
  - Soak the parts in white vinegar for five minutes and gently scrub with a brush.
  - Reassemble the screen.
2. Beginning with the lowest level of your home – then moving to the top floor – fully open all faucets using cold water only (including at sinks, bathtubs or showers) until all faucets are running in your home. Make sure that all water is draining properly from faucet locations.
3. Let the cold water run for at least 30 minutes at the last faucet opened, which should be on the top floor. (You may want to collect this water for plants, cleaning, or other household uses.) **Do not use hot water until after the 30-minute, cold-water flush is complete.**
4. After 30 minutes, turn off each faucet starting at the top floor.
5. Reattach aerators.

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**Here's what you need to know:**

- Perform a 5-minute flush at the beginning of each day for six months after replacement. This can easily be done by taking a shower, running the dishwasher, or flowing the faucet a little longer while in use.
- GCWW will provide a filter pitcher certified to remove lead in water for use after the replacement is complete. It is important to filter drinking and cooking water and follow proper flushing procedures for six months after the replacement is complete.

**Step Five****After Your LSL Replacement:****TEST YOUR WATER QUALITY**

GCWW will provide a water sample bottle and instructions for taking a water sample within three days after your LSL is replaced. GCWW will pick up the sample upon notification and provide you with the sample results.

**Here's what you need to know:**

- For accurate test results, you must follow the instructions exactly, and return your water samples within 48 hours after you collect them.
- You should continue to have monthly water testing until sample results show lead levels below 15 ppb, and then quarterly to ensure lead levels continue to decline or are below 15 ppb.
- Continue to use the water pitcher filter supplied by GCWW, until water test results show lead levels less than 15 ppb.



## **Ready to Get Started? SEND US YOUR AGREEMENT!**

If you have questions about your lead service line replacement, please contact GCWW at 513.651.LEAD (5323). For more information, visit [Lead.myGCWW.org](https://Lead.myGCWW.org).

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