

Lead & Galvanized Water Service Line Replacement Program

Frequently Asked Questions

What is the Lead & Galvanized Water Service Line Replacement Program?

Because property owners in Appleton own a portion of their water service lines, there is a shared responsibility to manage lead exposure. Per U.S. EPA mandate Title 40 CFR Section § 141.84, and City of Appleton municipal code Chapter 20 Section 44 passed in 2022, the property owner must have the lead or galvanized service line replaced within one year of written notification from the city.

The program was created to assist the property owner with the required replacement with an opportunity to participate in the Lead & Galvanized Water Service Line Replacement Program. Through this program, property owners can take advantage of significant cost savings to have their service line replaced under a city contract with a city licensed and approved contractor.

How do I know the material of my service line?

The city is currently in the process of inventorying all private service line materials and creating a publicly accessible website to view the material of the water service line for each property served by City of Appleton water.

To quickly determine the material of your water service lateral, click on the link below for a step-by-step procedure developed by the EPA.

<https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead-0>

If you would like additional assistance in determine your service line material, you can call the Department of Public Works at 920-832-5580 and they will verify the service line material at the property address. If your service line material records indicate an unknown service line material, we will schedule an appointment for our water department to verify the service line material.

Is my water safe?

The City of Appleton takes the issue of lead in drinking water very seriously and provides a source of drinking water that leaves the water treatment plant lead free. The U.S. Environmental Protection Agency (EPA) has set the lead action level at 15 parts per billion, and since the 1990's the city has been compliant with the lead regulations set forth. However, trace amounts of lead may be leached into the water supply through the utility's 400 miles of the distribution system where private service line lead and galvanized pipes, solder joints, and erosion of natural deposits may leach and contaminate the system.

Is the city sampling my water?

The water utility is required to periodically test for lead in the drinking water of homes. Currently there are 30 sites throughout the city that are tested for lead. Lead can enter the drinking water by corrosion

of home plumbing. For the last test year, 2021, and since the introduction of polyphosphates in 1994, the water supply complies with the lead action levels set forth by the U.S. EPA.

Where can I review the sampling results?

Yearly, the city releases the Consumer Confidence Report (CCR) –Water Quality Report and it can be found at the link below:

<https://www.appleton.org/residents/utilities/water-treatment/forms-documents>

What costs will I be responsible for?

The city anticipates replacing the service line with little to no cost to the property owner.

The property owner will not be responsible for costs associated with the replacement of the service line from the curb stop to the meter inside the residence when participating in the replacement program. However, the property owner will be responsible for providing access to the service line inside the property including removal and replacement of finished surfaces. (Drywall, flooring, etc.)

The contractor will also work with the property owner to replace any plumbing beyond the meter that may need attention at the time of work at the property owner's expense. If excavation is required outside of the building foundation, the property owner will be responsible for final restoration of all disturbed surfaces. The city and contractor will complete a pre-construction inspection to determine what (if any) costs the property owner may incur.

What if I do not participate in the program?

If the homeowner does not participate in the program the city will not be able to provide financial assistance and the replacement costs will be the full responsibility of the property owner. Per municipal code Chapter 20 Section 44 passed in 2022, the property owner must replace the service line within one year of written notice from the city.

Can I hire my own contractor to do the service line replacement?

Yes, the property owner owns the portion of service line from the curb box and has the right to use their own choice of licensed contractor. However, if the property owner decides not to use the City Contractor through the program the city cannot offer any financial assistance and the property owner will be responsible for 100 percent of the cost.

How long will I be without water?

It is expected in most cases that the property owner will not be without water more than half the day while the contractor is replacing the line. During the pre-construction meeting with the property owner, the city and contractor will discuss the duration they can expect to be without water. The property owner can then make the necessary arrangements to plan for the disruption in service.

What is the process to change out the service line?

In general, the contractor will first excavate around the curb box in the public right-of-way to expose the service line connection to the public distribution system. The contractor will then use a trenchless technique to install the new service line from the curb box into the property minimizing disruption to the property. The contractor will then connect the new service line and patch the concrete where the new service line enters the property. Once the new connection has been made the contractor will assist the property owner in flushing the system. The contractor will backfill the excavation and apply a mulch and seed mixture to reestablish the area. The contractor will, if necessary, replace any concrete sidewalk or aprons removed from the public right of way during the process.

The city will perform a post-construction inspection to verify the work was completed and satisfactory to both the property owner and city.

The process will be discussed in more detail during the pre-construction meeting.

What access will you need?

The contractor will need access to the area of the property where the service line enters the property and connects to the meter, typically in the basement. If the walls, flooring, or any area surrounding the area is finished the property owner will need to remove the finishing prior to commencing the work at the cost of the property owner. The property owner will also need to furnish a clear path to the work area. The contractor will make best efforts to maintain a clean work area and keep the property clean from construction debris and materials.

It is recommended that any pets be contained away from the work area during the duration of the project.

At the request of the property owner anyone entering the property will wear face coverings to mitigate the potential for spread of the COVID-19 disease.

Do I need to be home during the process?

It is required that someone 18 years or older is home during the service line replacement. Arrangements and contacts will be made during the pre-construction meeting.

Will my yard, sidewalk, or street be dug up?

The only excavation that will happen will be in the public right-of-away (the area between the street and sidewalk) at the curb box where the private service line connects to the public service line. Any area excavated will be returned to its original condition as part of the program.

In some cases, the sidewalk or driveway apron may be removed to access the curb box. If this is the case, the contractor will work with a sub-contractor to have these areas replaced at a later date. All efforts will be made to have this work completed in a reasonable time frame. This work will be coordinated with the property owner and city.

Where can I find more information?

More information can be found at the following link:

www.appleton.org/government/public-works/lead-service-program