

# YOUR GUIDE TO LEAD SERVICE LINE REPLACEMENT

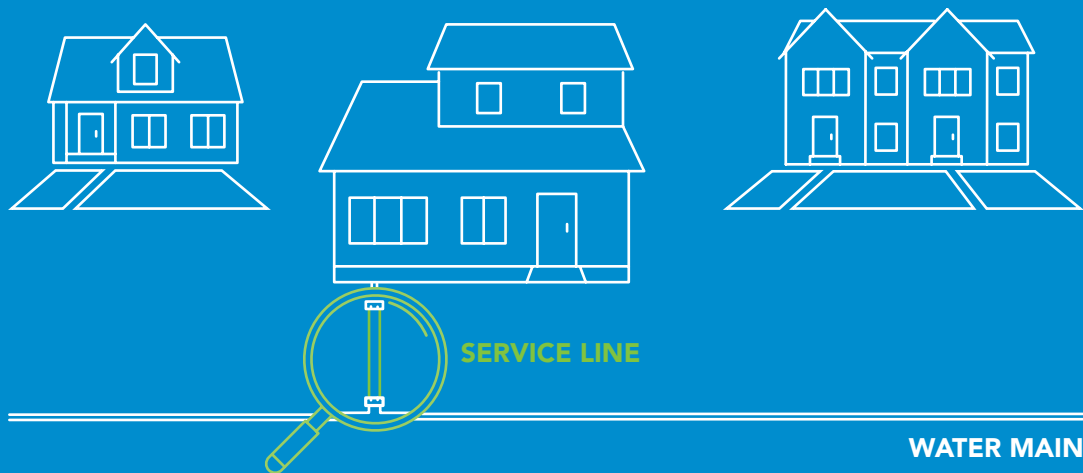


# WHAT IS A WATER SERVICE LINE?

A water service line is the pipe that brings water from the water main in the street to the plumbing in your property. The water service line that runs between the curb and your water meter belongs to you.

While the water we deliver to customers is lead-free, lead can get into the water as it passes through internal plumbing or a water service line that contains lead.

Go to [denverwater.org/Lead](http://denverwater.org/Lead) to watch a video about how lead can get into tap water.



## WATER SERVICE LINE REPLACEMENT TIMELINE

This is the sequence of events for your upcoming water service line replacement. The steps are explained in detail in the enclosed booklet.



### STEP 1

Sign and submit the enclosed consent form.  
(Preferably within 7 days.)



### STEP 2

On-site visit.



### STEP 3

Water service line replacement, if necessary.



### STEP 4

Flush internal plumbing.



### STEP 5

Water quality sample four months after replacement.



### STEP 6

Continued water pitcher and filter use for drinking, cooking and preparing infant formula until 6 months after replacement.



# STEP 1

## BEFORE YOUR WATER SERVICE LINE REPLACEMENT



### Sign and submit the consent form

The primary source of lead in drinking water is from customer-owned water service lines that contact lead. Because service lines are the responsibility of property owners, not Denver Water, the owner must sign a consent form before Denver Water can enter the property to inspect the service line.



If we confirm your service line contains lead, we will schedule a future date to replace it with a copper service line from the water main to the plumbing in your property.



Here's what you need to know:

- Prior to your on-site visit, please sign the consent form included in this packet and use the provided postage-paid envelope to return it to Denver Water. Only the property owner can sign the consent form.
- If we do not receive a signed consent form, we cannot inspect or replace your service line, which usually costs between \$6,500 – \$10,000.
- You should have received a free water pitcher and filter, certified to remove lead, to use for drinking, cooking and making infant formula. We will continue to regularly mail free replacement filters to use until your water service line is replaced, and for six months after.



Go to [denverwater.org/Lead](https://denverwater.org/Lead) to watch a video about how to properly use the water pitcher and filter.



## STEP 2

### DURING YOUR ON-SITE VISIT



#### Water service line inspection



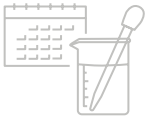
We will contact you to schedule your water service line inspection. During your on-site visit, we will confirm that you have signed the consent form and then inspect your service line connection inside your property.

This connection is usually located in your basement. We'll also walk you through the replacement process, answer any questions and schedule a date for your replacement.



Here's what you need to know:

- No work will be performed during this initial visit.
- We will provide an overview of the replacement process and discuss next steps for your service line replacement, including restoration.
- Property owners must provide safe, lighted and unencumbered access to the water meter and to the service line inside the property, including access to the basement, wall or floor area where the service line enters the building, and move any items blocking access such as boxes, furniture, washers, dryers, etc.





## STEP 3

### DURING YOUR WATER SERVICE LINE REPLACEMENT

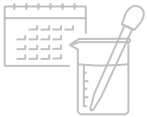
#### Water service line replacement

During the replacement visit, our contractors will need to enter your property for several hours to begin and complete the replacement process.

Here's what you need to know:

- The property owner or designee, at least 18 years old, must be at the property on the date and time scheduled for the lead service line replacement.
- We will have to turn off your water to complete the replacement process. Most service lines can be replaced within eight hours. Our contractors will need access to your property during this time.
- If the meter and/or service line is located behind a finished wall, or under a finished floor, the property owner is responsible for removing the obstruction and establishing the necessary access to perform the work.
- Denver Water is committed to being a good neighbor during your service line replacement. We will clean up any messes created and will restore any disrupted ground in the back and/or front yard to a level surface, and reseed grass, generally within a four-month time frame.

Go to [denverwater.org/Lead](https://denverwater.org/Lead) to watch a video about lead service line replacements.





## STEP 4

### AFTER YOUR WATER SERVICE LINE REPLACEMENT

#### Flush interior plumbing

During the water service line replacement process, debris can get trapped in interior plumbing. We have included step-by-step instructions on how to properly run water from your faucets to “flush” your internal plumbing in this information packet.

Here’s what you need to know:

- Denver Water crews will flush the new water service line using outside taps to remove any debris that gets trapped during the replacement. They will also walk you through instructions on how to properly flush your internal plumbing.
- After installation of the new water service line, maintenance of the water service line from the water main to the property, and any interior plumbing modifications, remain the responsibility of the property owner.



#### FLUSHING INSTRUCTIONS

##### After your water service line replacement:

Please flush your indoor pipes using these steps:

**1. Remove aerators, or screens, from all faucets.**

To clear the screen 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, 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 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.)**

**4. After 30 minutes, turn off each faucet starting at the top floor. Reattach aerators.**

Over the next 30 days, when water has not been used for a few hours, such as first thing in the morning or when getting home from work, flush cold water from the kitchen or any bathroom faucet for five minutes.

**Go to [denverwater.org/Lead](https://denverwater.org/Lead) to watch a video about how to properly flush your new water service line.**



## STEP 5

### TEST YOUR WATER QUALITY

#### Collect and submit water quality samples

Four months after your water service line replacement, you will receive a water quality test kit from Denver Water. The kit includes three bottles to collect water samples from your property to send to Denver Water for testing.

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.
- The results of this test will confirm if lead levels have been reduced following your water service line replacement.

Go to [denverwater.org/Lead](https://denverwater.org/Lead) to watch a video about how to properly collect and submit water quality samples.





## STEP 6

### AFTER YOUR SERVICE LINE REPLACEMENT

#### Continue to use your water pitcher and filter

Even after your service line is replaced, it is important to continue using your filter to help reduce your risk because lead levels can be temporarily elevated after replacement due to remaining lead particles in the household plumbing.

Here's what you need to know:

- You should have received a free water pitcher and filter, certified to remove lead, to use for drinking, cooking and making infant formula. We will continue to regularly mail free replacement filters to use until your service line is replaced, and for six months after.
- In addition to using your water pitcher and filter, we recommend that if your water has not been used for several hours — such as first thing in the morning or when coming home from work — run the kitchen or bathroom faucet for five minutes before using it to help flush out water in your internal plumbing.

Go to [denverwater.org/Lead](https://denverwater.org/Lead) to watch a video about how to properly use your water pitcher and filter.



## READY TO GET STARTED? SEND US YOUR CONSENT FORM.

If you have questions about your water service line replacement, please contact Denver Water Customer Care at 303-893-2444 from 7:30 a.m. to 5:30 p.m., Monday through Friday, or email us at [lead@denverwater.org](mailto:lead@denverwater.org).

More information is on our website at [denverwater.org/Lead](https://denverwater.org/Lead).

