

Lead Service Line Replacement Program Guide



KEEP THIS GUIDE

Please reference this guide for critical information throughout your lead service line replacement

New London Public Utilities (NLPU) takes the issue of lead in drinking water very seriously. Therefore, we have developed a proactive program to identify and remove lead and galvanized steel service lines within our drinking water system. A portion of these lines are owned by our customers.

According to our records, the privately owned portion of the service line at this residence may contain lead or galvanized steel. You are invited to participate in our New London Lead Service Line Replacement Program now!

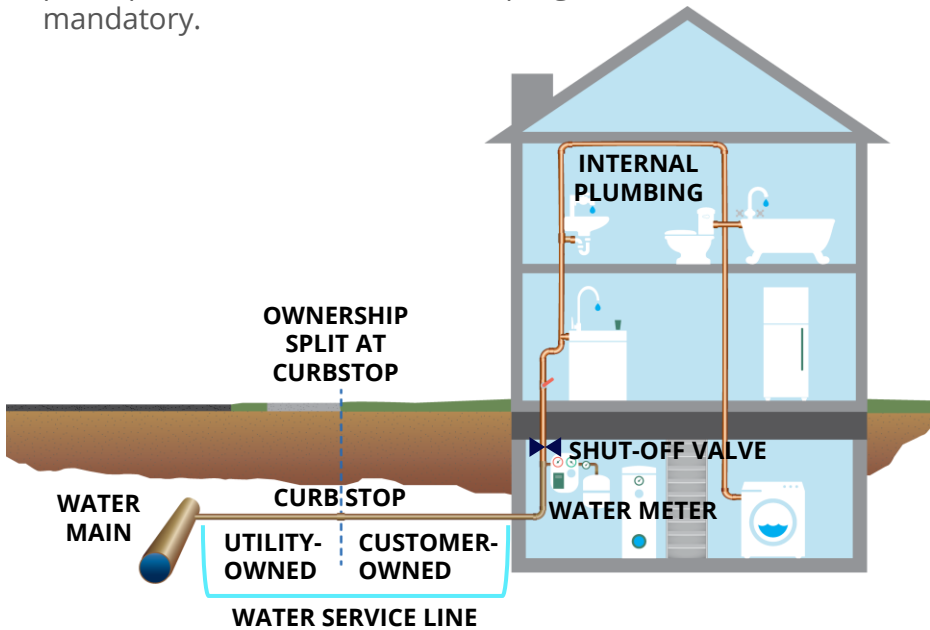
In the future, removal of lead service lines may be required to comply with regulations. We know that replacement of these lines can be expensive. By participating in the Replacement Program now, your replacement costs will be paid for by NLPU.



Lead Service Line Replacement Program

Is replacement required?

We anticipate that regulators will require replacement of lead service lines in the coming years. However, participation in this NLPU-funded program is not mandatory.



What to do next?

To opt into the Program, complete the included agreement form and return it to us:

- In-person at the Department of Public Utilities office at 15 Masonic St
- Scan it and e-mail it to leadfreenewlondon@arcadis.com

Questions? Call the program hotline at 203-427-8144

Replacement Program Process Steps

1

Today – Notification that property may be served by a lead or galvanized steel service line that requires replacement.

2

Join the Utility-funded Lead Service Line Replacement Program. Return the enclosed form to 15 Masonic Street or via e-mail to leadfreenewlondon@arcadis.com. Call the program hotline at 203-427-8144 with any questions

3

The NLPU program manager, Arcadis, will contact you to **schedule your replacement.**

4

10 to 14 days Before Construction – Service Line Inspection in basement at water meter and video performed by contractor with program staff present. The homeowner or designee must be present.

5

Construction – A contractor will replace your lead service line; this usually takes no more than 10 hours to complete. **Your water will be shut off during this time.**

6

IMMEDIATELY – Flush Internal Plumbing (see page 5). For 6 months afterwards, use the provided pitcher filter for all drinking and eating (especially baby formula) – see page 7 for tips.

7

3 to 6 months after the replacement – the Utility will provide a water test kit and instructions for follow up sampling.

What to Expect During Construction

Water Service Shutoff

We recommend you collect a supply of water in advance for drinking and cooking purposes.

Digging Outside

The contractor will be digging at the curb stop in the grass terrace and sidewalk area. To minimize digging, the contractor may use trenchless methods between the curb stop and your home.

In-home Construction

If the meter or water service line is behind a finished wall or floor, you are responsible for removing the obstructions and granting access for work.

Flushing New Service Line

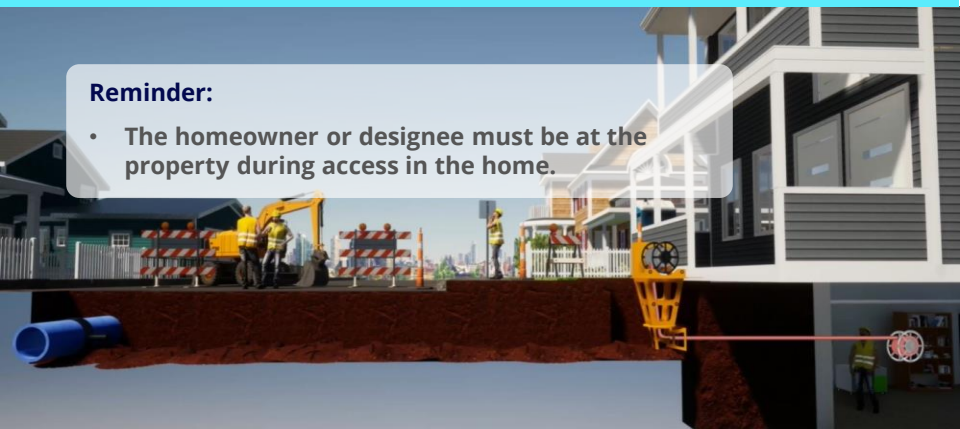
The contractor will flush your new water service line through an outside spigot to remove any debris or sediment after construction.

Restoring the Area

The contractor will restore any disturbed grass and/or concrete areas near the curb stop. Concrete restoration may happen later, but within 60 days.

Reminder:

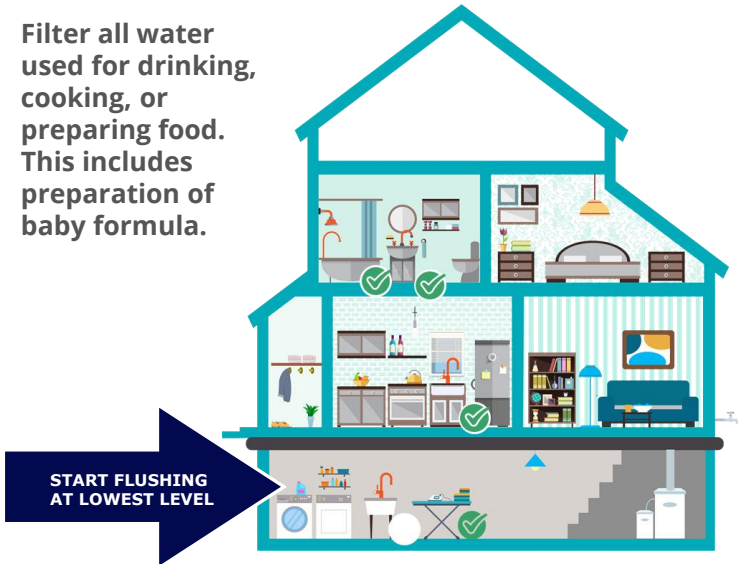
- The homeowner or designee must be at the property during access in the home.



Flushing Protocol



Filter all water used for drinking, cooking, or preparing food. This includes preparation of baby formula.



Flushing Protocol

This method is for flushing all indoor taps at once after a service line replacement.



Remove aerators from all faucets that will be flushed. If the aerator cannot be removed, skip that faucet when flushing.



Starting at the lowest level of the home, turn on all **cold water** taps to the fully open position. This includes bathtubs, bathroom sinks, laundry sinks, and kitchen sinks.



Once all taps are open, set a timer for **30 minutes**.



Make sure sinks do not overflow! Monitor the drainage during the flushing.



After **30 minutes**, turn off in the same order they were turned on (i.e., lowest floor first). Reinstall aerators.



DO NOT FLUSH:

- Location with a dedicated filter (i.e., a filter that cannot be bypassed).
- Faucets where the aerator cannot be removed (e.g., if rusted).

Five Simple Tips to Reduce Lead in Drinking Water



Complete the flushing protocol **immediately following replacement.**



6 MONTHS FOLLOWING REPLACEMENT- Filter all water used for drinking, cooking, or preparing food. This includes preparation of baby formula. A filter and replacement cartridges were provided.



BEFORE REPLACEMENT - Flush your tap for at least 5 minutes before drinking or cooking if the water in the faucet has gone unused for more than 6 hours.



BEFORE REPLACEMENT - Use cold tap water for drinking, cooking, or preparing food. This includes preparation of baby formula. Hot water is more likely to contain lead than cold water.



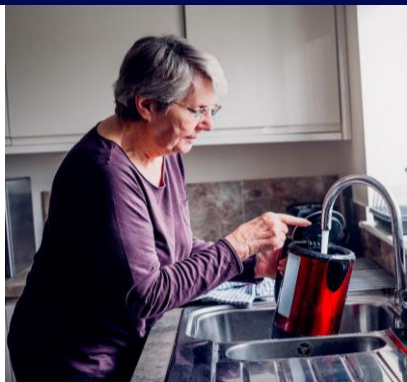
Remove faucet aerators and flush cold water taps approximately monthly. After removing the aerator, flush the cold water lines for 5 minutes. Most aerators can be twisted off the tip of the faucet.



Filter Best Practices

A portion of the water service line that serves your home from the water main was replaced with a copper pipe.

A filter with 6-months worth of filters was provided for your use – follow the best use practices included below.



Filter all water used for drinking, cooking, or preparing food. This includes preparation of baby formula.



Fill your pitcher using cold water



Create a reminder to replace your filter cartridge regularly

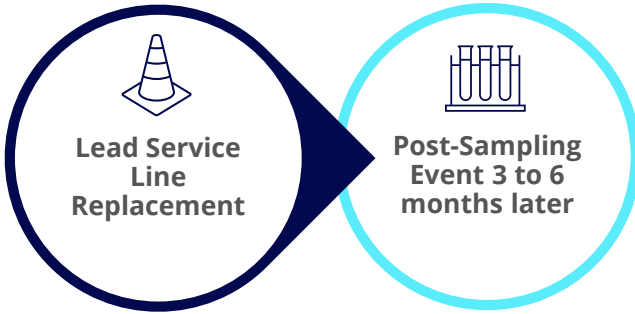


Filtered water is not needed for showering, washing dishes, or watering plants



Review and follow the manufacturer's instructions included with your filter

Follow Up Tap Sampling



Based on federal recommendations, NLPU will sample your tap water 3 to 6 months after the replacement of your lead or galvanized steel service line. Once your lead service line replacement is complete, look for additional communications from the NLPU outlining next steps and tap sampling instructions.



Program staff will leave a door hanger or mail you a notice that follow up sampling will be performed.



A sample kit with required materials and instructions will be dropped off at your house.



Sampling needs to be performed after a 6-hour period of no water use (usually first thing in the morning is best).



Once you have collected your samples, please follow the notification instructions provided with the sample kit.

New London Public Utilities (NLPU) is committed and working hard to provide a safe source of drinking water to its customers. Because property owners in New London own a portion of their water service line, there is a shared responsibility to manage lead exposure. We are ready to work with you to answer your questions about water quality and help reduce lead exposure.



Resources for more information:

- **NLPU program website** with more information and Helpful tips on lead in drinking water:
www.LeadFreeNewLondon.com
- **Connecticut Department of Public Health**
Information on lead:
<https://portal.ct.gov/DPH/Drinking-Water/DWS/Lead-and-Copper-Rule>
- **United States Environmental Protection Agency**
Resources to understand and reduce lead exposure:
epa.gov/lead
- **Lead Hotline**
 - Contact the National Lead Information Center's hotline at
1 (800) 424-LEAD [5323]
 - **New London Program Phone Hotline:**
203-427-8144

