

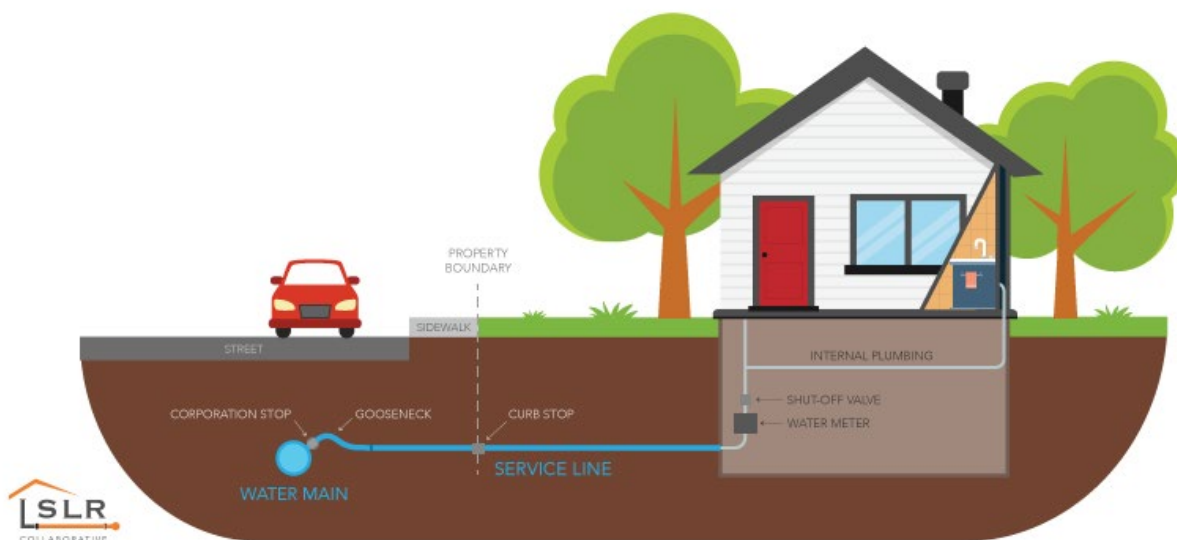
## Lead Water Service Project Questions & Answers

### Why is the Village doing this project?

The goal of this project is to remove all lead service lines in the Village and update the water service lines to a modern copper material. This project will address lead service lines only. Copper, steel or plastic service lines will not be affected/replaced. When the long-term project is completed, the Village will be 100% lead-free.

### What is a "Service Line"?

A water service line is the  $\frac{3}{4}$ " to 1- $\frac{1}{2}$ " diameter pipe that brings water into your house from the larger water main pipe under your street. The homeowner owns the water service line from the water main to the home (including the connection to the water main). The Village currently maintains the water service line from the main to the B-box within the right of way. However, the homeowner is the owner with ultimate responsibility for the line.



### How will this project be funded?

The Village of South Holland applied for a combination of state and federal funding to remove the lead service lines in the Village and replace them with copper service lines. This is the first time, to our knowledge, that the federal government has allowed public funds to be spent on private property. The Village has been approved funding for the first year and is currently applying for funding for the second and future years, but there is no guarantee that it will receive funding for the future years.

### Will this cost me anything?

For the first-year program that is funded, there will be no cost to the homeowner, and the Village is currently seeking funding for the future programs, to further extend the no-cost to homeowners, if funded. The homeowner will receive an improvement valued at approximately \$10,000. A new service line will increase the property value and will also reduce the risk of lead contamination. This is truly a "win/win" for all the parties involved.

### Will I be mandated to agree to this?

No, this is **COMPLETELY VOLUNTARY**, but **PARTICIPATION IS STRONGLY ENCOURAGED**. Please keep in mind that the State of Illinois recently mandated that all lead service lines are to be removed. Should the Village not be able to secure funding in the future for private property work, the homeowner may have financial consequences for leaving a lead service line in place. This is a great opportunity to offer this replacement to residents at no cost now as part of this currently funded project.



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### How do I sign up for this improvement at my home?

Information on Sign Up for a Service Line Replacement is available at <https://www.gettheleadoutil.com/southholland>

We will contact you if we think your property has a lead service line. Because a portion of the service line is privately owned by the homeowner, we don't know for sure where all the lead service lines are in the Village. We encourage you to check whether the service line inside your home is lead, and contact us if you think you have a lead service line. Details below will help you identify your service line material.

### How can I check if I have a lead service line?

The following tests can be done on your service line coming through your floor or wall, prior to the first shut-off valve.

**Scratch Test** - Use a screwdriver or other metal object to lightly scrape the surface of the water service line

Shiny and silver → your service is lead.

Copper color like a penny → your service is copper.

Dull grey → your service is galvanized steel.

**Magnet Test** – place a magnet on your water service line

Lead Service Line → a magnet WILL NOT stick to lead.

Copper Service Line → a magnet WILL NOT stick to copper.

Galvanized Service Line → a magnet WILL stick to galvanized pipe.

**The Tapping Test** – tap the service line with a coin or other metal object

Lead Service Line → produces a dull noise.

Copper Service Line → produces a metallic ringing noise.

Galvanized Service Line → produces a metallic ringing noise.

### What should I expect before the replacement of my service line?

Before the construction, you will need to sign the attached access agreement, or complete the form online at <https://www.gettheleadoutil.com/southholland>, to allow the work to happen within your property. Once the Agreement is signed, the licensed, insured and bonded Contractor—**Airy's, Inc.**, who has been awarded the contract through a formal bidding process to do the work—will schedule a site visit at your home. This visit will take approximately 15 to 30 minutes. Prior to this meeting, we ask that you remove any movable objects and clutter near the location of your water meter. The date of your service line replacement will be scheduled at or soon after this initial meeting.

### When will the work take place?

At this time, we anticipate the Year 1 area work to take place starting in April/May 2024 with a contract duration of one year, depending on the contractor's progress, and availability of Year 1 lead service line replacement funding.

### How long is it going to take to change my service line?

Contractors should be in your house for approximately 3 to 6 hours. Your water service will be shut off during the period of time that the work is being done. We ask that someone is home during this time to allow the Contractor into the house and to answer any questions during construction.

### Who will be present?

During initial inspection and consultation, one employee from the Contractor, **Airy's, Inc.**, **Public Works** or a Village Engineer representative from **Robinson Engineering, Ltd** will be present to inspect the lead service line where it comes into the house.

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Employees from the Contractor, **Airy's Inc.**, (2 to 3 employees, including a licensed plumber) and a construction inspector, hired by the Village, and/or a Village representative will be present during construction. During restoration, no more than 1 to 2 employees from the Contractor and a Village representative will be present.

### What will be done?

The water main in the street and the valve in your yard will be dug up. The excavation at your valve will be approximately 5'x5' wide and 6' deep. The excavation at the water main will be approximately 5'x7' wide and 7' deep. Any outdoor disturbance of sod, landscaping, pavement, etc. will be restored as nearly as practicable to original conditions. Any indoor disturbance of concrete floor, concrete walls, drywall, flooring, trim, etc. will also be restored as nearly as practicable to original conditions. The contractor will work with each individual resident to provide a satisfactory restoration.

Depending on the house layout, one of three methods will be used to install the new water pipe:

- 1) Cut the old pipe inside the house, attach the new pipe to the cut end, and pull the existing service line out from the street, while pulling the new service in behind the existing service in the existing cavity.
- 2) Use a machine outside the house to drill the service into your house and abandon the existing service in place.
- 3) Use a small machine inside your house to drill from the basement out to the water main.

Once the service line is installed under the ground, a plumber will connect the new copper service to the water meter inside your home and new shut-off valves will be installed.

All visible lead pipes within the home will be removed regardless of the method used.

### What happens after the work is performed?

You will receive instructions as to how to flush the water pipes in your home to remove any residual lead particles. You will be provided with a water filter pitcher to use for drinking water for three months after the work is completed. Samples will be taken at your home 3-6 months after the work is complete.

### How will I know that the contractor is the Village's contractor?

The Village has contracted with **Airy's, Inc** to complete the lead service line replacements for the Year 1 Project. Airy's, Inc will provide marked vehicles so that you know they are the authorized contractors to complete lead service replacement as part of this year's program. The Village has also contracted with **Robinson Engineering, Ltd** to oversee the construction phase of this project. Please only allow Village Staff or these two contractors into your home to inspect and replace your service line. If you have any questions or concerns, please reach out to Public Works to schedule the preconstruction meeting and the construction.



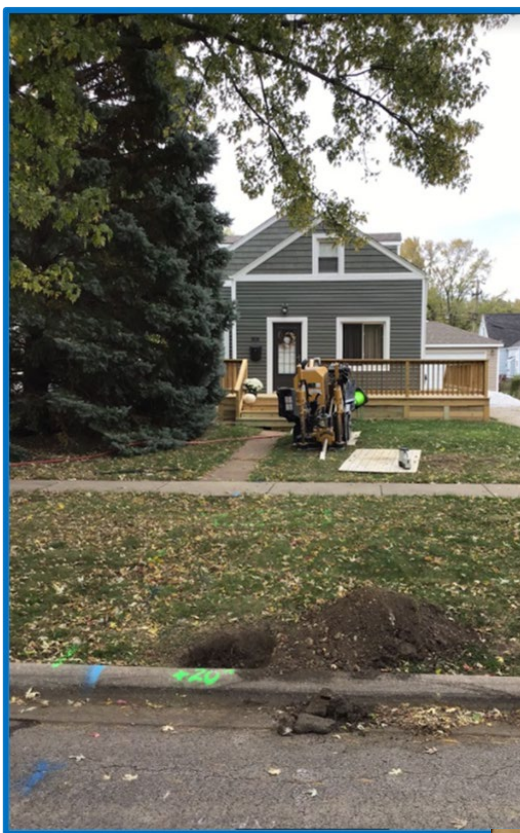


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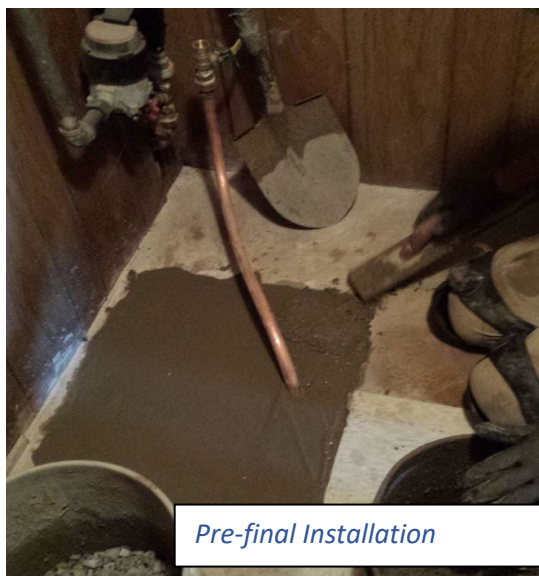
### Who do I call if I have questions or concerns?

You can always contact the South Holland Public Works Department at 708-339-2323 with any questions.

### What will this project look like?



*Drilling of Water Service*



*Pre-final Installation*



*Final Installation*