

# YOUR GUIDE TO WATER SERVICE LINE REPLACEMENT

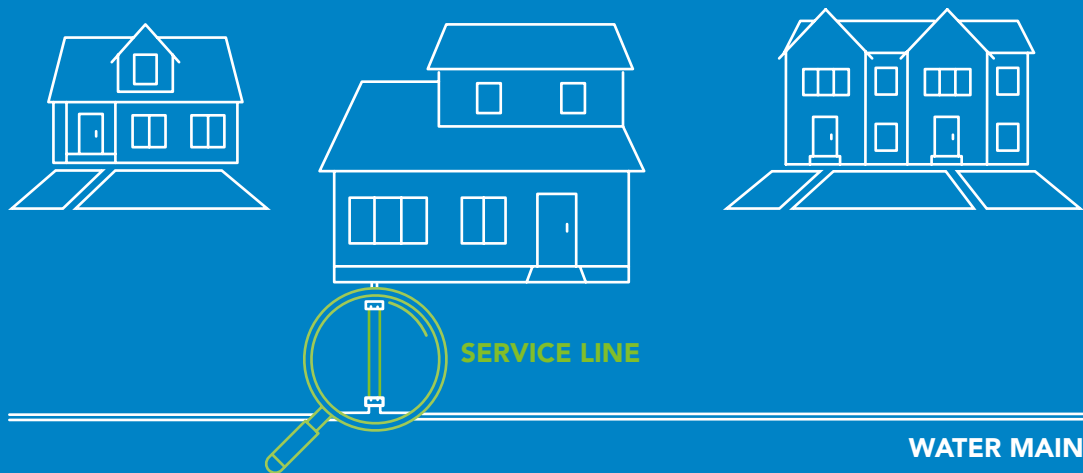


# WHAT IS A WATER SERVICE LINE?

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](https://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 on the following pages.



### STEP 1

Sign and submit the enclosed consent form within seven days.



### STEP 2

On-site visit.



### STEP 3

Water service line replacement, if necessary.



### STEP 4

Flush internal plumbing, complete water test kit, continue water filter use for six months.



## STEP 1

### BEFORE YOUR WATER SERVICE LINE REPLACEMENT

#### Sign and submit the consent form



Because service lines are the responsibility of property owners, not Denver Water, the owner must sign and return the consent form to allow Denver Water to begin work and replace the service line.



Denver Water or its contractors will visually inspect your water service line underground to confirm the service line material prior to replacement. The investigation includes a process called potholing, which involves creating up to four small holes along the street and in the front yard.



If we confirm your service line contains lead, we will schedule a future date to replace the entire service line with copper.



Here's what you need to know:

- Prior to your on-site visit, please sign the consent form in this packet and use the postage-paid envelope to return it to Denver Water or fill out the form online by going to [denverwater.org/Consent](https://denverwater.org/Consent).
- If we do not receive a signed consent form, we cannot replace your service line.
- If you are not the homeowner, please contact Denver Water Customer Care with the name and contact information for your landlord or property owner at 303-893-2444.



## STEP 2

### DURING YOUR ON-SITE VISIT



#### Water service line inspection

We will contact you to schedule your service line inspection. During the on-site visit, we will confirm that you have signed the consent form and inspect the 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, including restoration following replacement.
- 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, crawlspace, 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



During the replacement visit, crews will need to enter your property for several hours to begin and complete the replacement process. To see what companies we have partnered with to complete the work, go to [denverwater.org/Lead](https://denverwater.org/Lead).

Here's what you need to know:

- Our crews will need access to your property during the scheduled replacement. The property owner or designee, at least 18 years old, must remain at the property for the duration of the replacement.
- We will have to turn off your water to complete the replacement process. Most service lines can be replaced within eight hours. Visit [denverwater.org/Outage](https://denverwater.org/Outage) for more information and tips to prepare.
- 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 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.



## STEP 4

### AFTER YOUR WATER SERVICE LINE REPLACEMENT



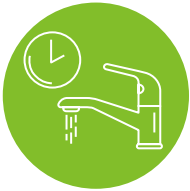
Here's what you need to know immediately following the replacement:



- During the water service line replacement process, debris can get trapped in interior plumbing. Crews will flush the new water service line using outside taps to remove any debris.



- Crews will also review instructions for flushing internal plumbing and perform an initial flush with you. They will leave instructions for you to continue daily flushing for 30 days following replacement.



Here's what you need to know in the months after the replacement:

- After installation of the new water service line, maintenance of the service line from the water main to the property, and any interior plumbing modifications, remain the responsibility of the property owner.
- Four months after your service line replacement, you will be offered a water quality test kit from Denver Water. The results of this test can help to confirm that lead levels have been reduced, or the results can indicate that there may be other potential sources of lead in your drinking water, such as interior plumbing or fixtures.
- We will mail one more replacement filter. Continue using filtered water for cooking, drinking and preparing infant formula for six months. Even after your service line is replaced, it is important to continue using filtered water to help reduce your risk because lead levels can be temporarily elevated after replacement.
- 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 videos about how to properly flush your new water service line and how to properly use your water pitcher and filter.

## HOMEOWNER RESOURCES

The most common sources of lead in drinking water come from water service lines, copper pipes connected with solder made of lead and fixtures installed before 2014 containing brass.

For more information on other sources of lead in your house, visit [cdphe.colorado.gov/lead](https://cdphe.colorado.gov/lead).

Denver Urban Renewal Authority (DURA) offers zero or low-interest loans to low- and moderate-income homeowners for home repair. For more information, contact DURA at 303-534-3872 or [renewdenver.org](https://renewdenver.org).

Colorado Housing Connects is a helpline that can assist in answering a variety of housing questions and direct homeowners or renters to additional resources. For more information, contact Colorado Housing Connects at 844-926-6632 or [coloradohousingconnects.org](https://coloradohousingconnects.org).

## GETTING THE LEAD OUT, FASTER

Denver Water was the recipient of federal funds as part of the Bipartisan Infrastructure Investment and Jobs Act of 2021. In Colorado, these funds are awarded and administered by the Colorado Water Resources and Power Development Authority Board and the Colorado Department of Public Health and Environment.

The funds awarded to Denver Water are dedicated for lead service line replacements to supplement the Lead Reduction Program. This funding allows Denver Water to further accelerate the program with the goal of completing all replacements in less time.



**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).**





## WHAT YOU NEED TO KNOW

Tear out this page and save as a reminder.

### Four steps to service line replacement

- Sign and return consent form.
- Schedule in-home visit and service line inspection prior to construction.
- Schedule replacement.
- Flush internal plumbing, complete water test kit and continue water filter use for six months.

Learn more at [denverwater.org/Lead](https://denverwater.org/Lead).

## GROCERY LIST

DAIRY	BREAD, PASTA AND GRAINS
MEAT/PROTEIN	FREEZER
PRODUCE	BEVERAGES
CANNED AND DRIED	OTHER

When cooking, remember to use filtered water when water is a base ingredient, like soup, or absorbs water, like rice or beans.