



**Q: What is a service line?**

A: A service line is the water pipe that delivers water into to your home. It is connected to the city water main in the street and it runs underground into your home.

**Q: What are service lines made out of?**

A: Service lines can be lead, galvanized, copper or plastic pipe.

**Q: Why are you doing this service line inventory?**

A: The US Environmental Protection Agency is enacting new legislation designed to reduce people’s exposure to lead. While service lines are the homeowners property (the city does not own/install/maintain them), drinking water utilities have been tasked with assisting and expediting the identification of service line materials and, ultimately the city will help customers reduce their exposure to lead by coordinating the replacement of lead and galvanized service lines.

**Q: Can someone at the city come to my home and help me complete this survey?**

A: Yes, you will need to speak with Joseph to schedule an appointment. His phone number is 309-752-1540.

**Q: How much will this cost and who pays for it?**

A: The service line material inventory does not cost customers anything. Lead and galvanized service line replacements, may have a cost to customers. The city is working to find ways to offset the cost to customers through grants or forgivable loans, but we have not yet secured these sources. Additionally, any cost that customers will be responsible for will be spread out to make it affordable. Customers will not be asked to pay a lump sum at any one time.

**Q: When will lead and galvanized service lines be replaced?**

A: Depending on the final legislation, all lines will need to be replaced within the next 10-17 years.



### **Q: What if I don't want to replace my lead or galvanized service line?**

A: While we highly encourage lead and galvanized service lines to be replaced to reduce exposure to lead in drinking water, we don't own them and therefore cannot force anyone to replace them. If a customer chooses not to replace their lead or galvanized service line they will need to sign a waiver indicating that they are aware that they have a lead or galvanized service line, are aware of the risk of exposure to lead in drinking water, and do not want to replace their lead or galvanized service line.

### **Q: What are the dangers of lead in drinking water?**

A: Lead can cause serious health problems if too much enters your body from drinking water or other sources. The greatest risk of lead exposure is to infants, young children, and pregnant women. Scientists have linked the effects of lead on the brain with lowered IQ in children. Adults with kidney problems and high blood pressure can be affected by low levels of lead more than healthy adults. For more information about hazards of lead in drinking water: <https://www.eastmoline.com/182/Water-Filtration-Plant>

### **Q: How can I reduce my exposure to lead if I have a lead or galvanized service line?**

A:

- Remove and replace lead and galvanized service lines.
- If your water has not been used for 6 or more hours, flush your COLD water faucets for at least 3 minutes to flush lead-containing water from the pipes.
- Use a water filter that is NSF/ANSI 53 certified to remove lead - these can be in the form of a water pitcher filter or a filter that attaches directly to your faucet.
- Test your water for lead to know if and how much you are being exposed to.
- Pregnant women, breast-feeding women, young children and formula-fed infants at homes where lead has been detected at levels greater than 15 ppb should use bottled water.
- Boiling water will NOT reduce lead.

For any additional questions related to lead, service line replacement, etc. please send customers to Brianna or Sandy at water plant, 309-752-1520