

What to expect when your service line is replaced

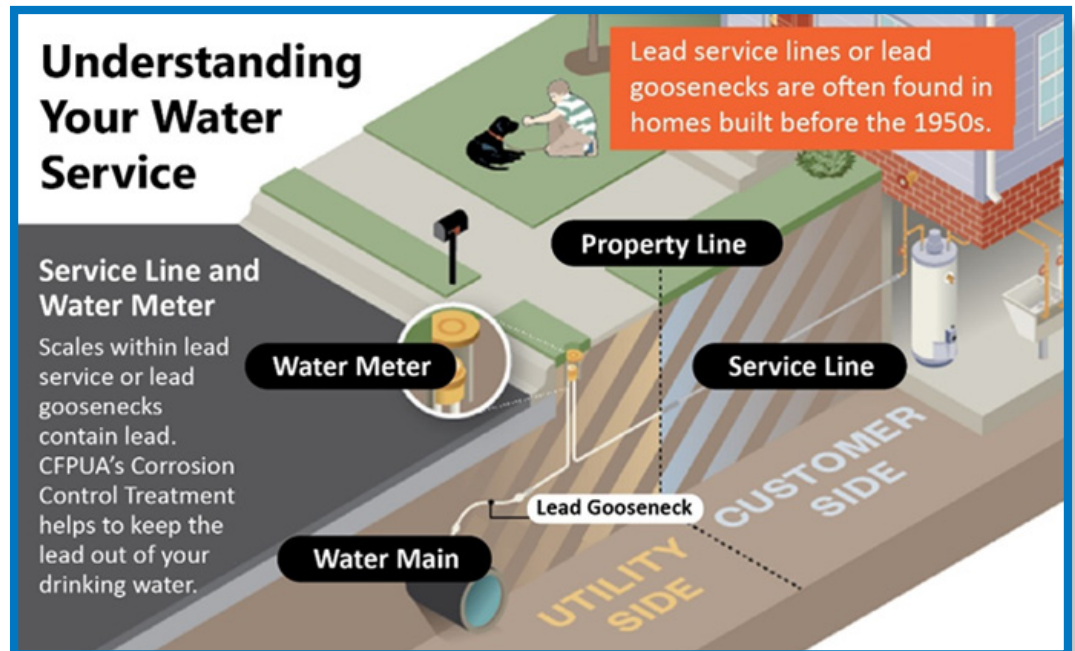
The U.S. Environmental Protection Agency has updated its Lead and Copper Rule (LCR), which includes steps utilities such as CFPUA must take to keep lead out of customers' drinking water. The updated rule requires utilities to inventory service lines, the pipes that connect water mains to customers' properties. Certain older service lines also will be replaced, at NO cost to customers. This is the work that will occur at your home.

What is a water service line?

A water service line is the pipe that connects the public water main to your home or business. Part of the line is owned by CFPUA, and part of it is owned by the private property owner.

What is the Lead and Copper Rule?

The Lead and Copper Rule (LCR) is the primary regulation for lead and copper in drinking water in the United States. The rule was recently updated to require drinking water providers to survey all service lines in their systems and create inventories of the materials composition of all service lines by October 2024. Certain older service lines also must be replaced.



How does CFPUA keep lead out of drinking water?

CFPUA effectively treats all drinking water distributed to customers for lead and copper.

The most common way lead may contaminate drinking water is if it leaches from private plumbing in homes and businesses or some old service lines. To prevent leaching, CFPUA has a system-wide corrosion control treatment program that has been in place for decades. Orthophosphate, which is approved as an additive by the Food and Drug Administration, is added to CFPUA's drinking water before it is distributed to customers. Orthophosphate forms a coating on pipes to help keep lead from leaching out of plumbing fixtures and into your water.

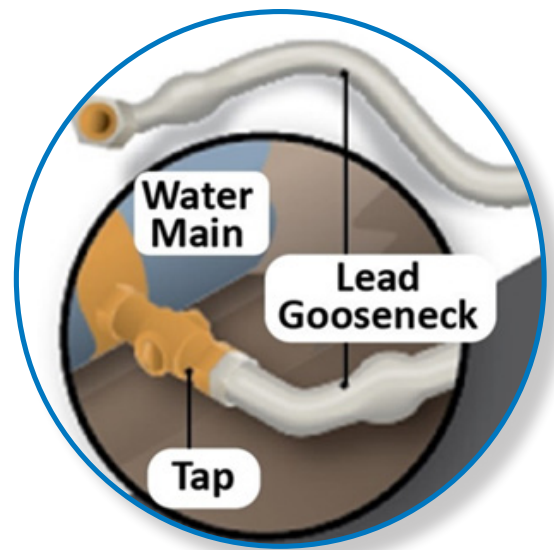
The LCR requires water systems such as CFPUA to periodically test water sampled at homes of potentially susceptible customers. CFPUA's results show we consistently meet EPA's compliance requirements, which is strong evidence that our corrosion-control program is working as intended.

Are there lead pipes or service lines in CFPUA's system?

In anticipation of the updated LCR, CFPUA began its service line inventory in 2020, much earlier than required by regulators.

Our proactive approach gave CFPUA a head start on the survey, which is now largely complete. No lead service lines have been found anywhere in the CFPUA system. However, some older galvanized lines were identified. These galvanized lines are likely to have a connector made of lead called a “gooseneck.” Your service line was among those identified as being galvanized, so it is being replaced at **no cost to you**.

As detailed above, CFPUA's corrosion-control program is designed to place a protective coating inside all pipes in our system, including your service line. This coating prevents lead from leaching into the drinking water.



A “gooseneck” is a curved metal fitting used to connect parts of a water service line. Older water service lines have a higher probability of having a gooseneck made from lead.

How will CFPUA replace my service line?

Before your water service line's scheduled replacement, a member of CFPUA's staff will contact you. To complete the replacement, crews will:

1. Dig to the existing water service line.
2. Create a new water service tap on the existing water main.
3. Install a new polyethylene water service line.
4. Turn off the property's water meter and connect your newly installed water service line.
5. Turn on the water meter and flush lines by utilizing exterior faucets.
6. Provide instructions to you on how to flush your property's plumbing following the replacement.
7. Request and coordinate final inspections from New Hanover County.
8. Restore the area of the excavation.

As a precaution, CFPUA will supply you with a filter pitcher to be used temporarily for drinking and cooking water after the replacement is complete. To schedule lead and copper sampling 3 to 6 months following your service line replacement, contact CFPUA at 910-332-6932 or at CFPUA.org/ServiceLines.

How long will my water be shut off for the replacement?

Most water service line replacements can be completed within a few hours, depending on the length, depth, and location of the line. Customers can expect water service to be restored to their property within the same day.