



CITY OF
KEARNEY

YOUR GUIDE TO WATER SERVICE LINE REPLACEMENT



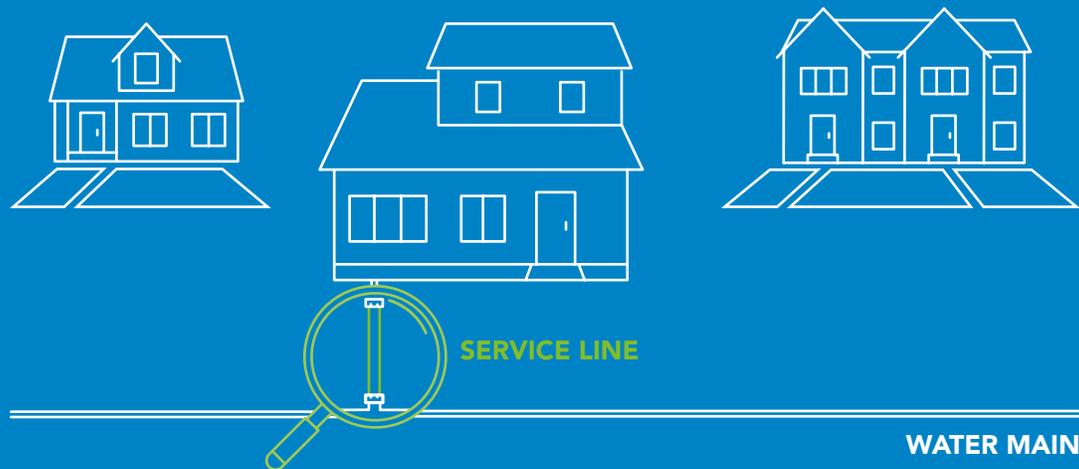
City of Kearney

LEAD SERVICE LINE REPLACEMENT PROGRAM

WHAT IS A WATER SERVICE LINE?

A water service line is the pipe that brings water from the water main to the plumbing in your property. The water service line that runs between the curb stop and your home belongs to you, the line between the water main and the curb stop belongs to the City of Kearney.

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.



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 Service Agreement.



STEP 2

Onsite visit/inspection.



STEP 3

Water service line replacement, if necessary.



STEP 4

Flush internal plumbing, continue use of water filter system for six months.



STEP 1



BEFORE YOUR WATER SERVICE LINE REPLACEMENT

Sign and submit the Service Agreement



Because service lines are the responsibility of both the property owner and the City of Kearney, and with the City of Kearney and their contractor performing work on private property, the owner must sign and return the Service Agreement form to allow the City of Kearney to begin work and replace the service line if lead materials exist.



The City of Kearney 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 and/or Polyethylene piping.

Here's what you need to know:

- Prior to your onsite visit/ inspection, please sign the Service Agreement found on the City's website at <https://cityofkearney.org/2224/Informational-Handouts>.
- If we do not receive a signed Service Agreement, we cannot replace your service line.
- If you are not the homeowner, please contact the City of Kearney Utilities Department with the name and contact information for your landlord or property owner at (308) 233-3268 or LSRP@kearneygov.org.



STEP 2

DURING YOUR ONSITE VISIT/ INSPECTION



Water service line inspection

We will contact you to schedule your service line inspection. During the onsite visit/ inspection, we will confirm that you have signed the Service Agreement and inspect the service line connection inside your property.



The service line connection is usually located in your basement or crawlspace. 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. Landscaping and other exterior topics will be discussed at this time.
- Property owners must provide safe, lighted and unencumbered access to the water meter and to the service line inside the property or residence, 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, crews will need to enter your property for several hours to begin and complete the replacement process.

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.
- 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.
- The City of Kearney 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 to remove 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 curb stop into the building along with any interior plumbing modifications, remain the responsibility of the property owner.
- The City of Kearney will provide you with a Brita pitcher that will include a filter to remove lead for 6 months following the replacement.
- 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 several minutes before using it to help flush out water in your internal plumbing.



WHAT YOU NEED TO KNOW

Tear out this page and save as a reminder.

Five steps to service line replacement

- Sign and return Service Agreement.
- Attend Informational Meeting(s).
- Schedule onsite visit/ inspection by contacting the City at (308) 233-3268 or LSRP@kearneygov.org.
- Schedule replacement during the onsite visit/ inspection.
- Flush internal plumbing and continue water filter use for six months. When cooking, remember to use filtered water when water is a base ingredient, like soup, or absorbs water, like rice or beans.

READY TO GET STARTED? SEND US YOUR SERVICE AGREEMENT.

If you have questions about your water service line replacement, please contact the City of Kearney Utilities Department at (308) 233-3268 or email us at LSRP@kearneygov.org.

More information is on our website at <https://cityofkearney.org/2216/Lead-Service-Line-Replacement>

