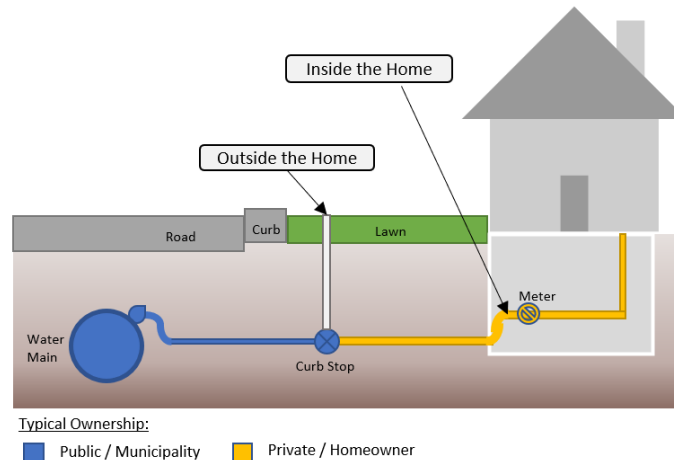


Water Service Line Verification Program

Five Frequently Asked Questions

Q: What is the service line verification program?

A: A service line is the portion of pipe that connects a home to the water main. The image below shows the portion of the service line which is public (owned by the City) and the portion which is private (owned by the homeowner). A service line verification program is a program that randomly selects homes in the water system to determine the material the water service line is made of. Following the completion of the verifications, the program will use the results from the verified service lines to create a distribution system materials inventory that identifies the material of all service lines in the distribution system.



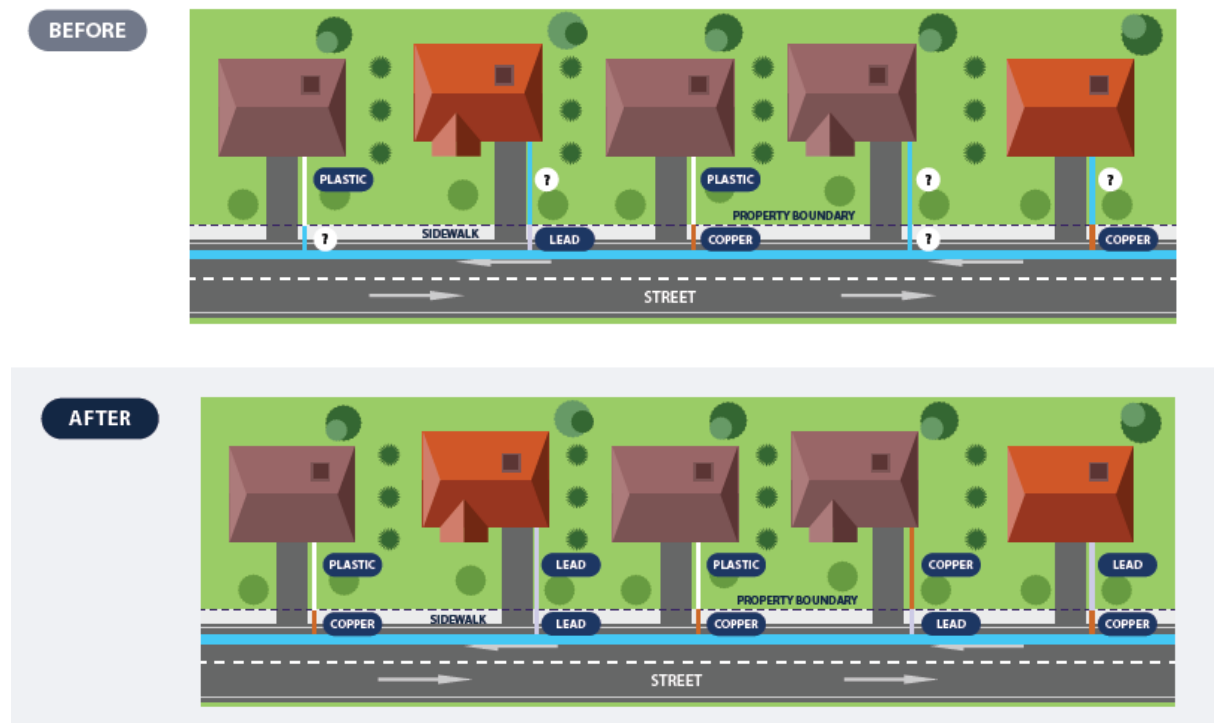
Q: Why is a service line verification program required?

A: A service line verification program is required because it is a critical starting point for protecting consumers from lead in drinking water. In 2018, the Department of Environment, Great Lakes, and Energy (EGLE) published a new Lead and Copper Rule that includes this requirement.

Some water suppliers have incomplete service line records. In that case, municipalities may not know which houses have a lead service line and which ones do not. Completing a service line verification program and afterwards a service line materials inventory will allow water suppliers to let consumers know if they have a lead service line. Knowing the material of your service line allows you to take precautions in your home. The inventory is necessary for water suppliers to plan and implement lead service line removal programs in order to meet State requirements. It also identifies buildings that meet criteria to include in a water supply's Lead and Copper Rule sampling pool.

Q: How is the verification program being done?

A: It's being done by randomly selecting about 1 in 50 locations in the City of Pontiac, per State requirements, to have their water service line material verified. These randomly selected locations will receive a letter in the mail with detailed instructions on how to participate in the program. Given the random selection, your neighbors are unlikely to receive the same letter in the mail. According to the State guidance documents, the small number of randomly selected services can be used to validate the County's material information for the remaining service lines in the City.



Q: How much does it cost?

A: It's free. No expense will be incurred by the City of Pontiac's water customers. The Oakland County Water Resources Commissioner (WRC) was awarded a Drinking Water Asset Management grant from the Michigan Department of Environment, Great Lakes, and Energy (EGLE). These grant funds will be utilized to fulfill the State's requirements.

Q: Can I participate even if I did not receive a letter in the mail?

A: Yes! The WRC is welcoming volunteers to participate in the program. If you, or someone you know who lives in the City of Pontiac, is interested in participating, please call Janice Strine from Hubbell, Roth & Clark, Inc. (HRC), the County's consulting engineering firm, at 248-454-6320 to volunteer or for additional information.