

FAQ's

How do I know if I have lead service?

To determine if your water service lateral is lead, you can contact the City Water Utility at 920-361-5404 to schedule an inspection. You can also perform a self-inspection. Take a metal tool like a coin and scratch the surface of the pipe protruding from the floor or wall prior to the water meter. If the pipe is easy to scratch and the scratched area is shiny grey, the pipe is made of lead. The below figure provides some basic guidance on performing a self-inspection.



If I am a renter, can I authorize the replacement of the LSL?

No, the property owner has to authorize replacement of the LSL.

When will my LSL be replaced?

We anticipate the contractor will begin work in late May. All LSLs must be replaced by November 30, 2022. The contractor will contact homeowners to schedule replacement of their LSL.

How long will it take to replace my LSL?

It is anticipated that replacement of your LSL will be completed in one or two working days. Every effort will be made to minimize disruption of water service to your property.

Who do I contact with questions or a concern with the project?

Once the project is awarded and work begins, the contractor's contact information will be provided on the City's website. You can also contact the City Water Utility Department with questions at 361-5404.

Who is eligible for this program?

The following properties are eligible for LSL funding:

- Residential LSLs (including multi-family buildings and buildings that contain both business and residential occupants such as a business on the main level and an upper level apartment);
- LSLs serving schools;
- LSLs serving child daycares.

In addition, some non-residential properties (other than schools or daycares) will be considered eligible for private LSL replacement funding under the following circumstances:

- At least 50% of the LSLs on the block in which the non-residential LSL is located are otherwise eligible for replacement through the private LSL replacement program (LSLs serving residences, schools, or daycares).

A business that does not have any type of residential occupants will not be eligible for funding unless 50% of the residences on the block have LSLs and are being replaced.