CITY OF CHICAGO

Department of Water Management

Lead Service Line Replacement Plan

2025

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Glossary and Abbreviations

Act	Illinois Lead Service Line Replacement and Notification Act
AL	Action Level (for the Federal Lead and Copper Rule)
AWWA	American Water Works Association
BIL	Bipartisan Infrastructure Law
B-Box	Buffalo Box (shutoff on water service line)
CDBG	Community Development Block Grant
CDOT	Chicago Department of Transportation
CDPH	Chicago Department of Public Health
CWS	Community Water Systems
DPS	Chicago Department of Procurement Services
DWM	Chicago Department of Water Management
EPA	US Environmental Protection Agency
FAQ	Frequently Asked Questions
GIS	Geographic Information System
GRR	Galvanized Requiring Replacement
HDD	Horizontal Directional Drilling
HUD	US Department of Housing and Urban Development
IDPH	Illinois Department of Public Health
IEPA	Illinois Environmental Protection Agency
LCR	Lead and Copper Rule
LCRI	Lead and Copper Rule Improvements
LCRR	Lead and Copper Rule Revisions
LSL	Lead Service Line
LSLR	Lead Service Line Replacement
MHI	Median Household Income
PD	Private Drain
PLSLR	Partial Lead Service Line Replacement
ppb	Parts Per Billion, units for lead in water (equivalent to micrograms per liter, µg/L)
SBI	Small Business Initiative
SRF	State Revolving Fund
WIFIA	Water Infrastructure Financing and Innovation Act
WIIN	Water Infrastructure Improvements for the Nation
WPA	Works Progress Administration

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State Requirements for LSLR Plan

IL State Listed LSLR Plan Requirements

Location	Required Item
Section 1.1	The name and identification number of the community water supply. *415 ILCS 5/17.12 (q)(1)*
Section 2.2	The number of service lines connected to the distribution system of the community water supply. *415 ILCS 5/17.12 (q)(2)*
Table 2-2, Figure 2-1	The total number and location of suspected lead service lines connected to the distribution system of the community water supply. *415 ILCS 5/17.12 (q)(3)*
Table 2-2, Figure 2-1	The total number and location of known lead service lines connected to the distribution system of the community water supply. *415 ILCS 5/17.12 (q)(4)*
Table 2-5, Figure 2-2	The total number and locations of lead service lines connected to the distribution system of the community water supply that have been replaced since 2020. *415 ILCS 5/17.12 (q)(5)*
Table 2-4	A proposed lead service line replacement schedule that includes one-year, 5-year, 10-year, 15-year, 20-year, 25-year, 30-year goals. *415 ILCS 5/17.12 (q)(6)*
Section 5	An analysis of costs and financing options for replacing the lead service lines connected to the community water supply's distribution system. *415 ILCS 5/17.12 (q)(7)*
Section 6.3	A detailed accounting of costs associated with replacing lead service lines and galvanized lines requiring replacement. *415 ILCS 5/17.12 (q)(7)(A)*
Section 3.3	Measures to address affordability and prevent service shut-offs for customers or ratepayers. *415 ILCS 5/17.12 (q)(7)(B)*
Section 3.3	Consideration of different scenarios for structuring payments between the utility and its customers over time. *415 ILCS 5/17.12 (q)(7(C)*
Section 2.4.4	A plan for prioritizing high risk facilities such as preschools, day care centers, group day care homes, parks, playgrounds, hospitals, and clinics, as well as high-risk areas identified by the community water supply. *415 ILCS 5/17.12 (q)(8)*
Figure 2-1, Figure 2-3	A map of the areas where lead service lines are expected to be found and the sequence with which those areas will be inventoried, and lead service lines replaced. *415 ILCS 5/17.12 (q)(9)*
Section 4.6	Measures for how the community water supply will inform the public of the plan and provide opportunity for public comment. *415 ILCS 5/17.12 (q)(10)*
Section 2.5	Measures to encourage diversity in hiring in the workforce required to implement the plan as identified under subsection (n). *415 ILCS 5/17.12 (q)(11)*
Sec. 4.3, Sec. 6.1	Procedure for conducting full lead service line replacement. *40 CFR 141.84 (b)(2)*
Section 4 and Section 6.1.4	Procedure for informing customers before a lead service line replacement and flushing directions to remove particulate lead form service lines and premise plumbing. *40 CFR 141.84 (b)(3) & 40 CFR 141.84 (b)(5)*

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Executive Summary

The City of Chicago's Department of Water Management (DWM; PWD ID IL0316000, Name: Chicago) has developed a lead service line replacement (LSLR) plan, including:

- Strategies for determining the composition of lead status unknown service line in its inventory;
- Developing construction details and evaluating construction methods for LSLR;
- Estimating costs associated with LSLR;
- Developing strategies to address affordability while eliminating service shut-offs for customers for non-payment;
- Evaluating funding options, including consideration of different scenarios for funding LSLR;
- Planning for prioritizing high risk facilities (such as daycares);
- Mapping areas where lead services lines (LSLs) are expected to be found and the sequence with which those areas will be inventoried and lead service lines replaced;
- Organizing outreach measures for informing the public of the plan and providing opportunity for public comment;
- Identifying measures to encourage diversity in hiring in the workforce; and
- Developing procedures for customers to flush service lines and premise plumbing of particulate lead

While DWM began LSLR planning efforts in 2019 and published its initial plan in February 2021, this updated LSLR plan is focused on meeting the requirements of the Illinois Lead Service Replacement and Notification Act (Act).

Development of Lead Service Line Replacement Program

Chicago has approximately 412,000 known or suspected LSLs out of approximately 491,000 total connections. The Act requires that all LSLs be removed within 50 years. Carefully reviewing risk data and setting objective criteria for prioritizing LSLRs will be critical for creating fair and equitable LSLR programs. Existing available data regarding water service lines, housing and income information, licensed daycare locations, water quality data, blood lead levels, and other information were used to develop a framework for LSLR prioritization.

The LSLR program has three main phases. Phase I focuses on beginning replacements in high need and disadvantaged areas. This prioritizes LSLRs with available grant and loan principal forgiveness in order to ensure that the City fully utilizes available financial support. Phase II focuses on creating programs to work with property owners to replace the full LSL during water main or sewer main

replacements and responses to broken or leaking water services. Phase III will systematically remove LSLs across the City according to established prioritization criteria.

Phase I LSLR

This phase of Chicago's LSLR efforts focuses on maximizing the LSLRs that can be completed with grants and loan principal forgiveness funding and prioritizes low-income LSLR. It was also initially used to help develop strategies for scaling up into Phase II. The Phase I programs, summarized in **Table ES-1**, are as follows:

Equity LSLR Program: The City will replace the LSLs at no cost to low-income homeowners who apply and qualify.

Single Block LSLR Program with Water Main Work: This single block LSLR was designed to improve coordination logistics for construction and property owner outreach. It provided full LSLRs for property owners on one block. This effort is completed and has provided key insight for Phase II and III efforts.

Homeowner-Initiated LSLR Program: For homeowners interested in paying for their own full LSLRs, the City waives standard construction permit fees (up to $5,000) to streamline the permitting process.

Note that the Act requires Community Water Systems (CWS) with Chicago's quantity of LSLs to replace 2% of these lines per year (approximately 8,300 LSLs) beginning in 2027. Phase I was announced in late 2021 with replacements beginning in 2022.

Table ES-1. Summary of Phase I LSLR

Program	Target # of LSLR
Equity LSLR	600
Single Block LSLR with Water Main Work (completed)	35
Homeowner-Initiated LSLR	100

Phase II LSLR

Phase II focuses on developing additional programs for integrating LSLR into on-going construction activities to avoid partial lead service line replacements (PLSLR): reconnecting water services to new water main installations, LSLs cut during new sewer main installations and repairing broken or leaking LSLs. These programs ensure compliance with the Act, which had a compliance date of January 2023, and the Federal LCRR, which has a compliance date of October 2024. The Phase II programs, summarized in **Table ES-2**, are as follows:

LSLR Alongside Water and Sewer Main Replacements: The City must coordinate with property owners to replace the full LSLs alongside replacing water and sewer mains. This was piloted in Phase I for the Single Block LSLR efforts.

LSL Leak or Break Replacements: The City must coordinate with property owners to replace rather than only patching or repairing leaking or broken LSLs.

Daycares: The City will replace the full LSL for high priority licensed daycares using IEPA SRF funding, congressional earmarks, and additional funding sources.

Table ES-2. Summary of Phase II LSLR

Program	Target # of LSLR [1]
Equity LSLR	600
Daycares LSLR	100
LSLR Alongside Water and Sewer Main Replacements	2,500 - 3,500
LSLR for Broken LSLs	3,000 - 4,000
Homeowner-Initiated LSLR	100

[1] The target number of LSLR for each program will change: LSLR for broken LSL will decrease as more LSLs are replaced and grant funding for Equity LSLR may change. Thus, LSLR along planned water and sewer main work may need to increase to meet the annual goal.

During this phase, the City continued the Equity LSLR Program and the Homeowner-Initiated LSLR Program.

Phase III LSLR

In Phase III, as additional Federal and State funding becomes available, the City has started to systematically replace LSLs on a block-by-block basis that are not associated with water main or sewer main replacement projects. **Table ES-3** provides the planned breakdown for the LSLR programs. Under the Act, the City will have 50 years beginning in 2027 to replace all LSLs, with the possibility of an extension to 65 years. Funding is the limiting factor in these timeframes; if more funding for LSLR was made available, the City could replace LSLs on a faster timeframe.

Table ES-3. Summary for Full LSLR Program

Program	Planned LSLR Program
Equity LSLR	600
Daycares LSLR	100
LSLR with Water Main and Sewer Main Replacements	2,500 - 3,500
LSLR for Broken LSLs	3,000 - 4,000
Block-Level LSLR	1,800
WPA LSLR	400
Homeowner-Initiated LSLR	100
Total Services Replaced per Year (approximately):	**8,500**
Program Duration for Substantial Removal (Years)	**50**

Public Outreach and Strategies for Replacing the Private Side of Lead Service Lines

LSL ownership is divided between the property owner (private side) and the City (public side). As a result, specific strategies for replacing private and public portions of the LSLs were developed. Since the City cannot require property owners to replace the private side of the LSL, several options were evaluated to address financial, legal, and administrative challenges with private side replacement. Strategies were developed to increase customer participation, including raising awareness of the importance of full LSLR and providing property owners with financial and logistical support to facilitate replacement.

Funding Opportunities and Financial Impact

In order to quickly initiate the LSLR program, Phase I focused on using grants and loan principal forgiveness. The funding currently identified includes Community Development Block Grant (CDBG) funding for low-income households and Illinois EPA (IEPA) SRF principal forgiveness. The Water Infrastructure Improvements for the Nation (WIIN) Act 2016 has also made grant funding available for qualifying LSLR activities. The City did submit applications in 2020 and 2022 but was not selected for LSLR funding. The City will continue to track future WIIN funding opportunities for LSLR including a new application submitted in late 2024.

The City has an approved IEPA SRF Project Plan and has submitted several funding nomination forms for LSLR. IEPA has received additional funding for LSLR, including principal forgiveness for disadvantaged census tracts. The City will utilize the available funds from IEPA to replace as many LSLs as possible in high priority census tracts. Beyond the available funding, the City will continue to evaluate alternative funding options. **Table ES-4** below compares some major funding opportunities that can be explored. Use of DWM funds from water rates are limited to the public side of the LSL only. Private side LSLR funding must be sourced through grants, City allocations, State allocations, General Obligation Bonds, or property owner fees.

Table ES-4. Comparison of Major Debt Funding Instruments Available

Financing Source	Estimated Interest Rate	Repayment Period	Principal Forgiveness
SRF	1.87% (FY2025)	30 years	Yes, for disadvantaged census tracts per loan
WIFIA	4.38%	35 years	No
Bond Issuance	3.5-4.5% (market-driven)	30-40 years	No

Construction Methods and Details

DWM developed preliminary construction details for different construction methods and LSL layouts. These details served as an initial effort to develop program costs as well as details to be used for the early phase efforts. The construction details follow City and State Plumbing Code requirements regarding sewer-water-separation. DWM worked closely with the Illinois Department of Health (IDPH) to establish a waiver for sewer-water separation and DWM intends to utilize the waiver process as allowed by IDPH.

Table ES-5 provides a summary of construction technologies identified for the LSLR program.

Table ES-5. LSLR Technologies

Technology	Advantages	Limitations
Open Cut: Trench is dug to expose full-service line for replacement	▪ Commonly used by Chicago contractors ▪ Allowed in right-of-way under current regulation	▪ Costly restoration ▪ Longer construction time
Horizontal Boring: Pneumatic piercing tool referred to as the bullet	▪ Commonly used by Chicago contractors ▪ Inexpensive ▪ Minimal operating space	▪ Cannot steer the borehead may require several attempts ▪ Typically used for shorter distances
Horizontal Directional Drilling (HDD): Directional drill from surface or pit	▪ Steerable and traceable borehead ▪ Can reach the back of a building if building water service not accessible from the front ▪ Less restoration cost	▪ Working space requirements ▪ Not used by all plumbing contractors in Chicago
Pipe Pulling: Pull new water service using same borehole as existing LSL	▪ Can re-use existing water service borepath ▪ Limited site disturbance ▪ Allowed in right-of-way under current regulation	▪ Obstructions ▪ Existing service could break during pulling and would require switching to open cut

Maintaining Water Quality After LSLR

In line with the requirements in the Act and the LCRR, the City also has enacted procedures to protect water quality following major disturbance or LSLR work. **Table ES-6** shows the required practice for protecting water quality and how the City complies.

Table ES-6. Post-LSLR Practices

Practice	LCRR Requirement	City Actions
Flushing	CWS must provide a procedure for customers to flush service lines and premise plumbing of particulate lead	City Crews and Contractors proactively flush homes after LSLR. Flyers with flushing instructions are given to residents affected by construction. Instructions for flushing are also available on the City's website.
Filters	Filters must be provided before returning a service line to service after full or partial LSLR (or a disturbance to an LSL). CWS must provide pitcher filters/cartridges to the affected customer lasting for 6 months	Filters are provided to residents before planned work with instructions for use.
Sampling	CWS must offer to sample lead levels within 3-6 months of LSLR.	Free Lead testing kits are automatically mailed to homes 90 days after LSLR.

Section 1
Objectives and Background

1.1 Introduction

This report identifies proposed strategies developed by the City of Chicago (the City) (PWD ID IL0316000, Name: Chicago) to remove lead service lines (LSL) from the water distribution system.

The Illinois Lead Service Line Replacement and Notification Act (the Act) requires Illinois community water systems (CWS) to develop and submit lead service line replacement (LSLR) plans. The Federal Lead and Copper Rule Revisions (LCRR) also require CWS to develop and submit LSLR plans. City of Chicago Department of Water Management (DWM) has developed this updated draft LSLR Plan to comply with the Act and the Federal LCRR. It will be updated annually and resubmitted to IEPA until the final plan and final inventory are submitted in April 2027.

1.2 Legislation on Lead and Drinking Water

1.2.1 LCRR

On January 15, 2021, the EPA overhauled the 1991 Lead and Copper Rule (LCR) and released the final Lead and Copper Rule Revisions (LCRR). The LCRR compliance date is October 16, 2024. The LCRR enacted more stringent regulations for compliance by CWS, including the following major provisions:

- Revise the definition of an LSL to include galvanized materials downstream or formerly downstream of lead;
- Reclassify compliance sample site tiers to shift the sampling pool toward higher risk locations;
- Establish a new Trigger Level (TL) of 10 parts per billion (ppb) for lead concentrations based on 90th percentile level of tap water samples that will trigger actions such as corrosion control re-optimization treatment studies and LSL replacements at a goal-based annual rate;
- Retain the Lead Action Level of 15 ppb and Copper Action Level of 1.3 ppm;
- Shift the compliance sample from the first liter to the fifth liter for sample sites with LSLs;
- Require service line materials inventory and establish stringent protocols for LSLR including prohibiting partial replacements under most circumstances; and
- Require testing at all elementary schools and licensed early childhood education centers

Regarding specific LSLR requirements, the LCRR includes requirements for all CWS to develop a service line material inventory and develop a plan for an LSLR Program.

The service material inventory must be publicly available. The inventory must be updated and shared annually or triennially, based on the system's tap monitoring schedule. If they are served by an LSL, residents must be notified within 30 days after each inventory and then annually until the service connection is no longer lead. The notification includes information regarding the health effects of lead and what can be done to mitigate risk. When a customer initiates an LSLR, the system has 45 days to replace the public-side of the LSL (or 180 days with an approved extension).

The LSLR plan is not required to be implemented except in certain cases, such as an exceedance of the lead action level (15 ppb) or newly established trigger level (10 ppb). If the system's 90th percentile lead exceeds the trigger level, but is below the action level, a replacement goal needs to be proposed and approved by the IEPA. If the 90th percentile lead is above the action level, the system will be required to replace 3% of LSLs annually, based on a 2-year rolling average. Unlike the previous LCR, partial replacements of the public side only or lead sampling will not count towards required LSL replacement goals. The LSLR plan must include strategies for identifying unknown service line materials, procedures for completing full LSLR, a strategy for communicating with residents for LSLR, a goal replacement rate in the event of an exceedance, flushing procedures, a prioritization strategy, and a strategy for funding and financing LSLR. Any galvanized steel service lines that were downstream of lead (or may have been downstream of lead, but status is unknown) must also be replaced.

The LCRR changes the procedures for compliance sampling to use the fifth liter for lead compliance sampling instead of the first liter for sample sites served by LSLs. This change is intended to capture the worst-case scenario for the lead concentration in drinking water by collecting water that has stagnated within the service line. Most CWS with LSLs will measure higher lead concentrations in the fifth liter relative to the first liter. For individual homes with lead levels measuring above the action level of 15 ppb, a new find-and-fix procedure has been introduced. As part of this procedure, CWS will have to conduct sampling at another location within the same pressure zone and collect an additional sample from the home with the original action level exceedance. If those samples indicate that the exceedance was due to inadequate corrosion control in that area of the distribution system, instead of the home's individual plumbing, then the system needs to reevaluate corrosion control techniques.

1.2.2 Illinois Lead Service Line Replacement and Notification Act

In 2021, Illinois passed the Illinois Lead Service Line Replacement and Notification Act. The Act was released before the LCRR was finalized, and its requirements are generally stricter. The Act requires removal of all LSLs within all CWS in Illinois. Replacement rates for an individual CWS are set by the number of LSLs in that system. For Chicago, 2% of the LSLs must be replaced annually. The Act allows for up to a 20% extension of the original time frame and a second extension up to 10% of the initial time frame for extreme hardship.

The Act bans partial LSLR. During any water main replacement project that disturbs existing LSLs, or during repairs of a leak or a break on LSLs, the City must provide a full LSLR from the water main to the private property. The only exception is if a property owner opts out of the private-side replacement by signing an Illinois Department of Public Health (IDPH) Waiver. Additionally, partial replacements will continue to be in the utility's inventory as LSLs and will not count towards the required LSLR rate.

When a property owner notifies a utility that they have replaced the private side of their LSL, the utility must replace the public side. While CWS are not required by the Act to pay for private-side replacements, CWS are required to consider extended repayment options for property owners to allow for greater participation in the LSLR and program accessibility to low-income residents.

1.2.3 New Legislation

This report includes the LSLR plan requirements listed in the federal LCRR. The more recent Lead and Copper Rule Improvements (LCRI) also lists requirements for LSLR plans. While this rule has been finalized, compliance guidance documents have not yet been released, and so its requirements have not been incorporated. This LSLR plan will need to be revised as additional federal guidance is released.

1.3 Historical Water Quality

The City has maintained lead concentrations below the LCR action level in the first liter. In these first liter samples, the City has consistently had a 90th percentile lead concentration below 10 ppb. The LCRR requires sampling the fifth liter instead of the first liter for compliance samples. States are developing sampling guidance for the new regulations, and the first compliance sampling under the new regulations began in January 2025.

DWM previously used a blended phosphate corrosion inhibitor at both water treatment plants, which has proven effective overall. A multi-year pipe loop study found that orthophosphate was more effective in reducing lead levels than blended phosphate. Subsequently, DWM decided to switch to orthophosphate, which it transitioned to in March 2025.

The current effort to replace LSLs is not due to any recent increase in lead in the drinking water or specific changes in the City's water quality. Instead, it is due to changing standards on lead exposure and recommended best practices. The City has been proactively preparing for the changing regulatory environment.

1.4 Sources of Lead in Drinking Water

Lead is not present in the raw water or the treated water leaving the Jardine or Sawyer Water Purification Plants, the tunnels, pumping stations, feeder mains, or grid mains. Instead, lead enters the water as it travels through the LSL, low-lead brass fixtures, or lead solder. The Chicago Plumbing Code required lead for service lines until 1986, and, as a result, Chicago is estimated to have more LSLs than any other city in the country.

New construction materials typically are lead free. Starting in 1986, pipes and fittings had to have a lead content below 8%, and solder had to have a lead content below 0.2%. In 2014, the allowable lead content for pipes and fittings was further reduced to 0.25%.

1.4.1 LSL Ownership

The LSLs are the pipes going from the water main to the property, and ownership of each LSL is split between the utility and the property owner. Per Chapter 11-12-040 of the Municipal Code of Chicago (Municipal Code), the City owns the service line from the water main to the shut-off valve or B-Box (point B on **Figure 1-1**), and the property owner owns the line from the B-Box to the property. The cost of replacing an LSL is therefore also divided between the CWS and the property owner. The CWS cannot currently require property owners to replace the private side of an LSL. However, the LCRR requires the CWS to replace the public portion of an LSL any time a property owner replaces the private side beginning in 2023.

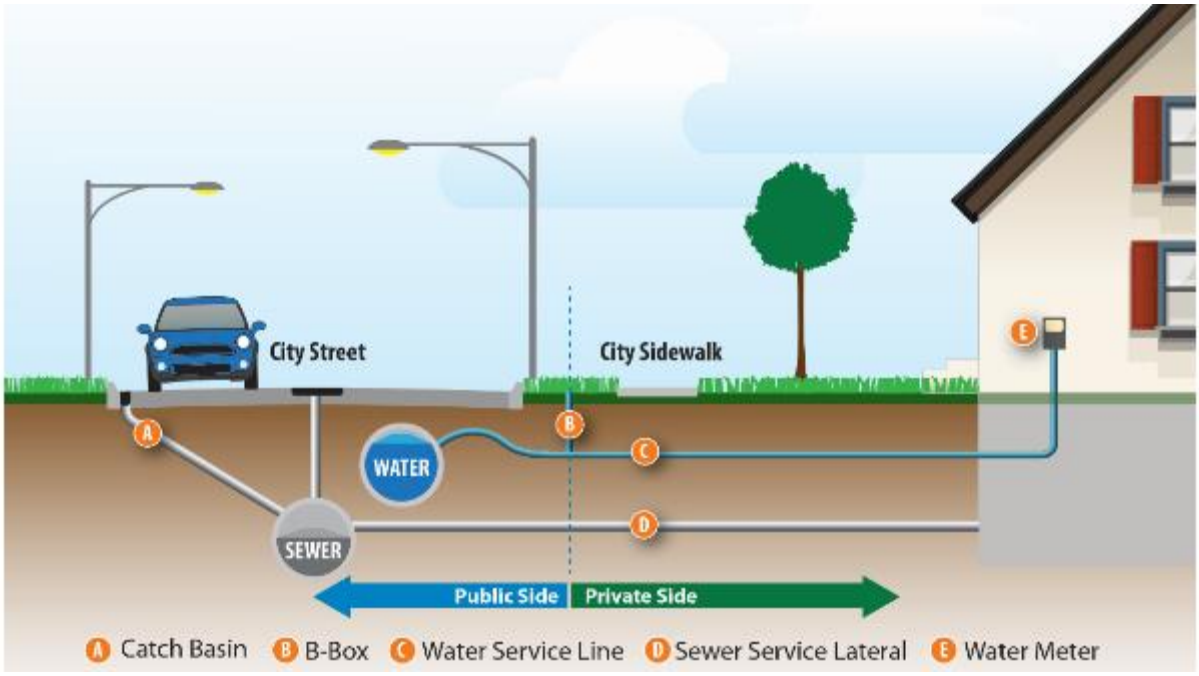

Figure 1-1. Diagram of a Water Service Line

The City owns the water service line from the water main to the B-Box (point B), and the property owner owns the rest of the service line into the property.

1.4.2 Full Versus Partial LSL Replacement

A full LSLR replaces all of the LSL, from the water main to the interior of a property. Typically, the replacement ends at the first shut-off valve or after 18 inches inside the building, whichever is shorter, as defined by the Act. The remaining interior plumbing is left in place. While the interior plumbing is not typically made of lead, it can still have sources of lead, such as copper with lead solder, lead brass fittings, or lead particles attached to the pipe scale. The interior plumbing is the responsibility of the property owner. Therefore, a full LSLR cannot guarantee that the water will be completely lead-free.

Without property owner participation, the privately-owned portion of the LSL cannot be replaced, and the City can only replace the public side of the LSL, which is called a partial LSLR (PLSLR). Whenever CWS are conducting LSLR due to a trigger or action level exceedance, PLSLR will not count towards calculating their LSLR rate.

Section 2
Program Development

2.1 Overview

The Chicago Plumbing Code required LSLs until 1986. The majority of Chicago residential homes constructed prior to 1986 are known, or suspected, of having LSLs. As of April 2025, the City has approximately 412,000 known or suspected LSLs. Under the Act, the City will be required to replace 2% per year, beginning in 2027.

The City began LSLR planning efforts in 2019. In 2021, the City published a draft LSLR Plan and began replacing LSLRs. In order to ramp up its capacity to rapidly and efficiently replace LSLs, the City planned to divide the long-term program into short term goals, as summarized in **Table 2-1** below.

Table 2-1. Overview of LSLR Program Phases as of March 2025

Phase	Goals	Program
Phase I (2020-2023)	▪ Early LSLR in disadvantaged areas ▪ Start of LSLR with grant funding ▪ Identify cost savings for future phases	▪ Equity LSLR: Provides free LSLR for low-income homeowners with tested lead concerns (number of replacements capped by grant funding availability)[1] ▪ Block LSLR: Initial individual block of full LSLR alongside a water main replacement ▪ Homeowner-Initiated LSLR: Subsidized permit fees for homeowners interested in replacing their LSLs
Phase II (2023-2024)	▪ Target full LSLR whenever LSLs are cut ▪ Identify further construction efficiencies and scale-up construction capacity	▪ LSLR Alongside Water Main and Sewer Main Replacements: Work with property owner to fully replace LSLs during water main reconnection – the Act requires this as of 1/1/2023 ▪ LSLR for LSL Breaks: Work with property owners to fully replace LSLs after service line leaks or breaks –the Act requires this as of 1/1/2023. Piloting of efforts began in 2022. ▪ Daycares LSLR: Provide free LSLR to licensed daycares ▪ Continue Equity LSLR and Homeowner-Initiated LSLR

[1] The number of LSLR depends upon available funding. A waiting list will be maintained of eligible households, and they will be served as additional funding becomes available.

Phase	Goals	Program
Phase III (2024-onward)	▪ Provide systematic prioritized LSLR throughout the City	▪ Use prioritization criteria to systematically perform block-level LSLRs ▪ Continue Phase I and Phase II programs ▪ Works Progress Administration (WPA): Upgrades historic roadways with modern stormwater infrastructure while replacing approximately lead service lines.

2.2 Lead Service Line Inventory

As April 2025, the City has 491,705 total connections. The service line material inventory breakdown is shown in **Table 2-2** below.

Table 2-2. City of Chicago Service Line Material Inventory

Material	Number of Services
Lead	150,864
Galvanized Requiring Replacement (GRR)	10,526
Unknown	251,247
Non-Lead	79,068
Total Services	**491,705**

Because the galvanized service lines in homes built prior to 1986 are assumed to have lead goosenecks, all galvanized services for these older homes are assumed to be galvanized requiring replacement (GRR). For the purposes of this report, LSLs includes both full lead service lines and GRR service lines.

Because of the historical requirement to install LSLs, these services are located throughout Chicago. **Figure 2-1** below identifies the locations of the known and suspected LSLs. LSLs are located in every Chicago community with the exception of the central business district and in industrial corridors.

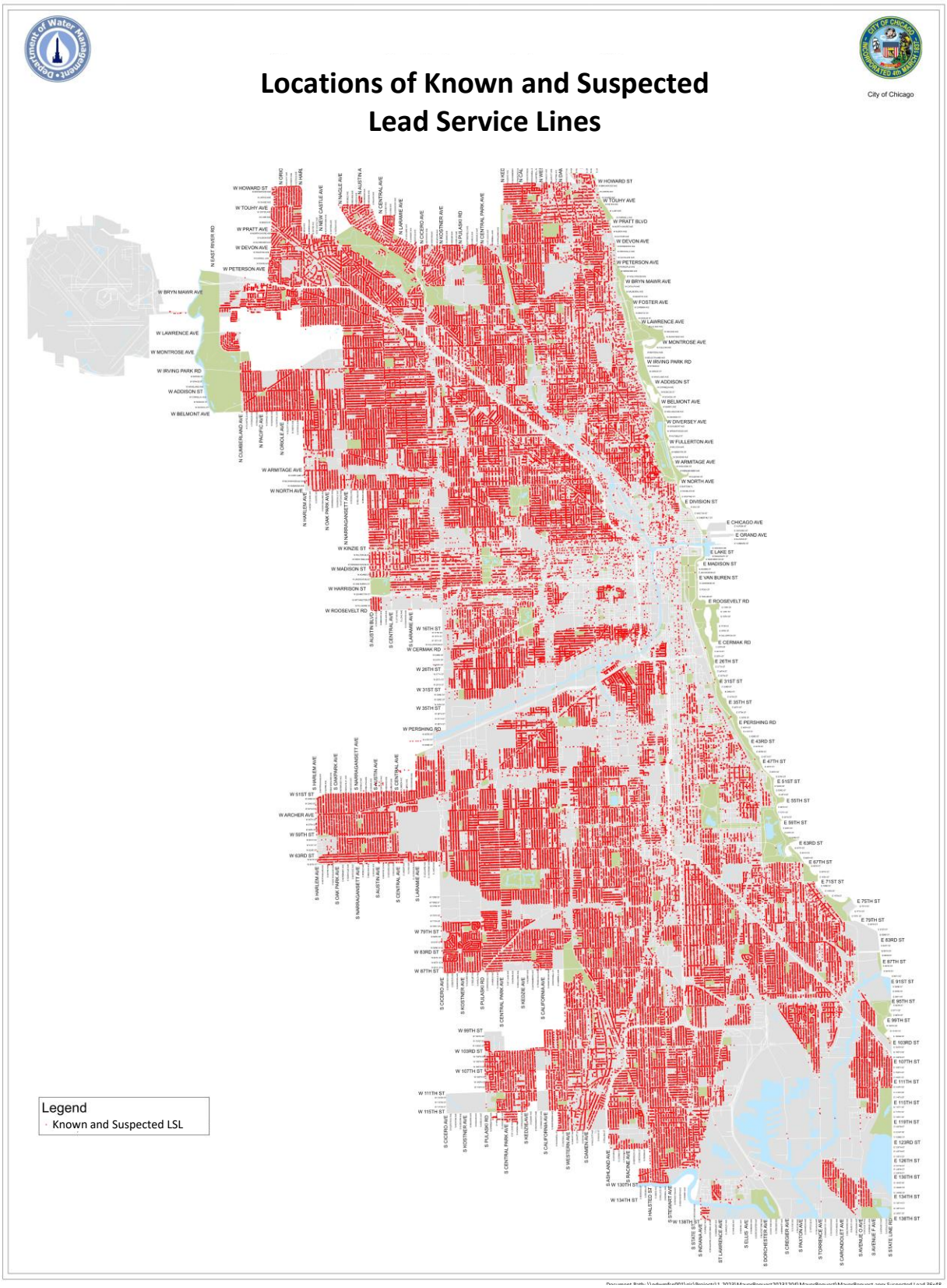

Figure 2-1. Location Map of Known and Suspected LSLs in Chicago

2.2.1 Assumptions in the 2025 LSL Inventory

The Illinois Environmental Protection Agency (IEPA) requirements for completing the inventories are:

- Prioritize the inspection of high-risk areas identified;
- Review historical documents to determine service line material;
- Visually inspect service lines and document material when doing maintenance;
- Identify any time period service lines would have been connected to the distribution system and were primarily LSLs; and
- Discuss service line repairs and installation with other employees, contractors, plumbers, and other workers who worked on service lines connected to the community water system.

This service line material inventory was developed based on the following records:

- Work orders for new water services;
- Materials recorded during past utility work, including during water main replacements, sewer main replacements, meter installations and replacements, and leak and break repairs;
- Materials recorded during home inspections to follow up on water testing results or meter read during a home sale;
- Chicago Plumbing Code, which required lead for residential services until 1988;
- Service lines size so that those listed as above 2 inches are non-lead due to the limitations in lead pipe size; and
- Building ages before and after the lead ban

2.2.2 Updating the LSL Inventory

The LSL inventory is based on currently available GIS data and is connected to the City's work order and permitting system so that it can continuously be updated whenever staff are working in the distribution system. This includes:

- Home investigations following a high lead test results;
- Water Meter Investigations; and
- LSLRs

2.3 Replacement Rate Goals

The Act sets a required minimum replacement rate for all CWS in Illinois based on the number of known and suspected LSLs in the utility's inventory in 2027. Cities with more than 99,999 known

or suspected LSLs must replace 2% per year beginning in 2027. **Table 2-3** below shows the City's anticipated LSLR rate and timeline.

Table 2-3. Replacement Rate and Timeline

Inventory Type	Number of Knowns/Suspected LSL Services	Required Replacement Rate	Number of LSLR per Year	Year to Finish Replacements
All Lead, GRR, and Current Unknowns	412,000	2%	8,300	50

Based on the planned 2% annual replacement rate, **Table 2-4** shows the City's proposed LSLR schedule with goals for replacements by the target years.

Table 2-4. Cumulative Number of LSLR Schedule Goal by Target Year

Year	Cumulative Number of LSLR by Goal Year
1-year (2027)	8,300
5-year (2031)	41,500
10-year (2036)	83,000
15-year (2041)	124,500
20-year (2046)	166,000
25-year (2051)	207,500
30-year (2056)	249,000
50-year (2076)	412,000

Under the LCRR, if a utility exceeds the Action Level of 15 ppb, they are required to replace 3% of LSLs annually. If the utility exceeds the new Trigger Level of 10 ppb, they will be required to replace LSLs at a goal rate as negotiated with the State. The City recommends that the 1% annual replacement rate of known lead service lines be used as the replacement goal rate in the event of a Trigger Level exceedance.

2.4 LSLR To Date

The City began planning and developing its strategy for LSLR in 2019 by coordinating with the community and stakeholders to identify priorities, funding sources, and statutory authority for LSLR. In 2020, this was formalized into short-term and long-term LSLR programs, and the City first began LSLR for low-income homeowners in 2021 through its Equity LSLR. Since then, these programs have expanded to include free LSLR for daycares, following leaks and breaks on LSLs, and LSLs associated with water main and sewer main replacements. **Table 2-5** shows the number and **Figure 2-2** shows the locations of services that have been replaced since 2021 as part of the City's on-going LSLR programs.

Table 2-5. Number of Annual LSLR Since 2021

Year	Number of LSLR per Year
2021	34
2022	341
2023	3,244
2024	3,361
2025 (through March)	943
Total	**7,923**

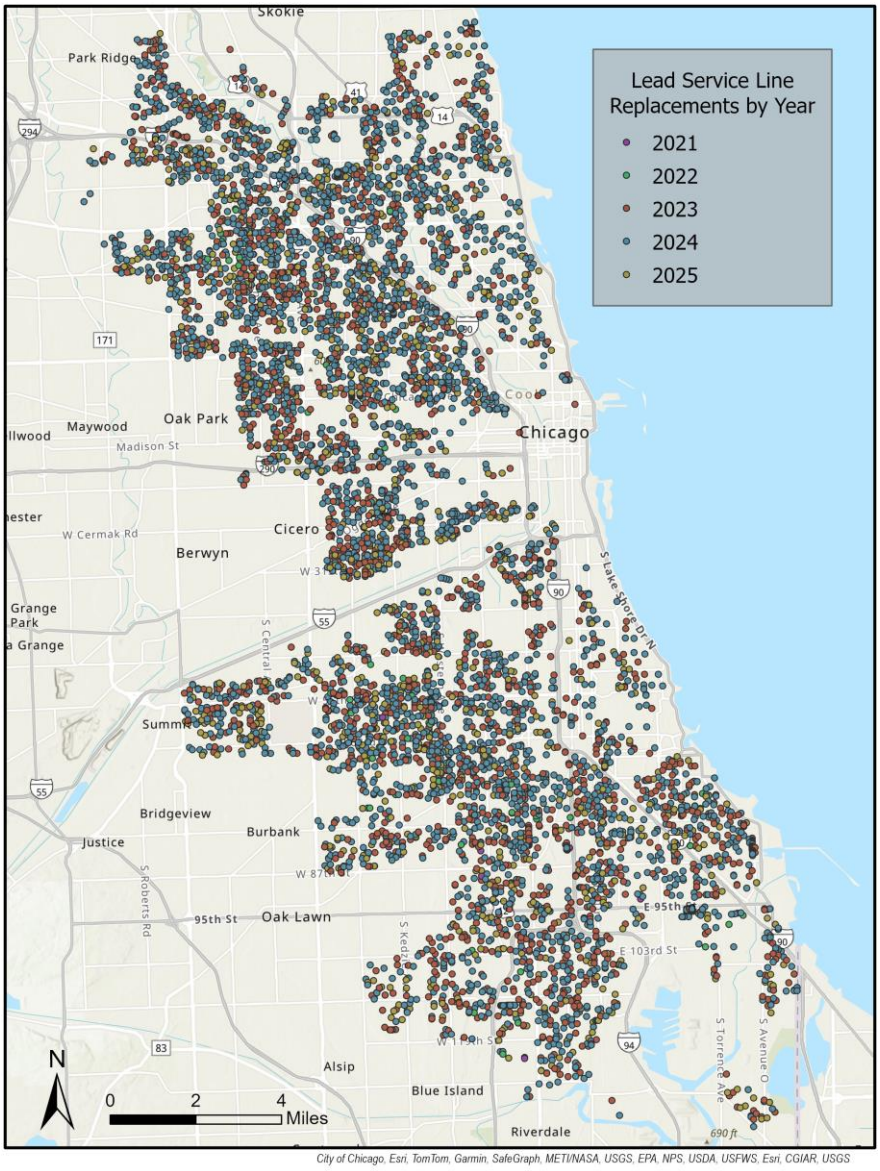

Figure 2-2. Location of LSLs Replaced Since 2020

The City established three phases in developing and scaling up its LSLR programs as described below.

2.4.1 Phase I – Begin Small-Scale Replacements

Phase I focused on quickly starting a smaller volume of LSLR to finalize LSLR procedures and build capacity for the full program. This phase began construction in 2021 with the Equity LSLR program. It also kicked off the homeowner-initiated LSLR program, which waived LSLR permit fees for homeowners interested in replacing their own services. Finally, it focused on beginning full LSLR alongside single block water main replacements. By starting on a small scale, the program focused on extensive outreach to maximize participation. Successes of Phase I include:

- Piloting and demonstrating trenchless construction;
- Meeting water/sewer separation requirements and working with IDPH to obtain a waiver where required;
- Streamlining permitting and pre-construction detail approval;
- Standardized outreach materials and methods for property owner outreach; and
- Documenting property owner consent, construction approach, and as-built documents

2.4.2 Phase II – Scale Up LSLR

Phase II has focused on minimizing the occurrences of PLSLR by developing additional programs for situations that often result in PLSLR: reconnecting water services to new mains during water main replacements, cutting through LSLs during sewer main replacements, and repairs to broken or leaking LSLs. These programs also allow the City to remain in compliance with the Act which had a compliance date of January 2023 and the LCRR, which has a compliance date of October 2024. Additionally, the Act will require DWM to replace 2% of the reported LSLs (approximately 8,300 LSL) annually beginning in 2027, and so the total LSLRs under these programs will meet this mandate.

2.4.3 Phase III – Prioritized Block Replacements

In 2024, the City scaled up its LSLR program further to target prioritized block replacements. In the next five years, prioritization will be based on the metrics used in determining principal forgiveness for SRF loans, to maximize the amount of LSLR the City can complete while Bipartisan Infrastructure (BIL) funding is available. The City will also investigate LSLR programs to prioritize high risk facilities beyond daycares and identify additional priority blocks for replacements.

2.4.4 Ongoing LSLR Programs

2.4.4.1 Equity LSLR Program

This program is designed to ensure that low-income residents are able to access LSLRs by providing free full LSLR to low-income homeowners[2]. The program is open to residents city-wide,

[2] Low-income is defined per the CDBG definition of 80% of Area Median Income. The federal government updates the income cutoffs (which are based on family size) annually.

and additional outreach efforts are focused in low-income neighborhoods. This has included targeted mailings and emails with program flyers, manning booths at Aldermanic and other City events, and running library events to help people apply. The City has set up a fully online application submittal process in addition to accepting applications by mail or in-person during outreach events.

Key improvements to the construction process developed during this project include implementing a process to submit project permits online, streamlining steps for selecting and approving the planned water service alignment, and shifting to more trenchless installations instead of open cut. As the program has grown, additional crews were trained and deployed to increase construction capacity.

The program is funded through an on-going allocation of CDBG funds that establishes the income criteria and document requirements for participation. The City targets 600 LSLRs per year through this program, but actual replacements are dependent on availability of funds.

The City currently has three contracts for this program, and a new contract is currently in procurement review prior to awarding. Through March 2025, 1,790 homeowners have replaced their LSL under this program.

2.4.4.2 Daycares LSLR Program

The City began offering free full LSLR to selected daycares in 2022 with the goal of offering daycares a free LSLR within the first stages of the LSLR program. The rollout has prioritized daycares in specific disadvantaged communities. With sustainable funding, the program could be open to daycares throughout the city. As part of the program, the City has partnered with Elevate Energy. Once the City provides a daycare with a free LSLR, Elevate Energy provides follow-up lead testing. Daycares that continue to have elevated lead levels following LSLR are able to work with Elevate Energy to mitigate lead sources inside the property. The City targets replacing 100 LSLs per year through this program.

The City has completed one contract for this program and has a second contract that commenced in Summer 2024. Through March 2025, the City has replaced LSLs for 219 daycares.

2.4.4.3 LSLR Alongside Water and Sewer Main Replacements

The City offers free full LSLR during water main and sewer main replacement projects. In addition to distributing mailers about the program 45 days before the start of construction, City employees or contractors canvass the block to knock on doors and leave door hangers to explain the program, answer questions, and solicit program sign-ups. PLSLR only occurs when the property owner declines to replace the private side. LSLR alongside the water and sewer main replacements are beneficial because they allow for construction efficiency. The road closure, demolition, and reconstruction can be done once for the benefit of multiple homes. In-person outreach and follow-up testing, and inspections can similarly be conducted more efficiently. In the short term, and pending available private side LSLR funding, the City hopes to complete approximately 2,500 to 3,500 LSLRs combined annually in the course of replacing approximately 12 miles of water and 6 miles of sewer mains. If the City secures additional funding to increase the mileage of water mains and sewer mains replaced per year, the LSLR number will increase.

These replacements began as pilots on blocks in 2022 and expanded to covering all water main and sewer main replacements in 2023. Through March 2025, the City has replaced 517 LSLs associated with water main and sewer main replacements.

2.4.4.4 LSLR for Leaking or Broken LSLs

For a leak or a break on the public or private side of the water service line, the City will send out inspectors to investigate. If the leak is on the public side, the City crews will repair the service line and then subsequently replace the full LSL. If the leak is on the private side, the repair is the property owner's responsibility but whether or not that repair is performed, the City will schedule a full replacement. This program is also provided free to the property owner. This program is currently the City's largest LSLR initiative. Historically, Chicago experiences 4,000 to 5,000 service line leaks and breaks per year. These leaks and breaks include all service line materials. Leaks and breaks occur without advanced warning, in all parts of Chicago, at different times, and the number of these replacements cannot be capped under the Act. The mandated replacement for the program requires the City to budget conservatively for a large number of replacements. This program receives the City's limited private side funding before any other program because this replacement is mandated by the Act.

This program began as a full LSLR pilot following repairs using DWM In-House crews in a limited number of locations in 2022, and expanded to leaks and breaks throughout the City in 2023. The City currently has eight active contracts focused on these replacements along with additional in-house crews. Through March 2025, the City has replaced 4,338 leaking or broken LSLs under this program.

2.4.4.5 Prioritized Block Replacements

In order to lower expenses, improve private side participation, and reduce disruption to residents, the City wants to transition as quickly as possible to performing the majority of LSLR as block replacements. In the near term, one of the mechanisms this will be prioritized by is disadvantaged communities as defined by the IEPA SRF funding. **Figure 2-3** shows the scoring of each census tract in Chicago. All of the data mentioned in the following list comes from the U.S. Census Bureau.

- Median Household Income (MHI): The income of the householder and all other individuals over 15 years old.
- Unemployment: The unemployment percentage for an area, which is the number of people unemployed as a percentage of individuals 16 years of age and older.
- Poverty: The percentage of the population living in property.
- Social Security (SS): The percentage of the population receiving social security benefits
- Supplemental Security Income (SSI): The percentage of the population receiving SSI, an income assistance program issued to needy aged, blind, or disabled individuals.
- Housing Pre-1990: Properties that were first built before 1990.
- Children Under 6: The percentage of the population under six years of age.

- Minority Population: The percentage of non-white individuals living in the community.
- Limited English-Speaking Households: The percentage of households in a community where no member 14 years old or older speaks only English or is bilingual and also speaks English “very well”.

The City annually applies for principal forgiveness from the SRF program for use on prioritized block replacement program.

Additionally, the City prioritizes block level replacements through two additional programs that focus on shovel ready locations with newer water main and newer or recently rehabilitated sewer main. Through the Small Business Initiative (SBI) program, the City has started with 4 projects under this criterion that are designed to help expand the contractor workforce by releasing smaller, focused contracts. Furthermore, the City already has 8 additional contractors on zone-based contracts to allow maximum flexibility to increase replacements through block level efforts.

Through March 2025, the City has replaced 116 LSLs under this program.

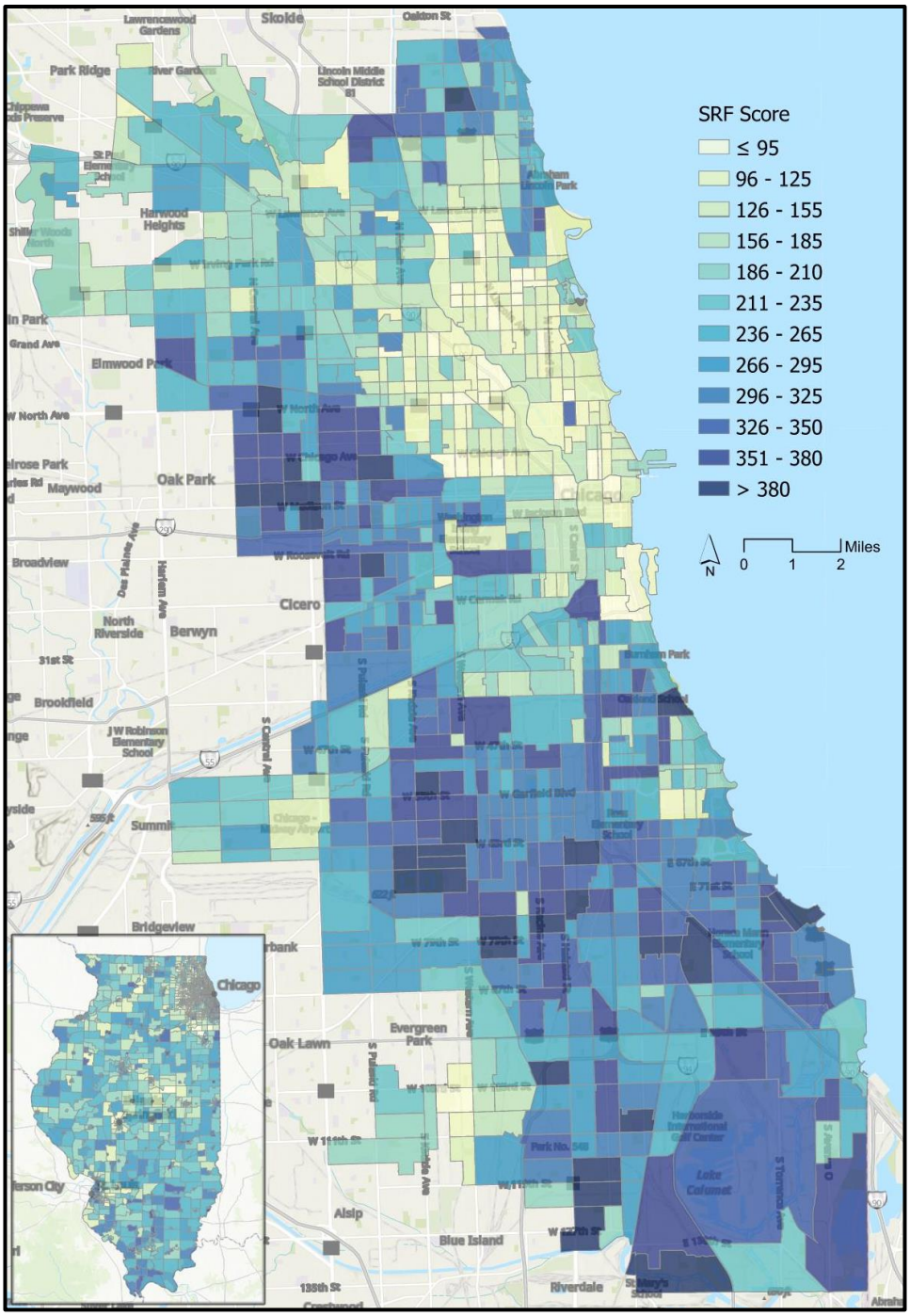

Figure 2-3. Prioritization for LSLR and Service Line Material Investigations Based on SRF Scoring Criteria for Disadvantaged Communities

2.4.4.6 Homeowner-Initiated LSLR Program

Since establishing the program in 2021, the City waives the standard permit fees (up to $5,000) for homeowners interested in replacing their own LSLs at their own cost and through their own contractors. The application process for this program is fully online.

Through March 2025, there have been 943 property owners that have replaced their LSLs as part of this program.

2.4.4.7 WPA Program

The WPA program refers to streets constructed during the Works Progress Administration; a public works initiative established during the Great Depression. These streets were originally built without extensive stormwater infrastructure, and the current project aims to regrade and reconstruct the roads while incorporating enhanced stormwater assets. As part of this effort, lead service line replacements will be conducted. The project is being coordinated by the City Department of Transportation and managed by the Public Building Commission.

2.5 LSLR Workforce Development

The LSLR program is going to be a significant infrastructure investment in communities throughout Chicago. In order to expand the benefits to the broader community from this investment, the LSLR program will be paired with workforce development initiatives to promote hiring a diverse and local workforce. This program will comply with all applicable laws, could take several forms, and the final decisions of the shape of the program will be made with input from local community groups, educational organizations, and workforce partners.

The Act also requires CWS to make a good faith effort to address diversity in hiring contractors for this work. The Act sets the following goals for each utility's LSLR program to encourage diversity in the workforce:

- Award at least 11% of total project contracts to minority owned businesses;
- Award at least 7% of total project contracts to women owned businesses; and
- Award at least 2% of total project contracts to businesses owned by persons with a disability.

The City's standard contract requirements exceed the above requirements for minority and women owned businesses, and the City will continue to review these requirements for compliance with updated state and federal guidance. DWM has taken several initiatives to increase contractor diversity and workforce, including:

- Revising contract and bidding documents to increase minority, women and veteran owned business participation for LSLR contracts;
- Announce and host outreach events for minority contractors and plumbers in the City to promote LSLR projects and programs; and
- Meet and coordinate with Local Unions to promote LSLR construction and encourage additional hiring and participation in LSLR programs.

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Section 3

Strategies for Replacing the Private Side of LSLs

3.1 Overview

LSL ownership is shared with the property owner, starting at the B-Box. Chapter 11-12-040 of the Municipal Code specifically states that "every person having service from the Chicago Waterworks System shall at his own cost and expense, keep in repair all pipes, including private supply pipes, leading from the shutoff rod box to his building or premises." The Municipal Code does not grant the DWM the authority to repair or replace the privately owned side of the water service line without property owner consent.

3.2 Public Communication and Outreach

The public communication and outreach planning is focused on building trust with residents through clear communication and frequent touchpoints. The messaging highlights the benefits of LSLR and the investments the City is making to improve the City infrastructure. Illinois also requires CWS to notify residents annually if their home has a LSL.

Property Owner outreach occurs across a variety of platforms (meetings, press releases, door hangers, social media, etc.) to ensure that everyone is aware of the importance of the program and what property owners will need to do to participate. Section 3.4 provides details about the public communications strategy to educate property owners about the program.

3.3 Financial Support for Private Side Replacement

Financial support for private side LSL replacement is key to the success of any LSLR program. Data from other LSLR programs has shown that when property owners are required to pay (even if subsidized or loaned) thousands of dollars for the private side of the LSLR, meaningful participation is very difficult to achieve. The City has decided to provide full LSLR to residents at no direct cost. However, because the City is not allowed to use water rates on the private side, LSLR program growth is constrained by the funding available for private side replacements.

Under Section 11-12-015 of the Municipal Code, other than to preserve water quality or to protect property, DWM does not perform water shutoffs. Residential properties are never subject to shutoffs for non-payment of water/sewer fees and will not be shutoff for any costs associated with LSLR.

3.4 Construction Logistics Support

When LSLs are replaced under a City program, the City coordinates the full LSLR, including the work on the private side. Depending on the program, the City allocates LSLR work between DWM In-House crews and contractors to perform the full LSLR. Work on the private side is tracked separately from work on the public side so that payment is drawn from the correct funding sources.

When homeowners initiate their own LSLR under the Homeowner Initiated program, they can select from any licensed plumbers in the City and still participate in the permit fee waiver program.

3.5 Procedure for Property Owners Who Decline Participation

The City cannot require property owners to grant access to their private property or to pay for replacing the private side of a LSL. Property owners who do not wish to participate in the LSLR program may sign the IDPH waiver or may be entirely non-responsive to City notices about the program. Under the Act, the owner must be contacted by certified mail at least two weeks before any LSLR (except for emergency repairs). Follow-ups are required and may include in-person visits and flyers on the entrance door. The Act also requires the utility to notify IDPH within 15 working days if the resident fails to respond or refuses to sign the waiver. If the property owner is declining to participate in work where the public part of the LSL must be replaced, such as during water main work or if there is a leak, the property will have a partial LSLR. Property owners who receive a partial LSLR will be supplied with free point of use lead filters and offered free follow-up lead testing.

Section 4

Public Outreach and Communication

4.1 Introduction

The City will need the help of City residents to achieve the goal of replacing all the LSLs in Chicago. To increase private side participation, the City communicates the public health risks of lead exposure in drinking water and how these replacements are beneficial in the long run.

The objectives of these communications efforts are as follows:

- Provide information on how residents can participate in the program;
- Address the concerns of community stakeholders; and
- Maintain effective and clear communication with impacted residents and stakeholders.

4.2 Regulatory Outreach Requirements

DWM is offering a multifaceted LSLR program that looks to strengthen the City's health while meeting the numerous LSLR legislations.

4.2.1 Federal Lead and Copper Rule Revisions (LCRR)

The service material inventory must be made available to the public and updated annually or triennially based on the system's tap monitoring schedule. Residents must be notified 30 days after each inventory and annually until the service connection is no longer lead if they are served by an LSL (or 180 days with an approved extension).

4.2.2 State LSLR Requirements

Under the Act, occupants must be notified of potentially impacted buildings prior to construction or repair work on LSLs. Additionally, if an LSL is identified, the community water supply must attempt to notify the owner and occupants of the existence of the LSL within 15 days, or as soon as is reasonably possible.

Under this Act, notifications must include:

- A notice that the work may result in sediment, and possible lead, in the water supply system;
- Information on safe practices to prevent the consumption of lead in drinking water. Practices should include flushing the water distribution pipe during and after the repair or replacement work and to clean faucet aerator screens;
- Information on the dangers of lead to children and pregnant women; and

- The following statement in the Spanish, Polish, Chinese, Tagalog, Arabic, Korean, German, Urdu, and Gujarati: "This notice contains important information about your water service and may affect your rights. We encourage you to have this notice translated in full into a language you understand and before you make any decisions that may be required under this notice."

Written notice must also be provided to building occupants when replacing LSLs.

4.3 Timeline for Outreach Program

4.3.1 General Outreach and Program Awareness

LSLRs take place as individual replacements and block-level replacements (either alongside construction work like water main replacements, sewer main replacements, or as stand-alone projects). Once a property is identified for a LSLR program, outreach commences. Efforts are focused for the specific location to guide residents through the process from project initiation through construction. For block-level replacements, efforts are commenced early to notify properties about the upcoming project on their street. Both individual communications and community events are completed to increase participation rates for the upcoming project. Regulatory required communications identified in this Section 4.2 are provided throughout this process as well.

After each LSLR, instructions for maintaining safe water quality through flushing and filter usage are shared and point-of-use pitcher filters are provided.

4.3.2 Regulatory Timelines for Property Owner Communications

The LCRR and the Act requires that property owners are notified at least 45 days in advance of planned infrastructure work that will result in a LSLR. This notification must include a request for access to the building and an offer to replace the private side of the LSL together with the public side replacement. While the laws allow the utility to charge the property owner for the private side replacement, the City is offering LSLRs to residents at no charge.

Under the Act, at least 14 days prior to planned work or at the time of the work for emergency work that will affect LSLs the utility must provide property owners with individual written notices that include:

- Potential for work to cause sediment containing lead to be released;
- Best practices for reducing lead exposure (including flushing and cleaning faucet aerators);
- Dangers of lead to pregnant women and young children; and
- A number or address for where to get a translated copy of the notice for non-English speakers

Prior to returning any water service line into service (including both planned work and emergency repairs), the property owner must be given information about the potential for temporary increases in lead following the replacement, the health effects of lead, the steps the property owner can take to minimize lead exposure, and the instructions for flushing the service line. CWS must also provide the property owner with point-of-use filters and offer to test the water for lead three to six months after the replacement.

4.4 Outreach Messaging

The outreach messaging to the public helps property owners understand the importance of LSLR while accurately contextualizing different sources of lead exposure (including lead paint and dust). Examples of outreach materials currently being used by DWM are included in **Appendix A**.

4.4.1 Lead Exposure Background Information

Property owners and residents need to know and understand the effects of lead exposure and the particular impact on children and pregnant women. Chicago buildings constructed before 1986 likely will have LSLs. Lead is not in the water leaving the Jardine or Sawyer Water Purification Plants, the tunnels, pumping stations, feeder mains, or grid mains but can enter the water through LSLs and/or internal plumbing and fixtures. Because lead can be in the internal plumbing, a house may still have detectable amounts of lead in the water after a full LSLR.

4.4.2 What the City is Doing About Lead Exposure

The City has multiple initiatives to reduce lead exposure in the drinking water, including:

- Adding corrosion control chemicals at the treatment plant to minimize lead corrosion;
- Continually monitoring water quality in the distribution system;
- Providing free water testing by request through 311 and providing free follow-up investigations with customized recommendations for homes testing above 15 ppb; and
- Providing free water filters for homes with meter installations, after LSLRs, or elevated lead testing results

4.4.3 What Residents Can Do About Lead Exposure

DWM's education efforts remind residents that they can have their water tested for free by calling 311 or logging their request on-line through the 311 system. The campaign includes steps residents can take to minimize their exposure to lead in drinking water while waiting to replace their LSL. This includes steps such as:

- Flushing water for five minutes when it has stagnated for more than six hours;
- Performing a full house flush following a disturbance to the LSL;
- Using cold water from the tap for drinking and cooking;
- Replacing leaded-brass faucets;

- Cleaning faucet aerators; and
- Using a filter certified for lead removal (particularly after a disturbance)

It also emphasizes that property owners should be aware of other potential lead sources, especially lead paint and dust, when taking steps to minimize their lead exposure.

4.5 Outreach Methods

The City has used a multitude of different communication strategies and platforms to get the word out about the LSLR program and meet all of the communication content and timelines discussed in Section 4.2 and Section 4.3. This messaging provides a community-based approach, forms strategic partnerships, and shares responsibility with the impacted property owners and residents to move the program forward.

4.5.1 Website

The City launched www.LeadSafeChicago.org to serve as a repository for all of the City's lead reduction strategies, including both lead paint and water. It contains descriptions of the LSLR programs that DWM offers, and a link to identify which programs a resident may qualify for. The website also includes steps property owners can take to reduce their lead exposure, various FAQ/flyers about the programs, and additional educational materials. This website will continue to be updated as DWM expands LSLR efforts.

The LCRR requires utility LSL inventories to be available to the public with a current compliance date of October 2024. A service line material inventory map for Chicago can be found online, and residents can search for their address: https://sli.chicagowaterquality.org/. Legal disclaimers are included to warn users that the information may not be complete or fully accurate.

4.5.2 Phone Number/Email

Chicago's city services phone number 311, the DWM LSLR program phone number 312-747-7530, and the email address (LSLR@cityofchicago.org) are all available to the public to answer questions. Responders are trained on frequently asked questions to ensure that consistent and accurate messaging is provided to residents.

4.5.3 Handouts/Pamphlets/FAQs

The City has developed a significant number of handouts and flyers to provide to residents and communities as part of outreach efforts. Examples of some of the flyers can be found in Appendix A and include summary program materials and documents focused on specific projects or developed for individual events. These materials both give an overview of what the City is completing, and in some cases, help answer some of the commonly asked questions by residents.

4.5.4 Door Hangers

Door hangers are utilized by DWM to communicate to property owners about upcoming work and to help facilitate sign-up for replacements. Phone numbers, emails, and website links are provided in the door hangers to direct residents where to go. Door hangers are supplemented with door-to-door outreach, phone calls, and emails to help facilitate sign-up.

4.5.5 Community Meetings

DWM routinely participates in public meetings and outreach events coordinated by the City, Ward Offices, religious/community institutions, and other entities to provide details about the City's LSLR programs, encourage participation in the various efforts, and answer questions from the public.

4.5.6 Public Comment on the LSLR Plan

The City will post a copy of the updated draft LSLR Plan on the City's website at www.LeadSafeChicago.org. The City will have a comment window open to residents prior to the submission of the final LSLR Plan.

4.6 Communication After Construction

An LSL disturbance can result in increased lead levels following the completion of the work. Section 6 describes the plan for water quality maintenance following a LSLR, including flushing, point-of-use filters, and follow-up lead testing. Appendix A has a copy of the post-disturbance education material provided to residents which includes the required information listed in Section 4.3.2.

4.7 Communication Documentation

For outreach efforts at an individual property, DWM maintains records of communication logs, signed documents and permits, and date and number of attempts to communicate with residents in their construction management information system. This includes information about property owners who do not participate, including signed waivers where applicable.

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Section 5
Funding and Financial Planning

The Act requires that CWS include an analysis of cost and financing options for LSLR throughout the system. CWS are also required to consider measures to address affordability for participation in full LSLR. This section outlines the financing and funding options evaluated by the City.

5.1 Overview

Removing LSLs will ultimately require a combination of private, federal, state, and local funding sources to pay for the replacement of both the public and the private side of the LSL. **Tables 5-1** and **5-2** below show the grant and debt-financed funding options currently being reviewed.

Table 5-1. Grant Funding Opportunities

Funding Source	Funding Requested	Restrictions	Status
CDBG	Potentially $10-$20 million annually	Only for low/moderate income homeowners	Annually available amounts may change Given the current federal funding suspensions and the administration's stance on these grant programs, there is a heightened risk that the City may not receive the anticipated grants. In use for Equity LSLR Program
WIIN	$5-$10 million (cost share varies)	Only for disadvantaged areas	Previous applications submitted and not awarded to City. Applied again in December 2024 and awaiting updates on status.
Congressional Earmarks	$2M for Federal FY2023/2024	Daycares LSLR	In use for the Daycares LSLR Program, The FY2025 allocation of $2M was cancelled by the federal Administration.

Table 5-2. Debt-Financed Funding Opportunities

Funding Source	Funding Requested	Restrictions	Status
IEPA SRF (Principal Forgiveness)	Maximum Amount Available (see Figure 2-3 for high priority census tracts)	IEPA SRF defined disadvantaged community	In use for Block Level LSLR Program
IEPA SRF	Variable	Also used for water and sewer main replacement	Applied for over $205M in water main and sewer main funding for State FY2025

Funding Source	Funding Requested	Restrictions	Status
WIFIA	$336 million	Must be less than 49% of total project cost but can be combined with other funding opportunities	Awarded federal FY2024 and in use for multiple programs
Water Revenue Bonds	Variable	Can be used for public side LSLR, main replacement, and public side restoration	Received a bond in 2023 where a portion of proceeds are allocated to LSLR as private side funding availability permits
GO (General Obligation) Bonds	Variable	Can be used for private side	In use for Private Side LSLR in multiple programs. DWM was allocated $100M from the recent 2025 GO Bond.

The Phase I programs focus on using grant funding and loan principal forgiveness. Phase II uses a combination of IEPA SRF, Water Infrastructure Finance and Innovation Act (WIFIA) loan, CDBG, and congressional earmarks. For the Phase III programs, the IEPA SRF funding available from the BIL provides direct funding for LSLs, including principal forgiveness. Once these funding options are exhausted, alternative funding mechanisms will be considered.

There are currently no plans to raise water rates for LSLR. In reviewing funding sources, two major restrictions are common that will significantly impact funding as discussed below.

5.1.1 Restrictions on DWM Water Rates on the Private Side

DWM water rates cannot be used on the private side of the LSL. With respect to the use of revenue collected from water rates, Chapter 11-12-260 of the Municipal Code provides that, "… the fees, charges, and rates established by said ordinance shall be sufficient in all times to pay the cost of operation and maintenance of the water system, to make principal and interest payments on any outstanding bonds, and to establish and maintain any reserve funds or accounts as may be covenanted for in bond ordinances adopted by the City authorizing the issuance of outstanding bonds." The term "Water System" is defined in the City ordinances authorizing the issuance of bonds relating to the Chicago Water System (the "Water Bond Ordinances") as, "…all property, real, personal or otherwise, owned or to be owned by the City or under the control of the City and used for water supply, distribution or collection purposes, including the Projects, any and all further extensions, improvements and additions to the foregoing." The privately owned side of the service line is not owned by the City, and the City does not have control of the privately owned side of the service line.

Furthermore, pursuant to the provisions of the Water Bond Ordinances and covenants entered into by the City related to the issuance of the water bonds, water rate revenues can only be used for Water System operation and maintenance, debt service payments on the bonds, and other uses of the Water System. Therefore, the use of water rate revenues to replace the private side of the LSLs is not permissible under the Municipal Code and under the City's Water Bond Ordinances and related agreements.

This restriction also means that if loans (SRF, WIFIA) are used for private side replacement, they cannot be repaid with water rates[3]. To subsidize the private side, the City would need to be awarded grants or be allocated funds from sources other than water rates.

5.1.2 Restrictions on Funding Source on Partial LSLR

Some funding sources cannot be used on partial LSLR. This includes SRF loans and most grant funding earmarked for LSLR. If the property owners are expected to provide a significant financial contribution, the City will need to balance how non-participation will impact the availability of funding for replacing the public side only.

5.2 Grants

5.2.1 CDBG

CDBG is administered through the U.S. Department of Housing and Urban Development (HUD). These grants are federally funded and distributed on a national level to municipalities and organizations for a wide range of services.

Since 2021, the City has allocated about $60 million in CDBG funds towards LSLR, and DWM hopes to continue to receive CDBG funding to continue its Equity LSLR program. There is no required cost-sharing component to this award. DWM does not expect CDBG to be a reliable or consistent source of future funding for LSLR.

In general, at least 70% of the funds must be used to benefit residents of low to moderate income. The target beneficiaries of a project determine how the low to moderate income determination is made. For projects that benefit the public, the area income is the relevant threshold. For these projects, 51% of the area must be low or moderate income. Projects that would benefit the public include water main replacement, road repair, or LSLR for a building that benefits a low-income community. Alternatively, the CDBG funds can be used to benefit individual low- or moderate-income properties and the individual homeowner must submit an application documenting that they are low or moderate income.

5.2.2 WIIN Grant

The federal Water Infrastructure Improvements for the Nation (WIIN) includes grant funding for reducing lead in drinking water, specifically in disadvantaged communities. The first application round was in 2020 for a total of $39.9 million dollars available, which includes initiatives for schools and childcare facilities. The WIIN grant funding requires that the utility pay at least 20% of the total project cost. The second application round was in April 2022 awarded $20 million for removing LSLs and reducing lead in drinking water at schools and daycares. The second round had no cost sharing. The third application round was in December 2024, and also had no cost sharing. The City submitted an application for $10M for LSLR projects in the Austin neighborhood.

The City submitted an application for all three rounds. The EPA did not select the City's application for LSLR funding for the 2020 and 2022 applications and is awaiting notification from EPA on the

[3] Sewer rates cannot be used for LSLR and cannot be used to repay loans for LSLR on the public or private side.

2024 application whether it was selected or not. The City will continue to monitor this program for additional funding opportunities.

5.2.3 Congressional Earmarks

The City has worked with congressional representatives to seek congressional earmarks for the Daycare LSLR program. Senator Duckworth's $1 million earmark was approved for the City for the Federal Fiscal Year 2023/2024. Representatives Jackson and Schakowsky requested and received an additional $959,752 for Federal Fiscal Year 2023/2024. DWM was expecting another $2M in earmarks for Fiscal Year 2025, but this funding was recently pulled by the federal Administration.

5.3 Debt Financing

Debt financing would allow the City to undertake an accelerated LSLR program while controlling the timeline for paying for the LSLR program. **Table 5-3** summarizes the primary options for debt financing. Note that the interest rate and funding availability are based on recent data available unless otherwise noted and are expected to be different from those values in the year that the loans and grants are authorized. Total federal assistance may not exceed 80% of total project costs, but SRF and WIFIA funds can be used together to provide 100% of the project costs.

Table 5-3. Comparison of Major Debt Funding Instruments Available

Financing Source	Estimated Interest Rate	Repayment Period	Principal Forgiveness
SRF	1.81% (FY2024)	30 years	Yes, for disadvantaged census tracts per loan
WIFIA	Based on U.S. Treasury rate on the date of loan closing. As of March 2025, 4.38%	30 years	No
Bond Issuance	3.5-4.5% (market-driven)	30-40 years	No

5.3.1 SRF

SRF receives funds from both the Federal and State government to provide low-interest loans to drinking water projects with the possibility of principal forgiveness. Total eligible project costs for this loan include administrative, engineering, legal, and construction costs. LSLRs up to the premise plumbing are eligible for funding, as noted in a memo released by the IEPA on May 9, 2016. The SRF can be used to fund site restoration to pre-construction conditions.

In 2020, the City was awarded a loan for $105 million through SRF for water main replacement. Subsequent contracts for these loans will include LSLR as part of the project scope. In 2024, the City applied for $119.4 million in SRF loans for water main replacements for State FY2025's cycle.

In recent years, the City has also been eligible for principal forgiveness for LSLR through the SRF loan program. The principal forgiveness money can be used for all costs associated with LSLR, including restoration but will not cover any partial LSLR. In FY2024, the BIL replaced the Water Infrastructure Fund Transfer Act to provide principal forgiveness through SRF for LSLR. This funding is 51% zero interest loans and 49% principal forgiveness and is expected to be available

for five years. From the BIL, the IEPA has $106,964,000 available in FY2024 (Year 1) and anticipates $203,177,000 of funding in FY2025 (Year 2). Subsequent annual State allocations have not yet been announced. Prioritization for this funding is based on the scoring for "disadvantaged community" as defined in the SRF project plan. The City has multiple census tracts receiving high priority scores under the SRF's "disadvantaged communities" definition as was shown in **Figure 2-3** on prioritization planning. However, at this time, the City is receiving limited funding under this program because the SRF program has a single award cap for all utilities regardless of size.

The City received $4 million of principal forgiveness funding for the Daycare LSLR program in 2022. For State FY2025, the City received a total of $14 million of funding that targeted the seven highest scoring census tracts.

5.3.2 WIFIA

WIFIA is administered by EPA and provides loans to large water infrastructure projects (projects with eligible costs over $20 million) that meet its objectives. LSLR projects are eligible for WIFIA funding and in certain circumstances it is possible to combine WIFIA and SRF funding. The interest rate on WIFIA loans is tied to the Treasury Bond Rate that most closely matches the loan terms. Borrowers must demonstrate creditworthiness, and there is no principal forgiveness.

The total amount of WIFIA funding is announced annually in a Notice of Funding Availability. The program does not target a minimum number of awards, thus larger projects are not disadvantaged in the review process. WIFIA will fund up to 49% of the total eligible project costs. While no more than 80% of the total project costs can be federally funded, in Illinois, SRF can be used for the remaining 51% percent of project costs not covered under WIFIA. Eligible costs include costs of construction, rehabilitation, reconstruction, replacement, and preconstruction activities. Application fees and capitalized interest on the WIFIA credit instrument are examples of ineligible project costs. Some costs incurred before the WIFIA application process may be included towards the total eligible project cost.

Repayment begins five years after substantial project completion and the final maturity date of the loan for this project is 35 years after the date of substantial project completion. The loan interest rate is established based on the Treasury rates on the date of execution of the credit agreement, but this rate may be refinanced before the first requisition request. WIFIA requires that the project scope for the funding application anticipates reaching substantial completion in five years or less.

EPA does not guarantee loan approval when a borrower is invited to apply. The application process includes an application fee ($100,000), a credit processing fee (variable), an oral presentation, an assessment of the technical soundness of the project, and development of the term sheet. Creditworthiness will also be further assessed during the application process. The application costs can reach $2 million, and the majority of these costs are not refundable if an application is unsuccessful.

The City signed a loan with WIFIA for $336 million in November 2023; this loan was refinanced in December 2024. The City anticipates applying for additional loans through the WIFIA program when the initial loan is spent.

5.3.3 Bonds

Municipal bonds may also be used to finance those portions of the project that are not financed through SRF or WIFIA. Water and Sewer Bonds can be used for public infrastructure owned by DWM. General Obligation Bonds are the current, primary tool to fund private side portion of the LSL as defined by the Municipal Code Chapter 11-12-260.

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Section 6

LSLR Technologies and Water Quality Maintenance Procedures

Each LSL location has its own specific considerations for selecting the best method for replacement, but many sites share common characteristics. Additionally, DWM has worked with IEPA and IDPH to establish a variance process for private drain separation requirements (if it impedes the completion of LSLR) allowing for greater efficiency in LSLR construction.

6.1 Typical LSLR Procedure

6.1.1 Identification of Service Line

The first step in LSLR is a meeting with DWM or DWM's contractor, property owner, and project engineer. The location and alignment of existing CWS are identified. After evaluating the location of the LSL, examining the property owner's plumbing, and associated checklist items, DWM or DWM's contractor, in consultation with the project engineer, will select a location for the new copper service as well as the replacement technology used to install the service. The contractor will discuss the procedure required to complete the replacement with the property owner, which includes gaining access into the home, the extent of demolition / restoration, and the duration to complete the replacement.

6.1.2 Excavation

Excavation is performed to the extents necessary for the selected replacement technology on private property and in the right-of-way. This includes excavation for the new water service tap, for closing the corporation stop, for cutting and crimping the existing LSL in the street, and for installing a new curb stop and valve box.

6.1.3 Installation of Copper Service

Once the new tap is performed on the existing water main, a new 1-inch[4] copper water service is installed. Work in the right-of-way includes connecting to the new corporation stop and installing a curb stop and valve box in the parkway.

Inside the property, the new water service is connected to the existing interior plumbing. Interior building plumbing is typically constructed with galvanized steel or copper tubing, even in properties with LSL. The LSLR stops at the first connection valve inside the property. However, the scope of this work will vary depending on the existing property conditions. The LSLR requires a new meter to be installed. In the simplest case for homes with unfinished basements and the existing plumbing exposed in the front of the house, the water service can enter the house through the wall or floor and connect directly to the existing interior plumbing, thus minimizing the extent

[4] Current Chicago Plumbing Code requires a 1-inch minimum water service line. If the existing connection is bigger than 1-inch, the new service will match the existing diameter.

of disturbance inside the house. In other cases, however, the new water service will not be located next to the existing plumbing tie-in and more complicated interior construction must occur. Water services installed behind finished walls pose another challenge for restoration. The property owners are responsible for replacing any finished wall or floor that gets disturbed during construction.

6.1.4 Water Quality Maintenance

6.1.4.1 Flushing Protocols

Immediately following a LSLR, the construction crew performs a high velocity flushing of the exterior service line and piping with cold water by opening a tap on the lowest level to remove any construction debris.

Prior to returning the service line into service, the City provides residents with flushing instructions. The goal is to run high velocity water through the plumbing to remove any loose particles. To perform this flush, all aerators should be removed from faucets, and the faucets turned fully open and to cold water starting from the bottom of the house and moving to the top floor. Once the top floor faucets are open, the thirty-minute flush begins. At the end of the thirty minutes, the faucets should be turned off in the reverse order, starting with the top floor and working down to the bottom floor. AWWA C810 recommends repeating this procedure every two weeks for the three months following a disturbance or until otherwise indicated by water testing results.

Residents are also advised of a second flushing procedure that should be used after water has been stagnating in a waterline for more than six hours. The goal with this flushing is simply to change out the water that has stagnated in the interior plumbing with fresh water from the water main. In this instance, flushing only the tap that will provide water for consumption is necessary and five minutes is typically sufficient to bring in water from the water main. The exact time will differ based on the length of the premise plumbing, but a good rule of thumb is that when the water temperature drops, this means that the water is coming fresh from the water main.

6.1.4.2 Filters

Even with flushing procedures in place, lead levels may temporarily increase in drinking water following a full LSLR. The LCRR and the Act include a requirement that filters with replacement cartridges for six months be provided to customers prior to returning a water service to service for both full and partial LSLR. The City delivers filters to residents scheduled for LSLR at the pre-construction meeting and then reviews how to use the filters with the resident once work is complete.

6.1.4.3 Follow-Up Sampling

The LCRR requires that CWS offer property owners and residents follow-up lead testing three to six months after the LSLR. The City automatically sends kits to households who have received a LSLR 90 days after the replacement.

6.2 Replacement Technologies

Multiple technologies have been evaluated during the first phases of the program and viable options were selected as pre-approved methods for the larger program. The contractor is allowed to propose which of the approved technologies to use on each specific site, with trenchless methods being preferred. Open cut construction is avoided but not prohibited (requires engineer approval). Over time, new technologies are expected to continue to emerge, and these will be periodically reviewed for inclusion in subsequent construction contracts.

Trenchless installation minimizes disruption and destruction of the surface relative to open cut. **Table 6-1** provides a summary of the trenchless technologies evaluated for small diameter water service installation.

Table 6-1. Trenchless Systems Evaluated

Technology	Description	Advantages	Limitations
Horizontal Boring	Pneumatic piercing tool (referred to as the bullet)	▪ Commonly used by Chicago contractors ▪ Inexpensive ▪ Minimal operating space	▪ Cannot steer the borehead may require several attempts ▪ Typically used for shorter distances
Standard Horizontal Directional Drilling (HDD)	Directional drill that can target a 2ft x 2ft opening	▪ Steerable and traceable borehead ▪ Can reach the back of a building ▪ Capable technically of being used from water main to house, subject to CDOT approval ▪ Longer distances	▪ Working space requirements ▪ Not many plumbing contractors in Chicago typically use
Pit Launched HDD	Same as HDD but equipment launches from a pit at the service line elevation	▪ Same benefits as standard HDD ▪ Reduced work area relative to standard HDD	▪ Few if any plumbing contractors in the City typically use ▪ Longer install time due to entry pit excavation
Pipe Pulling	Pull new water service using same existing borehole	▪ Can re-use existing water service borepath and so will not hit other utilities ▪ Allowed in the right-of-way under current regulations	▪ Obstructions ▪ Existing service could break during pulling and would require switching to open cut trenching

6.3 LSLR Costs Breakdown

The average cost per full LSLR (public side and private side) based on early phases of the LSLR program is around $35,000. **Figure 6-1** gives a breakdown of this average cost. This average cost is higher than the cost expected for future LSLR because the programs used to determine the average LSLR costs replace LSLs on an individual basis and do not take into account efficiencies gained by replacing LSLs at a block level.

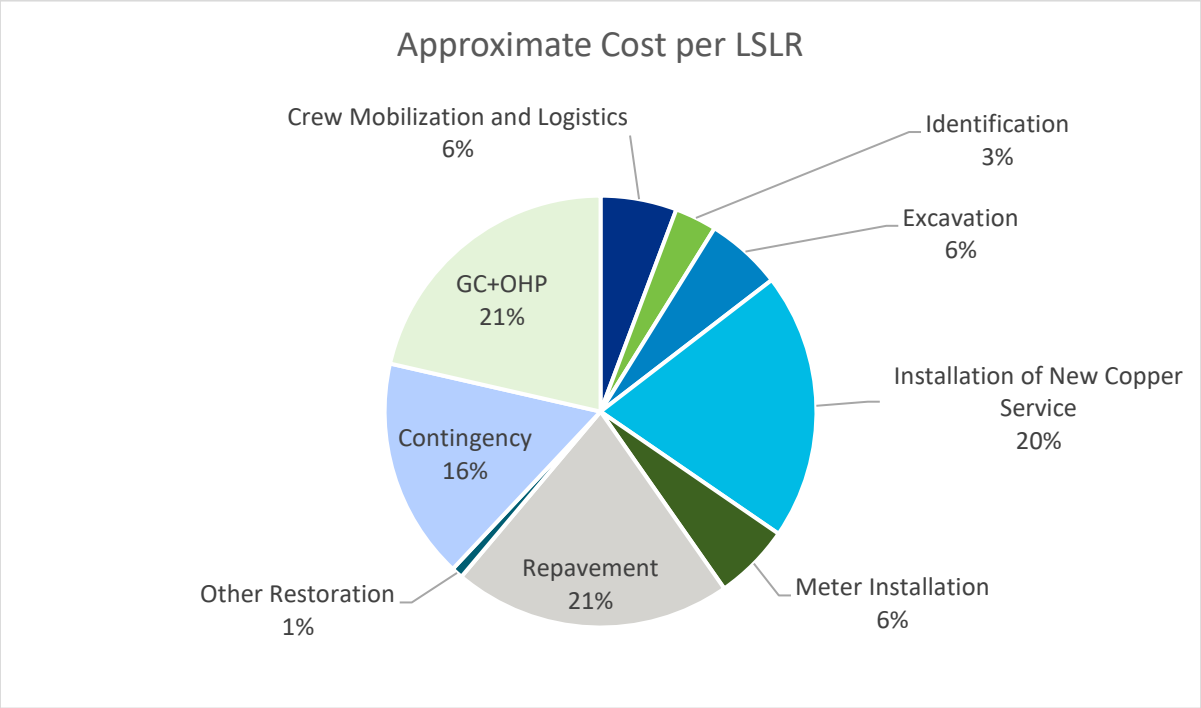

Figure 6-1. Detailed Accounting of the Cost of an LSLR.

The actual costs of each LSLR will vary depending on:

- Required road disturbance length;
- Service line length;
- Home access;
- Field conditions and obstructions (traffic, trees, etc.);
- Number of LSLRs that each contractor will perform;
- Number of LSLRs conducted during one mobilization (i.e. on the same street);
- Availability of contractors to perform trenchless work; and
- Other additional “soft” factors such as program administration, engineering, etc.

Section 7

LSLR Efforts to Date

7.1 Program Status

Since 2022, the City has built up a sizable and rapidly growing LSLR program. By starting with a tight focus on building scalable procedures and streamlining the replacement progress in the first year, the City developed a firm foundation for a long-term program. **Figure 7-1** shows the cumulative number of full LSLR completed by the City since 2022 for each month across all of its LSLR programs. Through March 2025, the City replaced 7,923 LSLs.

Figure 7-1 Cumulative Number of LSLR Completed by the City since 2022

7.1.1 Financing and Funding

The City has successfully identified funding sources to fully fund the public and private side LSLR for the early years. This has included a mix of CDBG funding, SRF principal forgiveness, congressional earmarks, WIFIA loan, GO Bonds, and water revenue bonds.

7.1.2 Public Collaboration

In order to solicit public feedback and build public support, a Working Group with local non-profits and city officials was convened to participate in a series of workshops to discuss the LSLR program

development, including LSLR prioritization, public engagement and outreach, and funding strategies. The Working Group provided input and considerations that were incorporated into the initial LSLR Plan published in 2021.

7.1.3 Inter-Departmental Cooperation

DWM successfully worked with the Chicago Department of Transportation (CDOT) to allow some trenchless construction methods for LSLR, which offers substantial cost and time savings by reducing the required amount of street and sidewalk restoration.

DWM also worked with the Chicago Department of Buildings to move permit applications online and improve the flow of work orders between the departments and with the Department of Procurement Services (DPS) to expedite LSLR procurements.

7.1.4 Regulatory Coordination

On a State level, the IEPA and IDPH have provided a variance on the requirement for separation between the sewer and water service. Because of the CDOT policy change and the IDPH variance to the plumbing code, the City can proceed with LSLR much more efficiently.

7.1.5 Public Outreach

The City's outreach campaign has included building a new public website dedicated to lead safety (www.LeadSafeChicago.org). The City has also developed a comprehensive collection of outreach materials to notify the public of their eligibility to specific LSLR programs and encourage participation as well as educate the public about the health effects of lead and steps they can take to protect themselves from exposure. The City's public outreach team has gone to public events and expanded partnerships with aldermanic offices to specifically include disadvantaged neighborhoods in the LSLR programs.

The City has made the Equity and Homeowner-Initiated program applications fully available online and built up an outreach team to guide homeowners through the process.

Public outreach is particularly important for LSLR alongside water or sewer main construction or following a leak or break, where non-participation results in a partial LSLR. Early small-scale implementation has helped the City streamline outreach procedures that can be expanded throughout the City to improve participation rates.

7.1.6 Streamlined Replacement Procedures

With a focus on reducing permitting and planning time, the start to finish duration for each LSLR has dropped dramatically. Standardized LSLR layouts have reduced review times, and increased coordination between stakeholders has minimized time on day of construction. Ultimately, the duration from LSLR identification through construction has reduced greatly.

7.1.7 Increased In-House Capacity

The City has hired additional construction crews and inspectors to perform LSLR. Additionally, the crews have trained on new trenchless construction techniques to reduce the time needed for each replacement.

7.2 Recommended Next Steps

In order to build on this success, the City anticipates pursuing the following steps to expand the LSLR program.

7.2.1 Continue Equity, Daycares, Homeowner-Initiated, and LSLR Alongside Water/Sewer Main Replacements, and Expand Block Replacements

These early LSLR programs have been popular and successful in meeting the City's primary goal of efficiently removing LSLs with a focus on minimizing partial LSLR and expediting LSLR in disadvantaged areas. When the City replaces LSLs during water or sewer main replacements, the City efficiently replaces LSLs at the most opportune time – when crews are already mobilized to perform construction work, and residents are most impacted by the construction. In 2025, the LSLR program expanded to include block replacement throughout the city. By shifting the program to include more block replacements, costs per LSLR should decrease and the private side participation rates should increase.

7.2.2 Review Prevalence of LSLR Due to a Leak or a Break

The City experiences approximately 4,000 to 5,000 water service line leaks or breaks annually. Because of their unplanned nature, LSLR following an LSL leak or break is logistically challenging, which leads to an increased cost for these LSLR and negatively impacts private side participation. These replacements are throughout the City, and crews require individual mobilizations without much notice to perform these replacements. Additionally, these replacements are not targeted to areas most in need of LSLR. The City would be able to complete substantially more LSLRs per year with the funding available if the program could focus away from LSLR following a leak or break and towards block replacements, either stand alone or alongside water/sewer main replacement projects.

7.2.3 Stakeholder and Local Community-Based Organization Engagement

The City continues to partner with the public to achieve full LSLR. Understanding the community's concerns is key in creating an accessible and successful program. Engaging stakeholders such as City representatives, nonprofit and community-based organizations, and other local agencies is instrumental in refining a program responsive to community concerns and priorities.

7.2.4 Continue to Explore and Apply for Grant Funding

The City will continually review new grant opportunities and actively pursue these grants and principal forgiveness loans. Additional Federal and State funding may become available for water infrastructure projects as noted in this document, and these will present additional opportunities to expand the program.

7.2.5 Continue Monitoring the Regulatory Environment

LCRI was finalized in late 2024 and the proposed requirements are stricter than those of the LCRR and the Act. The City will make changes needed to the LSLR Plan to comply with LCRI if the regulations go into effect.

7.2.6 Continue to Explore Opportunities for Cost Savings and Efficiencies

As the City increases the annual number of LSLR, it is important to consider and explore opportunities for LSLR cost savings and efficiencies. These include trenchless construction to reduce restoration costs and road closures, focus on block replacement in lieu of individual replacements, increasing contractor participation to promote competition, and other project efficiencies. The City will also consider the hiring of additional In-House staff if fiscally and operationally prudent. Reducing the cost of each LSLR will be instrumental in increasing the number of LSLRs and increasing the feasibility of private side LSLR subsidies.

7.2.7 Identify Workforce Development Opportunities

The City wants to further invest in communities by making sure that local residents have the skills and opportunities to qualify for these construction jobs. The City has reviewed case studies from sister agencies and other cities around the country to identify successful policies, including developing minority-focused apprenticeship programs, requiring local hires in disadvantaged areas, and minority and women-owned business enterprise participation goals. The City will continue efforts to identify and expand on workforce development initiatives for LSLR projects.

Appendix A
Chicago LSLR Program Example Outreach Documents

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LEAD-SAFE CHICAGO

Lead Service Line
Replacement Program (LSLR)
www.LeadSafeChicago.org

DWM
Department of Water Management

Chicago Lead Service Line Replacement (LSLR)
Summary of Programs and Eligibility

Equity LSLR

This program provides free LSLR and new meters for income-qualified homeowners.

Requirements

- Have a household income below 80% of the area median income (see Table 1 for 2023 limits).

Household Size (people)	80% Area Median Income (AMI)
1	$61,800
2	$70,600
3	$79,450
4	$88,250
5	$93,350
6	$102,400
7	$109,450
8	$116,500

Table 1. Income Limits for the Equity Program

- Live in a home (single family or two-flat) that you own. Condominiums and commercial properties do not qualify for this program.
- Priority will be given to residents whose water tests above 15 ppb lead.

Process for Enrollment

- Submit application documenting household income and home ownership to see if you qualify at chicagowaterquality.org/LSLREquity
- Get your water tested for free by calling 311 or signing up at chicagowaterquality.org.
- Property owner signs the Right of Entry form.

Contact Information

- Email: lead.safe@cityofchicago.org
- Phone Number: 312-742-2406

Daycares LSLR

This program provides free LSLR and new meters for licensed daycares.

Requirements

- DCFS licensed daycare, both center and in-home. If the daycare is renting, property owner consent is required.
- Daycare is on a prioritized list. The Department of Water Management will contact daycares when they qualify.

Process for Enrollment

- Verify service line material using chicagowaterquality.org/LSLIdentification or by emailing a photo of your water service line to daycares@cityofchicago.org.
- Daycare owner and property owner sign and notarize the Right of Entry form.

Contact Information

- Email: daycares@cityofchicago.org
- Phone Number: 312-744-6635

Leaks and Breaks LSLR

This program provides free LSLR and new meters for properties with leaking or broken lead services.

Requirements

- A leak or break is found on the water service line connecting to your property.
- All properties with LSLs (including renters, owner-occupied, and commercial properties) are eligible to participate.

Process for Enrollment

- Leak or break is identified and reported to the City by calling 311.
- DWM Investigator identifies if the leak or break is on private or public property. DWM will repair the leak or break on the public side and the property owner repairs any leaks or breaks on the private side.
- DWM or Contractor will discuss and schedule LSLR with the owner.

Contact Information

- 311 to report a leak or break
- Email: LSLR@cityofchicago.org
- Phone Number: 312-747-7530

LEAD-SAFE CHICAGO

Lead Service Line Replacement Program (LSLR)

www.LeadSafeChicago.org

DWM Department of Water Management

DWM LSLR Summary: Program Overview

Block Level LSLR

This program provides free LSLR and new meters for properties affected by water main or sewer main replacement work.

Requirements

- DWM will identify block-level LSLR locations based on planned construction work and other prioritization factors
- All properties with LSLs (including renters, owner-occupied, and commercial properties) are eligible to participate

Process for Enrollment

- The City will notify residents of their eligibility and next steps to complete the full LSLR.

Contact Information

- Phone Number: 312-744-6635

Homeowner Initiated LSLR

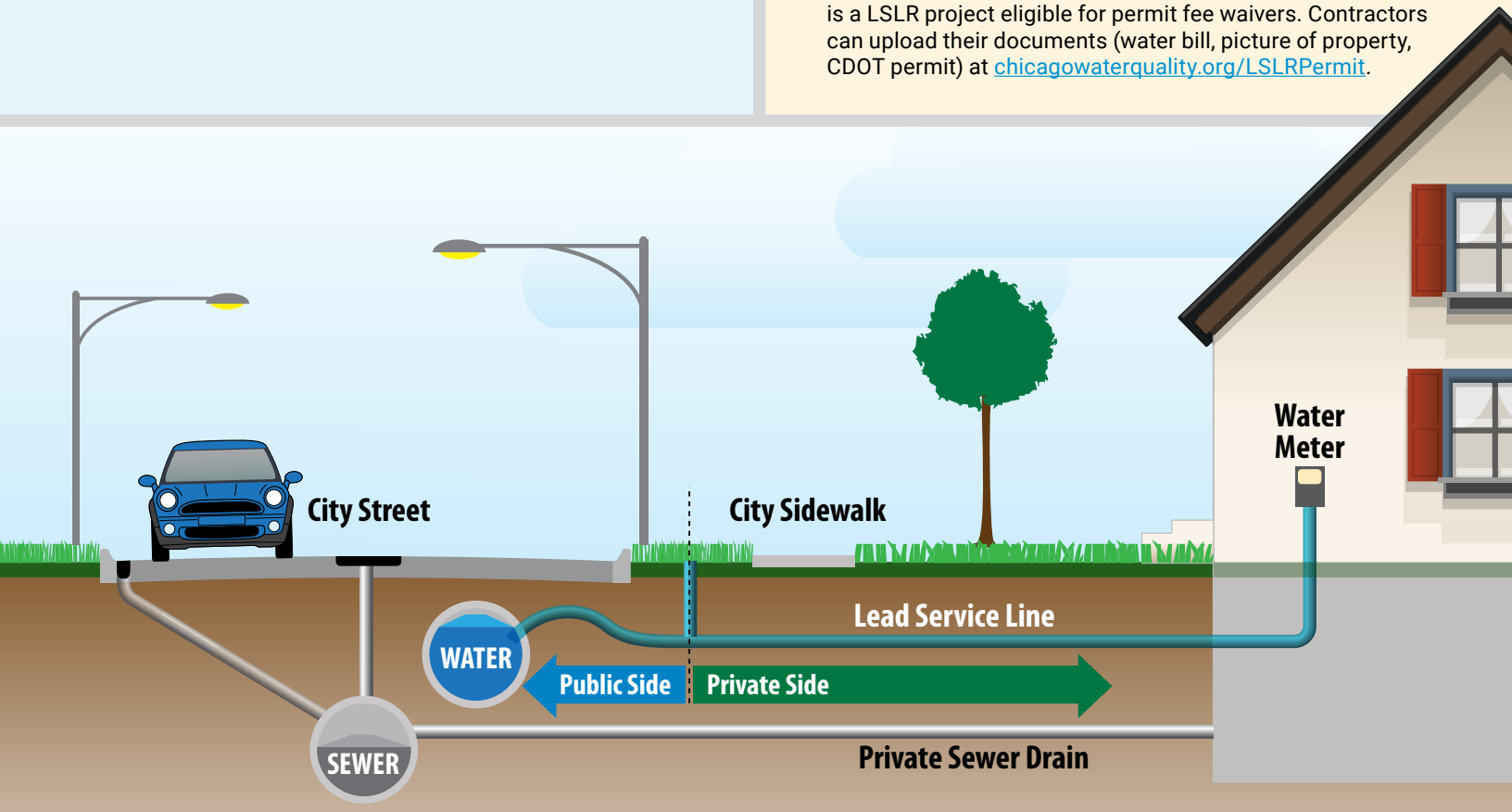
This program waives the standard permit fees (up to $5,000) for any property owner who decides to replace their full lead service line.

Requirements

- All properties with LSLs (including renters, owner-occupied, and commercial properties) are eligible to participate.
- Property owner must be willing to pay for the full LSLR.

Process for Enrollment

- Verify service line material using chicagowaterquality.org/LSLIdentification.
- Hire a licensed plumbing contractor to replace the LSL. Visit leadsafechicago.org for a list of plumbing contractors licensed in Chicago, steps for lead service line replacement, and the permit fees that will qualify for fee waivers.
- The contractor will notify Department of Buildings that this is a LSLR project eligible for permit fee waivers. Contractors can upload their documents (water bill, picture of property, CDOT permit) at chicagowaterquality.org/LSLRPermit.



The lead service line ownership is split between the City (public side) and the homeowner (private side).

For those who qualify under the Equity, Daycares, Leaks and Breaks, and Block Level LSLR programs the City will replace the full lead service line, including the homeowner's portion, free of charge.

Under the Homeowner Initiated LSLR, the homeowner will replace the full line and the City will fully subsidize the cost of standard permitting fees.

LEAD–SAFE CHICAGO

Lead Service Line Replacement Program (LSLR)

www.LeadSafeChicago.org

What Residents Can Do Now

The following steps are options for further reducing residents' exposure to lead in their homes. Lead exposure should be particularly limited for pregnant or nursing women and children under age 5.

1

Check for lead paint:

Lead-based paint is the most common cause of lead exposure in children. If you live in a home built before 1978, your home most likely has lead-based paint. While lead paint is no longer sold, it can still be on the walls, windows, doors, and exteriors of your home. Every child in Chicago should have their blood lead levels checked at 1,2 and 3 years old by their healthcare provider.

2

Check what your service line material is:

Copper:
The pipe may appear dull brown on the outside but will be the color of a bright penny if gently scratched. **A magnet WILL NOT stick to a copper pipe.**

Lead:
The pipe will appear dull and soft but will turn a shiny silver color when scratched. **A magnet WILL NOT stick to a lead pipe.**

Galvanized Steel:
The scratched area will remain a dull gray, and **a magnet WILL stick to the surface.**

3

Replace old faucets:

If your faucet is brass from before 2014, replace it with a new no-lead fixture. Antique faucets often have high lead content as well and should not be used for kitchen sinks.

4

Flush water for 5 minutes if it hasn't been used for 6 hours:

Activities such as showering or running the dish-washer/laundry will serve to flush the line. When the water temperature drops during flushing, this typically indicates that the water is coming from the water main, where lead is rarely detectable.

5

Clean faucet aerators every six months:

The screen on the faucets can trap lead particles and so should be cleaned periodically.

6

Cook and drink cold water:

Heat cold water for cooking or drinking rather than using the hot water from the tap.

7

311

Call 311 for a free lead test kit if you're concerned about lead:

The test kit will have three bottles to take sample water in the morning, once the water has not been used for eight hours. Samples are sent back to the City for analysis, and property owners will be notified of results within a few weeks. City staff will do a follow-up investigation of any property with a lead test result above 15 ppb for free.

8

Use a water filter:

If you are concerned about lead exposure, pitcher filters rated NSF 53 remove dissolved lead. A standard Britta filter will not remove lead. The filter must be specifically rated for lead. The City will provide a free filter to properties impacted by construction or with a past meter installation or high lead test results. Go to www.LeadSafeChicago.org to see if your property qualifies.

May 2023

LEAD–SAFE CHICAGO

Programa de reemplazo De Línea de servicio principal (LSLR)

www.LeadSafeChicago.org

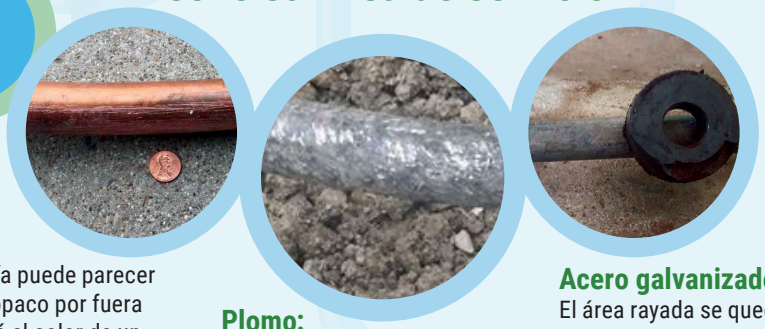
Que pueden hacer los residentes ahora:

Los siguientes pasos son opciones para reducir aún más la exposición de los residentes al plomo en sus hogares. La exposición al plomo debe ser particularmente limitada para mujeres embarazadas o lactantes y niños menores de 5 años.

1 Compruebe si hay pintura con plomo:

La pintura que contiene plomo es la causa más común de exposición al plomo en los niños. Si vive en una casa construida antes de 1978, lo más probable es que su casa tenga pintura con plomo. La pintura con plomo ya no se vende, pero plomo puede estar en las paredes, ventanas, puertas y exteriores de su hogar. Cada niño en Chicago debe tener sus niveles de plomo en la sangre controlados por su proveedor de atención médica a los 1, 2 y 3 años de edad.

2 Compruebe de cual material esta hecho su línea de servicio:



Cobre:
La tubería puede parecer marrón opaco por fuera pero será el color de un brillante centavo si se rasca suavemente. **Un imán NO se pegará a un tubo de cobre.**

Plomo:
La tubería parecerá opaca y suave pero se volverá un brillante color de plata cuando se raya. **Un imán NO se pegará a un tubo de plomo.**

Acero galvanizado:
El área rayada se quedará un gris opaco, y **un imán SE pegará a el tubo.**

3 Reemplace grifos antiguos:

Si su grifo es de latón anterior a 2014, reemplácelo con un accesorio nuevo sin plomo. Los grifos antiguos también tienen un alto contenido de plomo y no deben usarse para fregaderos de cocina.

4 Descarga su agua para 5 minutos si no se ha utilizado durante 6 horas:

Actividades como duchándose o prender el lavaplatos/lavadora servirá para enjuagar la línea. Cuando la temperatura del agua baja durante el lavado, esto generalmente indica que el agua proviene de la tubería principal de agua, donde el plomo rara vez se detecta.

5 Limpie los aireadores del grifo cada seis meses:

La malla de los grifos puede atrapar partículas de plomo y así debería ser limpiado periódicamente.

6 Cocine y beba agua fría:

Calienta el agua fría para cocinar o beber en lugar que usar el agua caliente del grifo.

7 Llame al 311 para obtener un kit de prueba de plomo gratis si le preocupa el plomo:

El kit de prueba tendrá tres botellas para tomar muestras de agua en la mañana, una vez que el agua no se ha utilizado durante ocho horas. Las muestras se envían de regreso a la Ciudad para su análisis, y los propietarios serán notificados de los resultados dentro de unas pocas semanas. El personal de la ciudad hará una investigación de seguimiento de cualquier propiedad con un resultado de prueba de plomo superior a 15-ppb gratis.

8 Utilice un filtro de agua:

Si le preocupa la exposición al plomo, los filtros de jarra con clasificación NSF 53 eliminan el plomo disuelto. El filtro Britta estándar no eliminará el plomo. El filtro debe estar clasificado específicamente para plomo. La ciudad proporciona un filtro gratis a las propiedades afectadas por la construcción o en el pasado con una instalación de medidor o con resultados altos de la prueba de plomo. Vaya a www.LeadSafeChicago.org para ver si su propiedad califica.

May 2023

LEAD-SAFE CHICAGO

Lead Service Line Replacement Program (LSLR)

www.LeadSafeChicago.org

EQUITY LSLR PROGRAM

The City of Chicago is offering to provide FREE lead service line replacements to income-qualified homeowners.

You may qualify if you:

- **Own your home – and it's a single family home or two-flat**
- **Have a household income below 80% of the area median income ($89,700 for a family of four in 2024)**

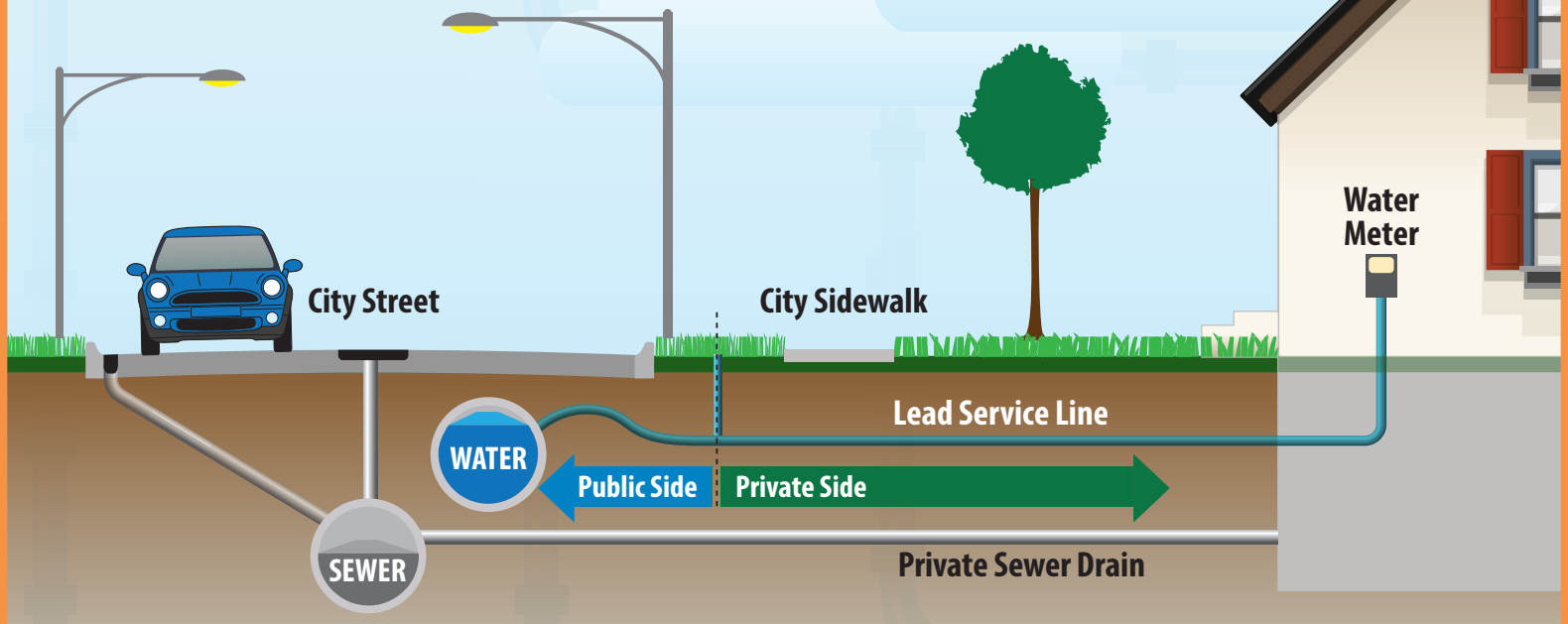
The number of homes receiving free service line replacements will be capped annually by available funding.

GET STARTED NOW

For more program details and a program application visit www.LeadSafeChicago.org.

What's Involved in a Lead Service Line Replacement?

The service line brings the water from the water main to your house. In Chicago, many service lines to single family and two-flat homes are lead. Replacing the line involves digging a trench from the street to your house. The new copper water service will enter your house through the floor or the wall and connect to your existing plumbing at the first water shut-off valve.



The lead service line ownership is split between the City (public side) and the homeowner (private side). If you qualify for this program the City will replace the full lead service line, including the homeowner's portion, free of charge.

For more information call 312.742.2406 or visit www.LeadSafeChicago.org

LEAD–SAFE CHICAGO

Línea de Servicio

Programa de Reemplazo de Tubería de Plomo (LSLR)

www.leadsafechicago.org/es/hogar

PROGRAMA DE EQUIDAD (E-LSLR)

La ciudad de Chicago se ofrece a proporcionar reemplazos GRATUITOS de líneas de servicio de plomo para los dueños de casas con ingresos calificados.

Usted podría calificarse si:

- **Es dueño de su casa - y es una casa unifamiliar o de dos pisos**
- **Tenga ingresos del hogar bajo 80% de los ingresos medios de la zona (89.700 dólares para una familia de cuatro miembros [2024])**

El número de casas que reciban reemplazos gratuitos de líneas de servicio tendrá un límite anual según los fondos disponibles.

EMPIECE AHORA MISMO

Para obtener más detalles del programa y una solicitud de este, visite www.leadsafechicago.org/es/hogar

¿Qué esta involucrado en reemplazar una línea de servicio de plomo?

La línea de servicio lleva el agua desde la tubería principal de agua hasta su casa. En Chicago, muchas líneas de servicio de las casas unifamiliares y de dos pisos son de plomo. El reemplazo de la línea implica la excavación de una zanja desde la calle hasta su casa. REl nuevo servicio de agua de cobre entrará en su casa a través del suelo o de la pared y se conectará a la tubería existente en la primera válvula de corte de agua.

La propiedad de la línea de servicio de plomo se divide entre la ciudad (lado público) y el propietario (lado privado). Si usted cumple con los requisitos de este programa, la ciudad reemplazará toda la línea de servicio de plomo, incluida la parte del propietario, de forma gratuita.

Para más información, llame al 312.742.2406 o visite www.LeadSafeChicago.org

LEAD-SAFE CHICAGO

Lead Service Line Replacement Program (LSLR)

www.LeadSafeChicago.org

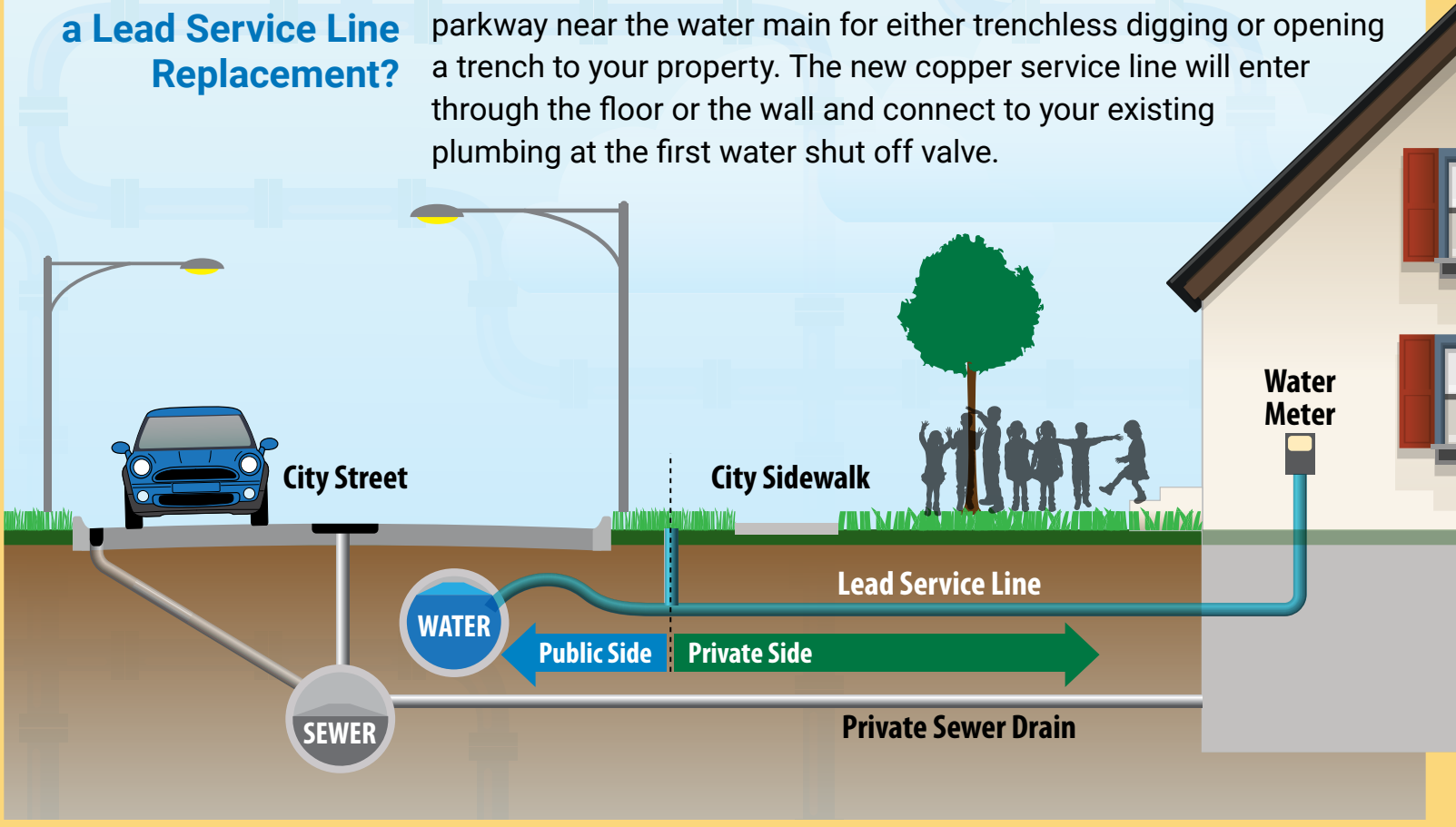
DAYCARE LSLR PROGRAM

The City of Chicago's Lead Service Line Replacement (LSLR) program for daycares offers FREE LSLR to qualified DCFS licensed daycares in Chicago.

Lead can get into the drinking water when the service line (the pipe that carries water from the water main to the childcare facility) is made of lead. This project will replace the existing service line with a new copper service.

What's Involved in a Lead Service Line Replacement?

Replacing the service line involves excavating a pit in the road/parkway near the water main for either trenchless digging or opening a trench to your property. The new copper service line will enter through the floor or the wall and connect to your existing plumbing at the first water shut off valve.



Sign Up Now!

Call 312-744-6635 or email daycares@cityofchicago.org with your name, daycare name, and contact information, and Department of Water's staff or contractor will contact you with next steps.

LEAD-SAFE CHICAGO

Lead Service Line Replacement Program (LSLR)

www.LeadSafeChicago.org

DAYCARE LSLR PROGRAM

Frequently Asked Questions

How do I know if I have a lead service line?

The water service line is the pipe that brings water from the water main to your facility, and is generally located in your basement or utility closet. Lead pipes will be silver-gray, and a magnet will not stick to it. For more information on identifying your water service material, visit www.chicagowaterquality.org/LSLIdentification.

Why is it important for my lead service line to be replaced?

Exposure to lead from drinking water or other sources can cause severe health problems. Studies have linked lead exposure to reduced IQ in children. Infants, young children, and pregnant women are at highest risk of lead exposure, especially if infants consume formula prepared with lead-contaminated water.

Do I need to pay anything to participate?

The program is free. However, you may be responsible for some restoration work following the replacement. As part of this program, the City will restore any fencing removed and hydro-seed disturbed lawns. Any other outdoor landscaping that is disturbed would need to be replaced by you. Additionally, you would need to replace any indoor finishes, such as drywall, tile, or carpeting disturbed by the work. If lead paint or asbestos is found, you would need to remediate it prior to participating in this program.

How long will construction take?

A LSLR is usually completed in one day. Typically, water will be unavailable for up to 8 hours during construction. At the end of the day, any holes from construction will be filled and the area around the new water service entry will be resealed. Construction crews will return at a later date to restore concrete sidewalks, the road, and reseed the grass.

Will I have to close my daycare during construction?

Although the daycare cannot be operational during the hours of the actual water service line replacement, the contractor will work with daycare owners and staff to try to schedule the LSLR around the daycare hours. Restoration work is done outside, and so this can generally be performed without interrupting daycare operation.

Do I qualify if I rent the building where my daycare operates?

Yes. The lead service line replacement is free for a rental building currently operating as a daycare. However, the owner of the building will need to provide consent.

Will my water be completely free of lead after the water service line is replaced?

While the lead service line might be a source of lead in the water, there may still be lead in the interior plumbing. Visit the LeadCare Illinois website at LeadCarelllinois.org/SignUp to access FREE lead testing, training, and resources. If lead is still present within your water after sampling, LeadCare Complete at LeadCareComplete.org/SignUp offers free interior plumbing upgrades and replacements.

LEAD–SAFE CHICAGO

Línea de Servicio

Programa de Reemplazo de Tubería de Plomo (LSLR)

www.leadsafechicago.org/es/hogar

PROGRAMA LSLR PARA GUARDERÍAS

El nuevo programa de la ciudad de Chicago de reemplazo de la línea de servicio de plomo (LSLR) para guarderías ofrece **LSLR GRATIS** a guarderías con licencia DCFS calificadas en Chicago.

El plomo puede entrar en el agua potable cuando la línea de servicio (la tubería que lleva el agua desde la tubería principal del agua a la facilidad de guardería) está hecha de plomo. Este proyecto reemplazará la línea existente con un servicio nuevo de cobre.

¿Qué implica un reemplazo de línea de servicio de plomo?

El reemplazo de la línea de servicio implica la excavación de un hoyo en la carretera cerca de la tubería principal de agua para excavación sin una zanja o la apertura de una zanja a su propiedad. La nueva línea de servicio de cobre entrará a través del suelo o la pared y se conectará a su plomería existente en la primera válvula de cierre de agua.

¡Regístrate ahora!

Llame al 312-744-6635 o envíe un correo electrónico a daycares@cityofchicago.org con su nombre, nombre de la guardería e información de contacto, y el personal o contratista del Departamento de Agua se comunicará con usted con los próximos pasos.

LEAD-SAFE CHICAGO

Línea de Servicio

Programa de Reemplazo de Tubería de Plomo (LSLR)

www.leadsafechicago.org/es/hogar

PROGRAMA LSLR PARA GUARDERÍAS

Preguntas Frecuentes

¿Cómo sé si tengo una línea de servicio de plomo?

La línea de servicio de agua es la tubería que trae agua de la tubería principal de agua a su facilidad, y generalmente se encuentra en su sótano o armario de servicio. Tuberías de plomo serán de color gris plateado, y un imán no se pegará a ellos. Para obtener más información sobre identificación del material de servicio de su agua, visite www.chicagowaterquality.org/LSLIdentification.

¿Por qué es importante que se reemplace mi línea de servicio de plomo?

La exposición al plomo procedente del agua potable u otras fuentes puede causar graves problemas de salud. Los estudios han relacionado la exposición al plomo con la reducción del coeficiente intelectual en los niños. Los bebés, los niños pequeños y las mujeres embarazadas están en mayor riesgo de exposición al plomo, especialmente si los bebés consumen fórmula preparada con agua contaminada con plomo.

¿Necesito pagar algo para participar?

El programa es gratuito. Sin embargo, usted puede ser responsable de algunos trabajos de restauración después del reemplazo. Como parte de este programa, la Ciudad restaurará cualquier valla removida y césped perturbado con hidro semillas. Cualquier otro paisajismo al aire libre que se perturba tendría que ser reemplazado por usted. Además, usted tendría que reemplazar cualesquiera acabados interiores, como paneles de yeso, azulejos o alfombras perturbado por el trabajo. Si se encuentre pintura con plomo o asbesto, tendrá que remediarlo antes de participar en este programa.

¿Cuánto tardará la construcción?

Un LSLR usualmente se completa en un día. Típicamente, el agua no estará disponible por un máximo de 8 horas durante la construcción. Al final del día, cualquier agujero de la construcción será rellenado y el área alrededor de la nueva entrada de servicio de agua se volverá a sellar. Los equipos de construcción regresarán en una fecha posterior para restaurar las aceras de hormigón, el camino, y volver a sembrar nuevo césped.

¿Tendré que cerrar mi guardería durante la construcción?

Aunque la guardería no puede operar durante las horas reales del reemplazo de la línea de servicio de agua, el contratista trabajará con los propietarios de la guardería y el personal para tratar de programar el LSLR alrededor de las horas de la guardería. El trabajo de restauración se realiza en el exterior, por lo que generalmente se puede realizar sin interrumpir la operación de la guardería.

¿Califico si alquilo el edificio donde funciona mi guardería?

Sí. El reemplazo de la línea de servicio principal es gratuito para un edificio de alquiler que actualmente funciona como una guardería. Sin embargo, el propietario del edificio tendrá que dar su permiso.

¿Estará completamente libre de plomo mi agua después de reemplazar la línea de servicio de agua?

Si bien la línea de servicio de plomo podría ser una fuente de plomo en el agua, todavía puede haber plomo en la plomería interior. Visite el sitio web de LeadCare Illinois en LeadCareIllinois.org/SignUp para acceder a pruebas de plomo GRATUITAS, entrenamiento y recursos. Si el plomo todavía está presente en su agua después del muestreo, LeadCare Complete en LeadCareComplete.org/SignUp ofrece actualizaciones de plomería interior y reemplazos gratuitos.

LEAD-SAFE CHICAGO

Lead Service Line
Replacement Program (LSLR)
www.LeadSafeChicago.org

Leaks and Breaks **FREE** Lead Service Line Replacement

Summary

This Lead Service Line Replacement (LSLR) initiative offers to replace leaking or broken water service lines to impacted properties for FREE. Under Illinois State Law effective January 1, 2023, if your water service line is made of lead, galvanized iron, or steel, the service line must be completely replaced following a leak or a break. Thus, after a leak or break has been identified on a water service line, the City will replace the full water service line all the way into the property. Barring circumstances outside of the City's control, this replacement must be completed within 30 days of the leak or break.

What You Need to Do

If you receive this flyer following a repair to your lead water service line, contact the City to schedule the full replacement. **This construction work is FREE for you.**

Contact the City with your address, phone number/email, and date of leak or break:

- **Calling 312-747-7530**
- **Emailing LSLR@cityofchicago.org**
- **Scanning the QR code to fill out the survey**

LEAD-SAFE CHICAGO

Línea de servicio
Programa de reemplazo de tubería de plomo (LSLR)
www.LeadSafeChicago.org

REEMPLAZO **GRATIS** DE LA LÍNEA DE SERVICIO DE PLOMO DE FUGAS Y ROTURAS

Resumen

Esta iniciativa de reemplazo de línea de servicio de plomo (LSLR) ofrece reemplazar las líneas de servicio de agua con fugas o rotas a propiedades impactadas GRATIS. Bajo la Ley del Estado de Illinois a partir del 1 de enero de 2023, si su línea de servicio de agua está hecha de plomo, hierro galvanizado o acero, la línea de servicio debe reemplazarse completamente después de una fuga o rotura. Por lo tanto, después de que se haya identificado una fuga o rotura en una línea de servicio de agua, la Ciudad reemplazará la línea de servicio de agua completa hasta la propiedad. Salvo una circunstancia atenuante fuera del control de la Ciudad, este reemplazo debe completarse dentro de los 30 días posteriores a la fuga o rotura.

Lo que necesitas hacer

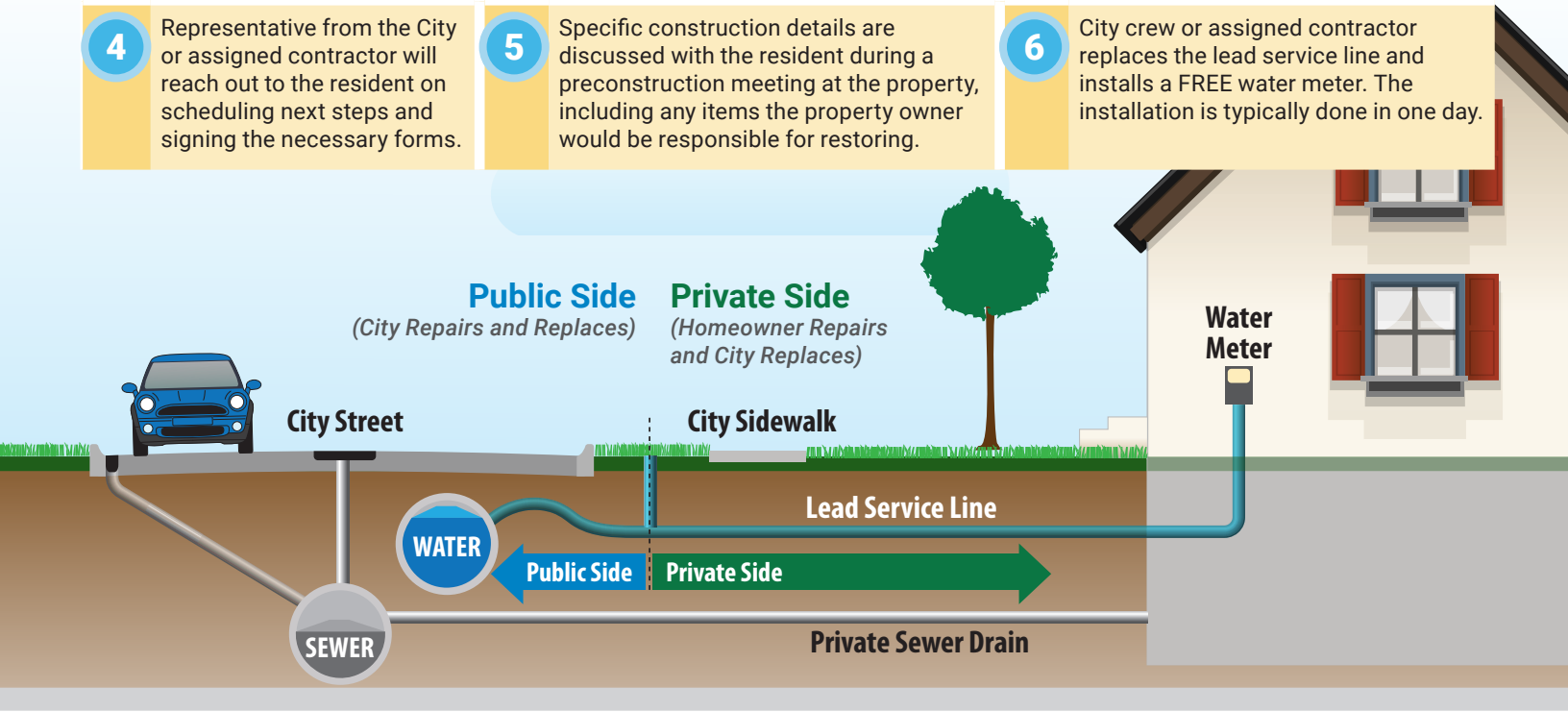
Si usted recibió este volante después de una reparación de su línea de servicio de agua con plomo, comuníquese con la Ciudad para programar el reemplazo. **Este trabajo de construcción es GRATIS para usted.**

Comuníquese con la Ciudad con su dirección, número de teléfono/correo electrónico y fecha de fuga o ruptura:

- **Llamando 312-747-7530**
- **Correo electronico LSLR@cityofchicago.org**
- **Escanee el código QR para iniciar la encuesta**

Process Overview

1. Leak or break is identified and reported to the City.
2. City crew repairs the leak or break and discusses Lead Service Line Replacement (LSLR) with resident.
3. Resident reaches back out to the City to continue the coordination for the full LSLR (see contact information on first page).
4. Representative from the City or assigned contractor will reach out to the resident on scheduling next steps and signing the necessary forms.
5. Specific construction details are discussed with the resident during a preconstruction meeting at the property, including any items the property owner would be responsible for restoring.
6. City crew or assigned contractor replaces the lead service line and installs a FREE water meter. The installation is typically done in one day.



Visión General del Proceso

1. La fuga o rotura se identifica y se informa a la Ciudad.
2. El equipo de la ciudad repara la fuga o rotura y discute el reemplazo de la línea de servicio de plomo (LSLR) con el residente.
3. El residente se comunica con la Ciudad para comenzar la coordinación para el LSLR completo (consulte la información de contacto arriba).
4. El representante de la Ciudad o el contratista asignado se comunicará con el residente para programar los próximos pasos y firmar los formularios necesarios.
5. Los detalles específicos de construcción son discutido con el residente durante una reunión previa a la construcción en la propiedad, incluyendo cualquier artículo del dueño de la propiedad sería responsable de restaurar.
6. El equipo de la ciudad o el contratista asignado reemplaza la línea de servicio de plomo, y si no existe medidor de agua, instalará un medidor de agua GRATIS. La instalación generalmente se realiza en un día.

Frequently Asked Questions

Am I eligible for a free Lead Service Line Replacement (LSLR) through Leaks and Breaks?

If your property's service line has a leak or break and the City identifies the service line as lead, galvanized iron, or steel, then YES!

If I am eligible for a free LSLR, what should I do next?

Reach out to the City to start the coordination by calling 312-747-7530, emailing LSLR@cityofchicago.org, or scanning the QR code on the previous page.

What if I am a renter at the property?

The property is still eligible for a LSLR, but the property owner must coordinate the efforts with the City. Renters can begin the process but the property owner must provide permission for the replacement. Please start the coordination as indicated previously but make sure to have the contact information for your landlord or property manager readily available at this time as well.

Why is it important for my lead service line to be replaced?

Lead can get into drinking water from the plumbing inside of your home or the service line between the water main and your home. Lead may dissolve in water that has stagnated for several hours, such as in the morning or after the workday. Repeated exposure to lead through ingestion or inhalation can cause lead poisoning over time. Pregnant women, infants, and young children are especially at risk, but no level of lead is considered safe for consumption for anyone.

What is involved in a LSLR?

Replacing the service line involves excavating a pit in the road/parkway near the water main then either trenchless digging or opening a trench to your property. The new copper water service will typically enter your house through the floor or the wall and connect to your existing plumbing at the first water shut-off valve.

Continued →

Preguntas frecuentes

¿Soy elegible para un reemplazo de línea de servicio de plomo (LSLR) gratis a través de fugas y roturas?

Si la línea de servicio de su propiedad tiene una fuga o rotura y la Ciudad identifica la línea de servicio como plomo, hierro galvanizado o acero, ¡entonces SÍ!

Si soy elegible para una LSLR gratis, ¿qué pasos debo completar a continuación?

Comuníquese con la Ciudad para comenzar la coordinación llamando al 312-747-7530, enviando un correo electrónico a LSLR@cityofchicago.org o escaneando el código QR en la página anterior.

¿Qué pasa si soy un inquilino en la propiedad?

La propiedad sigue siendo elegible para una LSLR, pero el dueño de la propiedad debe coordinar los esfuerzos con la Ciudad. Los inquilinos pueden comenzar el proceso, pero el dueño de la propiedad debe proporcionar permiso para el reemplazo. Comience la coordinación como se indicó anteriormente, pero asegúrese de tener la información de contacto de su arrendador o administrador de la propiedad disponible en este momento también.

Por qué es importante reemplazar mi línea de servicio de plomo?

El plomo puede entrar en el agua potable desde la plomería dentro de su casa o la línea de servicio entre la tubería principal de agua y su hogar. El plomo puede disolverse en agua que se ha estancado durante varias horas, como por la mañana o después de la jornada laboral. La exposición repetida al plomo a través de la ingestión o la inhalación puede causar envenenamiento por plomo con el tiempo.Las mujeres embarazadas, los bebés y los niños pequeños están especialmente en riesgo, pero ningún nivel de plomo se considera seguro para el consumo de nadie.

¿Qué implica una LSLR?

Reemplazar la línea de servicio implica excavar un pozo en la carretera/avenida cerca de la tubería principal de agua y luego cavar sin zanjas o abrir una zanja hacia su propiedad. El nuevo servicio de agua de cobre generalmente ingresará a su casa a través del piso o la pared y se conectará a la plomería existente en la primera válvula de cierre de agua.

Continuado →

Do I need to pay anything to participate?

Replacing your lead service line is FREE. However, you may be responsible for some restoration work following the replacement. Before beginning the work, the City or contractor will meet with you and discuss the scope of work and planned restoration. The City will seed disturbed lawns, and any other outdoor landscaping that is disturbed will need to be replaced by you. Additionally, you will need to replace any indoor finishes, such as drywall, tile, or flooring disturbed by the work. If lead paint or asbestos is found, you would need to remediate it prior to participating in this effort.

How long will construction take?

A LSLR is usually completed in one day. Typically, water will be unavailable for up to 8 hours during construction. At the end of the day, any holes from construction will be refilled and the area around the new water service will be resealed. Construction crews will return at a later date to restore sidewalks, the road, and reseed the grass.

What should I do to maintain my water quality immediately after the LSLR?

DWM will provide instructions for flushing your water service line following construction to remove particulates. As an additional safety precaution, DWM will also provide you with a free pitcher-style water filter certified to remove lead from the water along with six replacement cartridges. Following the flushing instructions and using the provided filter after construction will minimize the amount of lead and debris in the water. Finally, 3 to 6 months after the replacement has been completed, call 311 or go to chicagowaterquality.org to have a free follow-up lead testing kit mailed to you.

How can I get my service line replaced if I don't qualify under Leaks and Breaks?

There are other City initiated efforts that could apply to you! Go to leadsafechicago.org/lead-service-line-replacement.com to see the current programs.

¿Tengo que pagar algo para participar?

Reemplazar su línea de servicio de plomo es GRATIS. Sin embargo, usted puede ser responsable de algunos trabajos de restauración después del reemplazo. Antes de comenzar el trabajo, la Ciudad o el contratista se reunirán con usted y discutirán el alcance del trabajo y la restauración planificada. La Ciudad hidrosembrará céspedes perturbados y cualquier otro exterior el paisajismo que esté perturbado deberá ser reemplazado por ti. Además, deberá reemplazar cualquier acabado interior, como paneles de yeso, baldosas o alfombras alteradas por el trabajo. Si se encuentra pintura con plomo o asbesto, usted necesitara remediarlo antes de participar en este esfuerzo.

¿Cuánto tiempo tomará la construcción?

Una LSLR generalmente se completa en un día. Típicamente el agua no estará disponible hasta 8 horas durante construcción. Al final del día, cualquier agujero de la construcción se rellenará y el área alrededor del servicio nuevo de agua será resellado. Equipos de construcción regresará en una fecha posterior para restaurar las aceras de concreto, el camino, y volver a sembrar la hierba.

¿Qué debo hacer para mantener la calidad de mi agua inmediatamente después de la LSLR?

DWM proporcionará instrucciones para enjuagar su línea de servicio de agua después de la construcción para eliminar partículas. Como precaución de seguridad adicional, DWM también le proporcionará un filtro de agua estilo de jarra gratis, certificado para eliminar el plomo del agua junto con seis cartuchos de repuesto. Siguiendo las instrucciones de lavado y uso del filtro proporcionado después la construcción minimizará la cantidad de plomo y escombros en el agua. Finalmente, de 3 a 6 meses después que el reemplazo se ha completado, llame al 311 o vaya a chicagowaterquality.org para obtener un kit de prueba de agua de seguimiento enviado por correo.

¿Cómo puedo reemplazar mi línea de servicio si no califico bajo Fugas y roturas?

¡Hay otros esfuerzos iniciados por la Ciudad que podrían aplicarse a ti! Vaya a leadsafechicago.org/lead-service-line-replacement.com para ver los programas actuales.

ATTENTION 100 N. MAYFIELD AVENUE NEIGHBORS:

This important message is from your 29th Ward Alderman Chris Taliaferro.

The Department of Water Management (DWM) has selected the block of north Mayfield Ave from West End to Washington for lead service line replacement (LSLR).

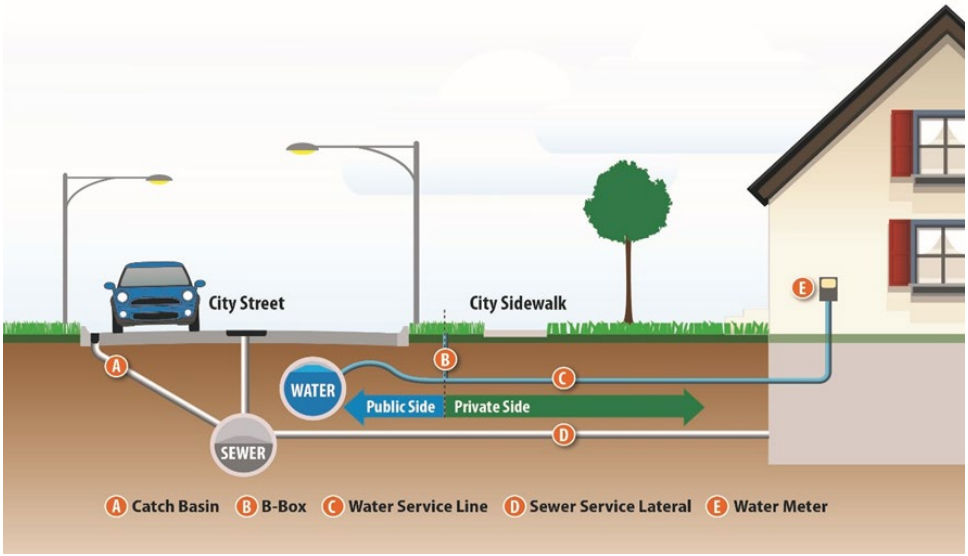
I am hosting a community meeting for the residents of this block regarding this upcoming project. The meeting date is:

April 9, 2025, 6:00pm
15th District Community Room, 5701 W. Madison St.

At this meeting, DWM will provide information, answer questions and address concerns about this block level project which is scheduled to start mid-April.

The service line is the pipe that carries water from the water main in the street to your property (see graphic below). The service line at most properties built before 1986 is lead. This LSLR will be free --***at no cost*** to all properties, and amounts to a $20,000 to $40,000 improvement on your property. Unmetered LSLR properties will also get a free water meter which will save money on the water bill.

If you have any questions about this project after the meeting, please feel free to contact my office at 773-237-6460. You can also contact DWM at 312-744-6635 with any questions you may have. You can find information about lead and read more about lead service line replacement at leadsafechicago.org/resources



The service line (C) is the pipe that extends from the water main to the house.