

DWSD

Community Meeting: Westside and Eastside Water System Upgrades

September 27, 2023



Water & Sewerage
Department



DWSD Community Meeting

Since 2019, the Detroit Water and Sewerage Department (DWSD) has taken a data-driven approach to upgrade the water and sewer systems and is investing about \$100 million a year to address the aging infrastructure.

The Capital Improvement Program (CIP) leverages the \$50 million annual lease payment from the Great Lakes Water Authority as well as operational improvements at DWSD.

The projects for this year include your block.



DWSD Capital Improvement Program Update

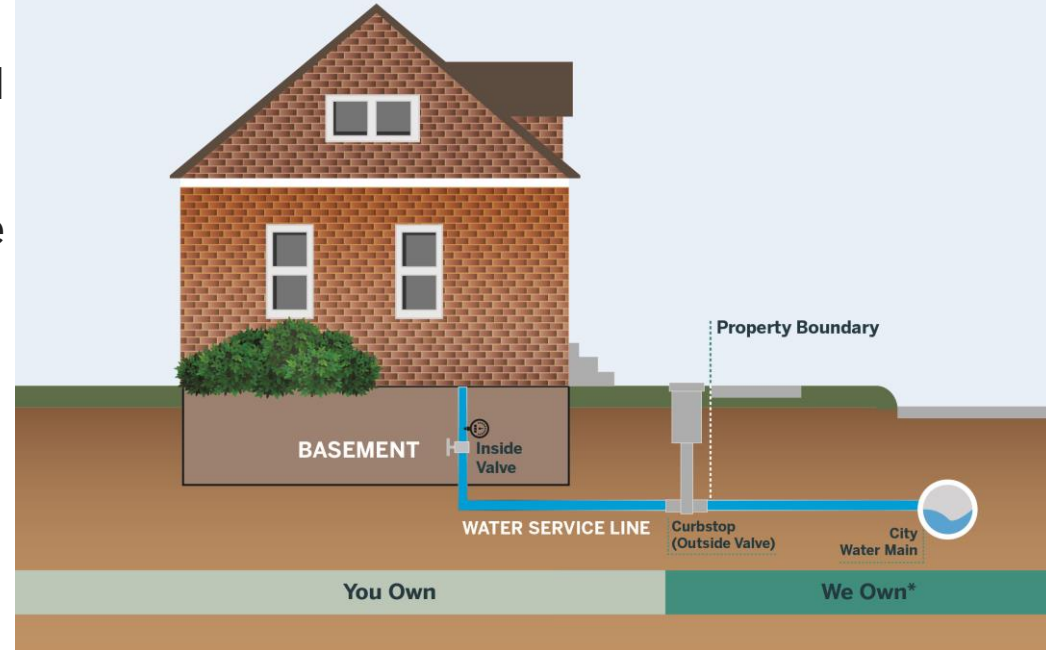
- DWSD has invested **\$400M** in capital improvement projects since 2019
 - Water main, hydrant and lead service line replacement
 - Sewer lining and replacement
 - Green stormwater infrastructure installations
- **Condition assessments** and other data are used to determine necessary upgrades
- DWSD and our contractors have:
 - Replaced **77 miles** of water main and **1,700 lead service lines**
 - Replaced or lined **55 miles** of sewer collection piping
 - Installed **13 bioretention gardens**
- DWSD crews also performing **preventative maintenance tasks**



Project Overview

- Water main replacement – more than 10 miles
- Lead service line replacement, as needed
- Electrical grounding
- Inspection, repair and replacement of fire hydrants and valves, as needed

YOUR RESPONSIBILITY AND OURS THE WATER LINE FROM YOUR HOME



What to Expect

- DWSD and contractors provide **advance notification** of construction
 - Project overview, Lead Service Line Replacement Program packet and Electrical Grounding Agreement
 - **Door hanger notice within one week** prior to construction
- **Construction is disruptive and dirty** – we will take every effort to reduce impact
 - Most projects involve some excavation and traffic control measures
 - Equipment may be staged on an empty lot with owner's permission, on the right-of-way and/or in the alley
 - Tree trimming or removal may take place in order to access the pipes and other infrastructure

IMPORTANT INFORMATION
from Detroit Water
and Sewerage Department

Water System Upgrades

The Detroit Water and Sewerage Department (DWSD) is upgrading and modernizing the water system in your neighborhood. Contractors will replace the water main and lead service lines (when they exist). If no contractor is in your area, you will receive a door hanger notice with a 1-24 days to begin construction. Our reconstruction starts with the water pressure and cut-off hydrant located at your curb.

What you should expect

During construction of a DWSD water service line, there may be some disruption to residential businesses. However, you should expect the following:

- Brief interruptions of water supply when a new service line is being connected to the system. Every attempt will be made to inform impacted residents and businesses prior to disruption and service is generally restored the same day. Please contact DWSD Customer Care if you do not have water service for more than six hours or overnight.
- We may use working areas to some hydrants to be out of service during the day. These hydrants will be tagged as out of service and DWSD will coordinate with the Detroit Fire Department with proper information.
- Contractors will use large trucks and heavy equipment. For the safety of everyone in the neighborhood please keep a safe distance from all machinery. For the same safety reasons, your permit may be parked in a different location if needed for the day.
- Construction will be noisy and there will be a lot of dirt in the neighborhood.
- There may be traffic impediments, but this will be with a minimum of inconvenience. You should also expect street closures and work on a confined path to the construction. Please try to avoid parking on impacted streets.
- Lanes, cement areas and other pavement in the construction area may be disturbed. Contractors will return to restore property to the original condition. Expect some pavement work a completed during April - October when road work is completed.

Construction/DWSD

Flush your pipes after water utility work

DWSD recommends flushing your water taps after construction is complete in your neighborhood. DO NOT consume this water until hot water flows, use your cooler or filtered water container until the flushing is finished before you can drink.

1. Turn on faucet (bottom water) from a water tap in the home.
2. Signaling in the lowest third of your faucet, open all the cold water taps in the house.
3. At the water curb for 3-10 minutes at the back tap, you opened (top floor).
4. Turn on each tap starting with the first tap you opened (bottom floor). Clean and reset aerators.

If your lead service line was replaced, immediately follow the flushing instructions above. However, instead of running the water for 3-10 minutes, let the water run for 30 minutes, which removes lead particles.

WHO TO CALL:

Customer Care number 313-267-8000	Lead Service Line question 313-964-9300
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Specific questions about this project?
Contact the assigned DWSD inspector:

Name _____
Address _____
City _____

For timely construction updates,
Join our email distribution list:
Regular updates on this project will include work and sewer closure information and progress updates. To receive these in your mailbox about construction via email, send your name, street address, and email address to dwsd-publicaffairs@detroitmi.gov (if you provide your telephone number we may also send text message updates).

 Thank you for your patience as we work to improve service.
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detroitmi.gov/DWSD



What to Expect

- Contractors are required to alert customers of any water service interruptions
 - Please follow the instructions
- Water main and lead service line replacement notices have **flushing instructions** – please follow the steps
- Property restoration**, such as lawns, sidewalks, driveways and fences occur after construction, **as weather permits and between April – October**
- This **project uses water rate dollars** and therefore can only restore areas to prior condition – there are no other funds earmarked to completely resurface streets and/or replace sidewalks

IMPORTANT INFORMATION
from Detroit Water
and Sewerage Department

**Temporary Interruption
Water System Upgrades**

Upgrades are near completion on the water system for your street. The final phase of the upgrades requires a temporary interruption in your water service.

Your water service will be temporarily interrupted while contractors work to connect your home to the upgraded water main and/or new copper service line (after lead service line replacement). You will have no water service to your property between _____ 2014
_____ 2014. Once work is complete you will receive a notice indicating you may resume use of the water service.

What you should expect

During construction it is DWSD's intention to minimize inconvenience to residents and businesses. However, you should expect the following:

- Once water is restored you may notice some discoloration. Please follow the flushing instructions on the back of this door hanger. Please note that if you have a lead service line replaced you should flush for 30 minutes.
- Water main work may require some hydrants to be out of service temporarily. These hydrants will be bagged as out of service and DWSD will coordinate with the Detroit Fire Department with us in advance.
- There may be traffic impediments, but residents and businesses will have access. You should also expect street closures and restrictions in street parking during construction. Please try to avoid parking on impacted streets.
- Lawns, cement, leaves and other property may be disturbed. Contractors will return to restore property. Temporary water outages may occur before permanent work is completed during April - October when weather permits.

Continued on the back

**Flush your pipes after
water utility work**

DWSD recommends flushing your water taps after construction is complete in your neighborhood. DO NOT consume tap water, open hot water faucets, use your dishwasher or clothes water dispenser until the flushing steps listed below are complete.

- 1 Remove faucet aerators (screen) from all water taps in the home.
- 2 Beginning at the lowest level of your home, open all the cold water taps in the house.
- 3 Let the water run for 3-5 minutes at the last tap you opened (top floor).
- 4 Turn off each tap, starting with the first tap you opened (bottom floor). Clean and install aerators.

If your lead service line was replaced, immediately follow the flushing instructions above. However, instead of running the water for 3-5 minutes, let the water run for 30 minutes, which removes lead particles.

WHO TO CALL:

Customer Care assistance: **313-267-8000** | Lead Service Line question: **313-964-9300**

Specific questions about this project?
Contact the assigned DWSD inspector

(City)

For timely construction updates,
Join our email distribution list:

Regular updates on the project will include water and sewer disruption information and progress updates. To receive direct information about construction via email, send your name, street address, and email address to dwad-publicaffairs@detroitmi.gov (if you provide your telephone number we may also send text message updates).

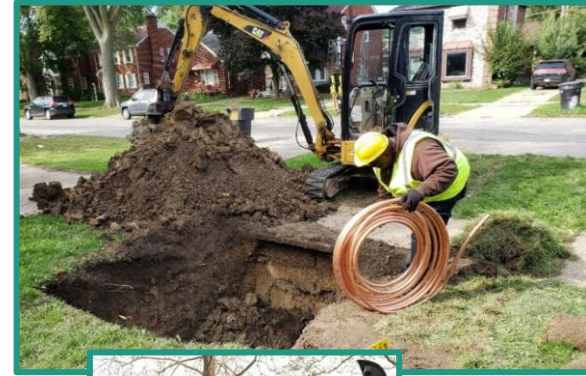
Thank you for your patience as we work to improve service.

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Project Overview – Lead Service Line Replacement

- A Lead Service Line Replacement Program packet has been distributed door-to-door on the street(s) where the water main will be replaced with a FAQ, step-by-step, flushing instructions and homeowner/occupant sample agreement to authorize replacement of the private portion if a lead pipe is discovered
 - Lead service lines are two inches or less in diameter and typically at single-family homes and small storefronts
 - DWSD will verify pipe material for every service line on the block where water main replacement is taking place. **If your service line material is confirmed lead, the contractor/inspector will contact you to sign an agreement and schedule an appointment**
 - Resident will receive a copy of signed agreement
- Within 1-2 weeks of construction, the **first door hanger notice** is distributed along with a **pitcher filter** as a **precautionary measure** for every house on the block of the water main replacement
 - The entire neighborhood will not receive the notices and pitcher filters – only the scheduled streets for construction



Project Overview – Lead Service Line Replacement

- This DWSD Lead Service Line Replacement Program packet is distributed to homes and businesses on the street of the water main replacement

DWSD CUSTOMER ALERT

DO YOU HAVE A LEAD SERVICE LINE?

While the Detroit Water & Sewerage Department (DWSD) is on your street replacing the water main, if our workers discover you have a lead service line (the line from the water main to your house), DWSD will replace the pipe with copper with your permission, at DWSD's expense.

Read the information in this packet, sign the agreement and return it in this enclosed envelope.

DWSD will not replace your portion of the service line (from the curb box to your house) without your permission. Lead levels in your home may increase if you refuse to replace your portion of the lead service line. DWSD cannot reconnect your lead service line to the new water main. If you choose to not replace your lead service line, you will have a water service interruption.

DWSD Lead Service Line Hotline:

313-964-9300

The lead service line replacement will only be done on the DWSD's contractor's side of your street. This offer will not be available until the project is complete. This notice applies only to the houses and businesses on the street of the water main replacement.

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Please read this agreement. If a lead service line is confirmed, a DWSD inspector or contractor representative will contact you directly to request you to sign an official copy of the agreement prior to replacing the lead service line with copper pipe, at DWSD's cost.

LEAD SERVICE LINE REPLACEMENT AGREEMENT

Several contractors are working in neighborhoods across the City of Detroit to remove lead service lines as part of DWSD's Lead Service Line Replacement Program. Under this program, if your home has a lead water service line, you are eligible to have it replaced, at DWSD's expense.



LEAD SERVICE LINE REPLACEMENT PROGRAM-FAQ

Q. What is a service line?

A. A service line connects the water main in the street to your house. DWSD owns and maintains service lines from the water main in the street to the curb box, usually located near your property boundary. Customers are responsible for service lines from the curb box into the home at the water meter.

Q. What homes typically have lead service lines?

A. If your Detroit home was built prior to 1960, your service line may be made of lead and need to be replaced. DWSD stopped using lead on the DWSD portion of the service line around 1945.

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

- A. Service lines can be made of plastic, copper, lead or galvanized steel. Get a magnet and a coin, and then follow these steps to find out which you have:
1. Locate where the service line comes into your home, near the water meter and your shut-off valve. Look for the pipe running between your shut-off valve and either the wall or the floor.
 2. If the magnet sticks to the pipe, it's galvanized steel and **does not** need to be replaced.
 3. Gently scratch the surface of the pipe with the coin. If the scraped area is shiny, is silver in color and the magnet doesn't stick, it's made of lead. It may have a bulge near the valve. If so, it is a lead pipe and **does** need to be replaced.
 4. If it is copper in color and the magnet doesn't stick, it's copper and **does not** need to be replaced.
 5. If the pipe is white or gray and the piping is joined with a clamp, screw or glue, it's plastic and **does not** need to be replaced.

If you have a lead service line inside your home, call 313-964-9300 to start your replacement process. The material buried in your yard may be different from the material you can see inside your home. Even if you do not have lead inside the house, the contractor will still excavate the curb box in your front yard.

STEP-BY-STEP PROCESS FOR REPLACING LEAD SERVICE LINES

DWSD CONTRACTORS WILL DIG A 4' x 4' SQUARE IN YOUR FRONT YARD TO DETERMINE WHAT MATERIAL YOUR SERVICE LINE IS MADE OF.

1. IF THE LINE IS COPPER, the contractor will inform you and schedule an appointment for an interior inspection of the service line and meter.
2. Contractor will restore property.
3. No other action is required.

1. IF THE LINE IS LEAD, the contractor will inform you and schedule an appointment for an interior inspection of the service line and meter.
2. A copper service line will be installed from the new water main to your water meter.
3. Your water meter will be reinstalled or replaced.
4. The contractor will restore property.
5. You will continue to own and be responsible for the replaced water service line from the curb box into the home. DWSD will guarantee the water service line for one year from the date of replacement.

- You are encouraged to sign and submit your Lead Service Line Replacement Agreement as soon as possible.
- You can check the service line inside your house at any time during this process (see the DWSD FAQ brochure for details) and call us at 313-964-9300 to schedule your replacement sooner.
- You may request to have your water tested at any time. Visit detroit.gov/DWSD and search "lead and copper sample request form." If you do not have internet access, please call 313-964-9300 for further assistance.

WORKING HARD FOR YOU.

FOR MORE INFORMATION, CALL
313-964-9300
www.detroitmi.gov/DWSD

WATER MAIN REPLACEMENT PROGRAM FLUSHING INSTRUCTIONS

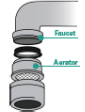
As a precaution, DWSD is providing residents with a free water filter that will remove any lead and sediment from water during and after construction.

DWSD is replacing the water main that serves your home. The pipe connecting your home to the water main may be made of lead. The water provided to Detroit Water and Sewerage Department (DWSD) customers is treated to reduce corrosion of lead and other pipe materials in drinking water. Construction on your service line may cause sediment to loosen, which may contain lead particulates. Use the filter for all drinking and cooking water. Water is safe for showering and other uses. Follow the manufacturer's guidelines for using and maintaining the filter.

Flush your pipes before drinking.

During the construction period, take the following actions once a week:

1. Do not consume tap water, open hot water faucets or use ice makers or filtered water dispensers until you complete these steps:
1. Remove the faucet aerator (screens) from a faucet in the lowest level in your home. Fully open the cold water tap.
2. Continue removing the aerators at each faucet and turning on all cold water taps as you move to the top floor of your house.
3. Let the water run for at least 5 minutes at the last tap you opened (top floor).
4. Turn off each tap starting with the first tap you opened (bottom floor), then rinse and re-install the aerators.



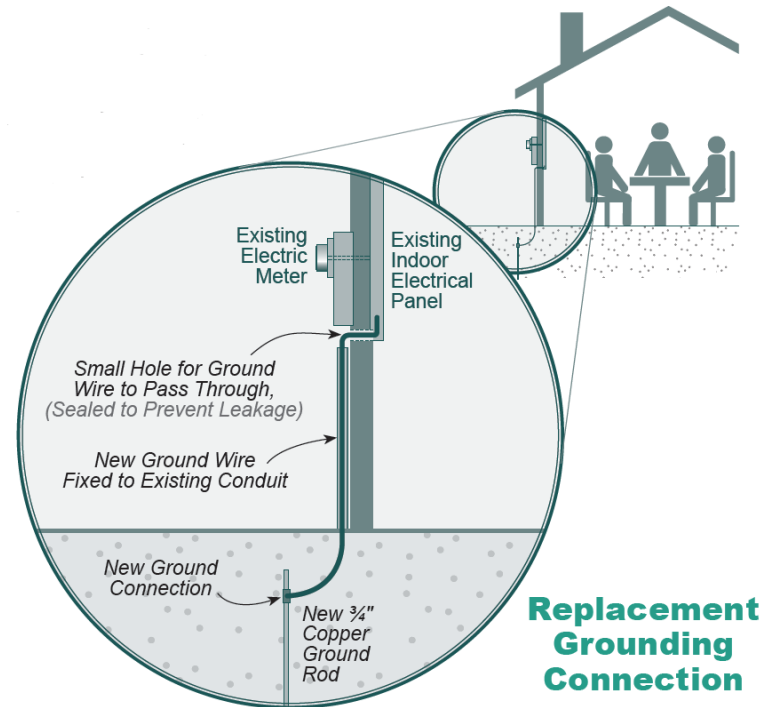
Water & Sewerage Department

Project Overview – Electrical Grounding

- As a result of changes DWSD is making in the material type of water mains being newly installed, contractors need to verify, and potentially modify your electrical system's grounding connection.
 - The water main being installed is constructed out of high-density plastic piping material, which cannot conduct electrical surges.
 - The grounding connection serves as protection to the wiring in your home from an electrical surge.
- A grounding connection is a wire from the main electrical service panel that typically is connected to the homeowner's plumbing system near the water meter.
- Contractors will need to access your water meter and the main electrical panel, which requires entry inside your home when an adult occupant is present.

Project Overview – Electrical Grounding

- If your electrical grounding connection needs to be modified, a new copper ground rod, approximately eight feet long, will be driven into the ground outside the home's foundation and will be connected to the main electrical panel in the home with a wire.
 - A small hole will be drilled through the wall for the wire to pass through, and the space between the wire and the hole will be filled to prevent leakage.
 - This new grounding connection and rod will be added to the grounding connection to the home's plumbing that may already exist.



Construction Planned

Scheduled streets for your project:

Eastside Streets

- Cedargrove from Maccrary to Kelly
- Hazelridge from Celestine to Kelly
- Linnhurst from Hayes to Morang
- Troester from Maccrary to Kelly
- Whittier from Whitehill to E Outer Dr

Westside Streets

- Artesian from Kirkwood to Paul
- Burt from Schoolcraft to Lyndon
- Faust from Kirkwood to Dayton
- Greenview from Ford to Paul
- Harlow from Puritan to Verne
- Livernois from Margareta to John C. Lodge Service Drive
- Meyers from Seven Mile to Chippewa
- Nevada from John R to Oakland
- Oakfield from Puritan to Verne
- Paul from Minock to Southfield Freeway
- Puritan from Southfield Freeway to Oakfield
- Southfield Freeway from Schoolcraft to Grand River

What the Project Is and What It Is Not

The contractor will perform work specific to water upgrades, including restoring soft and hard surfaces to pre-existing conditions impacted by the project.

- CONTRACTORS WILL restore the portion of the street at the site of repair or replacement using measurements of its pre-existing condition.
 - CONTRACTORS WILL NOT restore any portion of the street not impacted by construction. For instance, if a water main is replaced on the east side of your street, hard (sidewalks, driveways, curbs, street pavement) and soft (lawns) restoration will only occur on the east side of the street where construction took place. Contractors will not address any pre-existing street, yard or sidewalk grading issues.
- CONTRACTORS WILL restore sidewalks and driveways damaged as a result of construction.
 - CONTRACTORS WILL NOT repair or replace settled or depressed sidewalks and driveways. Repair or replacement of driveways and sidewalks should be directed to the Department of Public Works (DPW), though technically homeowners are responsible for maintaining their driveways and sidewalks including in the right-of-way berm.
- CONTRACTORS WILL place a filter fabric material in catch basins to block construction materials from entering the catch basin. Water is filtered through the material and contractors regularly clean the material of debris.
 - CONTRACTORS WILL NOT perform maintenance. DWSD has regular maintenance scheduled for inspecting and cleaning catch basins; however, residents should help ensure basins do not get blocked by regularly cleaning yard waste, leaves, trash and other debris on and in front of their property.



Next Steps

- Construction is expected to begin in October 2023.
- This project is a two-year contract and is expected to be completed in November 2025.
- For project updates, please visit www.detroitmi.gov/dwsd and click on “Water Upgrades”



PERMITS

Request water or sewer tap permits and hydrant use permits



LEAD SERVICE LINE VERIFICATION

Verify if you have a lead service line



WATER UPGRADES

Get updates on water system construction



SEWER UPGRADES


Get updates on sewer system construction

Questions?



Water & Sewerage
Department

Thank You

 313-880-2812

 dwsd-publicaffairs@detroitmi.gov

 www.detroitmi.gov/dwsd

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