



Trenton Water Works

Lead Service Line Replacement Program



Water Service Lines FAQs

What is a water service line and who owns it?

- Water service lines are the pipes that carry water from the TWW's pipes in the street into homes/buildings.
- TWW owns the water service lines from the main in the street to the curb stop ("street side"). Individual property owners own the service line from the curb stop to the meter inside your home ("meter side").
- Even if your service line is not lead, you may still have a lead gooseneck in the street if your pipe is galvanized steel.

How do I know if I have a lead service line at my location?

- You can visually inspect the water service line piping entering your home. Lead service lines are generally a dull gray color, very soft and can easily be scratched with a house key or coin. When scratched, a lead pipe will turn a bright silver color. Do not use a knife.
- You can purchase an EPA-approved lead test kit – epa.gov/lead/lead-test-kits
- You can also contact the Trenton Water Works at **609-989-3055** or twandleadprogram@trentonnj.org to request an inspection.

Material Verification Test

What you will need: a house key or coin and a magnet.

Steps to testing your water service line material to find out if it's lead, galvanized steel, copper, or plastic:

- Find the water meter on your property.
- Look for the pipe that comes through the outside wall of your home and connects to your meter.
- Use a key or coin to gently scratch the pipe (like you would scratch a lottery ticket). If the pipe is painted, use sandpaper to expose the metal first. Lead is normally a dull gray color but will turn to a bright silver color when scratched.
- Place the magnet on the pipe to see if it sticks to the pipe. The magnet will only stick to galvanized steel pipe, not copper, lead, or plastic.
- If you believe you have a lead or galvanized steel service line and have not received an invitation into the Lead Service Line Replacement Program, please send your results and address to twandleadprogram@trentonnj.org.

www.twandleadprogram.com

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Can I get my water tested for lead?

- Please contact the Trenton Water Works at **609-989-3055** or by email at twandleadprogram@trentonnj.org to find out how to get your water tested for lead and/or a service line inspected.

What are the symptoms of lead poisoning?

- Signs of repeated lead exposure may include abdominal pain or cramps, aggressive behavior, constipation, sleep problems, headaches, irritability, loss of appetite, fatigue, high blood pressure, numbness or tingling in the extremities, memory loss, anemia and kidney dysfunction.
- In children, long-term lead exposure can lead to intellectual disability and loss of developmental skills.
- A high dose of lead poisoning may result in severe abdominal pain and cramping, vomiting, muscle weakness, stumbling when walking, seizures, coma and brain disease.
- More information is available at cdc.gov/nceh/lead

Can I get tested for exposure to lead?

- Contact your doctor or local health care provider about a blood test for lead exposure or contact the health department in your municipality.

How can I reduce my exposure to lead?

- Replace your lead service line.
- Always buy plumbing fixtures (faucets, valves, sinks, shower heads, hose bibs, etc.) that have zero- or low-lead content.



333 Cortland Street, Trenton, NJ 08638

Lead Service Line Replacement Program FAQs

Our water service line is both owned by Trenton Water Works (TWW) and you, the homeowner. The portion owned by TWW is from the water main in the street to the curb stop. You, as the property-owner, own the water service from the curb stop to your house. Until this time, TWW has only replaced the portion owned by TWW while the property-owner has been responsible for replacing the portion between the curb stop and the meter inside your house. If your water service line is made of lead, is lead-lined, or has a lead gooseneck, this program addresses replacement of the entire water service line from the water main in the street ("street side") to the meter in your home ("meter side").

Due to the June 2017 and June 2018 lead action level exceedances, TWW is required to annually replace 7 % of the identified lead services lines in the system until the lead action level is no longer exceeded (currently a total of 14%). Rather than replacing only the TWW-owned portion of the service line, TWW is applying for State funding through the New Jersey Water Bank to assist the property-owner in reducing the cost to also replace the portion owned by the property-owner. The program is entirely voluntary; however, it is not anticipated that the cost to replace the property-owner's portion of a lead service line will ever be lower than what this program is currently offering. The program is anticipated to have a duration of two years and remove at least 2,600 lead service lines for a total project cost of approximately \$13 million.

How can I replace my lead service line?

- If you recently received a notification to have your lead service line replaced, please complete the form provided with the letter, mail it to the address listed or take a picture and email the form to twandleadprogram@trentonnj.org. You can also sign up via the program website at www.twandleadprogram.com. Call

609-989-3055 if you'd like further assistance.

- TWW has contracted with the engineering firm CDM Smith Inc. to oversee the current phase of the program. The project will be bid to local contractors in the fall of 2018.
- Once you sign up for the program, representatives of these firms will contact you to review and discuss the work to be performed, verify your pipe material, obtain your permission to perform the work, arrange for a pre-construction survey of the areas where your service line will be replaced, and schedule the replacement work.
- The replacement of your service line is estimated to take less than 8 hours. You will not have water service during this time. The contractor will make two small excavations (at the main and at the curb stop) and fully restore your property to existing conditions once the line is operational and tested.

How will the locations for lead service line removal be selected?

Letters were distributed in April and August 2018 to all property-owners with suspected lead service lines or galvanized steel service lines with lead goosenecks. If you respond "yes" to either letter, we will include you in the pool of participants for replacement at the discounted cost. The participants will then be prioritized based on several criteria such as density of children in the neighborhood, historic elevated lead levels in the neighborhood and coordination with other on-going work in the area.

- If you responded "no" to the April 2018 letter or have not responded yet, please complete the new form or register at twandleadprogram.com.
- If you have previously replaced your portion of your water line ("meter side"), TWW will replace the TWW-owned side for free if it is lead or galvanized steel. Contact TWW at **609-989-3055** or by email at twandleadprogram@trentonnj.org to let us know.

How much will the replacement cost to the property-owner?

- TWW is offering an opportunity for the homeowner to have their lead service line replaced at a cost of \$1,000. This can be paid in full or in 12 monthly installments at 0% interest with a payment plan set up through TWW's billing office.

Why did I previously have to pay to have my privately-owned portion of my lead service line replaced?

- TWW is applying for funding from the State through a new program that provides the opportunity to fully replace the entire lead service line at a discounted rate to customers.

What should I do after my lead service line is replaced?

- The disruption to your service to remove and replace your lead service can temporarily affect your water quality, including increasing lead levels for a short time because the pipes have been disturbed.
- After an initial flush of the replaced service line is completed by the contractor, remove the faucet aerators from all cold water taps in the home and fully open the water taps throughout the home for 30 minutes, starting at the lowest level. Be sure to include bathtubs and showers. When the last cold water tap on the highest level has flushed for 30 minutes, turn off each tap starting from the highest level of the home.
- Always use, cold, running water for drinking, cooking and preparing baby formula.
- Regularly change or clean out all faucet screens and aerators. Contact TWW at **609-989-3055** or by email at twandleadprogram@trentonnj.org to find out how to get your water tested for lead after replacement of your lead service line.

Lead in Drinking Water FAQs

What are the risks of lead exposure?

- Lead can cause health problems, such as damage to the brain, red blood cells, and kidneys when people are exposed to it. Pregnant women, infants, and young children are especially at risk.

What level of lead is safe to consume?

- No level of lead is considered safe for consumption.

How can lead get into my drinking water?

- When water leaves TWW's Filtration Plant, it is lead free.

The water mains in the street that transport water from the treatment plant are made mostly of iron and steel, and do not add lead to the drinking water.

- Lead can get into drinking water from the plumbing inside your home or the service line between the street and your home. When water sits in the service line or your home plumbing without being used for several hours, the lead may dissolve into the water. For example, these time periods include when the water is first drawn in the morning or in the afternoon after not being used all day.

If my lead service line is replaced, will all of the lead in my drinking water be removed?

- No. If you live in a home that was built prior to 1986, it is possible that lead solder was used at the joints of your interior piping. If you suspect that you have lead solder based on the age of your home, flush your cold water for approximately 1 to 3 minutes when the water in your home has not been used for more than 6 hours. A licensed plumber can help evaluate whether or not you have lead material in your indoor plumbing or you can purchase an EPA-approved lead swab kit.

Why do water service lines and plumbing fixtures contain lead?

- In Trenton, lead was commonly used for water service lines until 1960 and for indoor plumbing and solder until 1986 when it was banned.
- From 1986 to 2014, plumbing fixtures (e.g. faucets, showerheads) could contain up to 8% lead to be categorized as, "Lead free". However, current standards for "Lead free" fixtures allow no more than 0.25% of lead content.
- Many homes and buildings, especially those built before 1986,

may have service lines and/or internal plumbing and fixtures that are made of or contain lead.

What is TWW doing to lower lead levels in drinking water?

- TWW is committed to providing you with safe, clean drinking water and lowering lead levels at the tap by:
 - Upgrading treatment at our Filtration Plant to make water less corrosive to minimize lead

getting into the drinking water from lead service lines and plumbing fixtures.

- Regularly sampling and testing the drinking water to monitor lead levels in accordance with all federal and state drinking water standards.
- Removing and replacing lead service lines throughout TWW's distribution system.

Where can I get more information?

Please visit the program website at www.twandleadprogram.com for information on the program, to register for the program, and for links to helpful resources.

Contact the City of Trenton's Health Department if you have any other concerns or questions regarding the health effects of lead: **(609) 989-3331**

Para registrarse en el programa u obtener información en español, por favor visite nuestro sitio www.twandleadprogram.com o vaya la oficina de Trenton Water Works, 333 Corland St, Trenton, NJ 08638.