



## Erie Water Works (EWW)

### Service Connection Replacement Project

### Frequently Asked Questions (FAQs) and Answers

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**Q1. Why will the Erie Water Works' water service connection be replaced for my home or business?**

A1. The water delivered to your home or business is lead-free and virus-free. The purpose of the project is to remove lead goosenecks that were installed in the past as part of the provision of water service. Some older water service connections that were made before 1940 utilized a small 1-2 foot section of lead pipe to connect to wrought iron service lines, which are rigid and unable to bend. Lead in any quantity can be detrimental to human health. Although EWW has a very effective corrosion control treatment program that protects against any lead leaching from the piping into the water, EWW's goal is to remove all lead piping from the water system.



**Q2. When will construction start? How long will the project take to complete?**

A2. The project is expected to start in May or June 2022. Construction for the overall project will last up to 18 months with a mandatory shut down of construction between December 2022 and February 2023. This is to allow for proper snow removal during the winter months and because asphalt restoration cannot occur during that time as the asphalt plants will be closed for the season. The work affecting water service to your business or residence should only last 4-8 hours.

**Q3. Will access to businesses and residences be maintained during the project?**

A3. All reasonable efforts will be made to avoid any lengthy interruptions in access to businesses during normal operating hours. The Contractor will attempt to coordinate with property owners and residents in advance to maintain access to private driveways as much as possible. If parked along the street, you may be asked to move your vehicle to help facilitate the work.

**Q4. How will traffic on my road be affected?**

A4. The Contractor will attempt to leave one lane of traffic open throughout construction. Roads may be temporarily closed to through traffic in some instances; however, the Contractor will work with residents and those needing access for emergency purposes. The Contractor is required to provide flaggers, traffic signs, etc. as needed according to the requirements for traffic control.



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### **Q5. How long will my water service be interrupted?**

A5. As a water service connection is replaced, your water service will have to be shut off temporarily. Barring any unexpected complications, the interruption in water service should only last 4-8 hours. The Contractor and EWW's on-site project representative will attempt to coordinate with property owners to minimize the inconvenience of this temporary interruption.

### **Q6. What happens if the Contractor CANNOT connect the new EWW water service connection to my Private water service line?**

A6. Occasionally, due to age, corrosion, or overall poor condition of the private water service line, the Contractor may be unable to reconnect to it. EWW's contract does require that the Contractor make up to three (3) separate attempts to reconnect to your private water service line. If they are unable to do so, you (*or the property owner, if different*) are responsible for making the arrangements to hire and pay a plumbing professional, licensed by the City of Erie, to replace your service line with a new Type K Copper line from the Curb Box to inside the home or business. A list of licensed plumbers can be found at <https://eriewater.org/LeadLineGrantProject>. EWW recommends obtaining more than one quote for the work.

If you are unable to pay for the replacement directly, EWW has options available to assist. If you provide EWW a copy of the contract/quote between you and the plumbing professional, and sign a repayment agreement with EWW, the plumber will be paid directly by EWW for the work. The repayment agreement with EWW would require that you repay the balance on a monthly basis, interest free, for up to five (5) years. Customers may choose the duration.

There could be a day or so between finding out you will be without water until your water service line is replaced, and in that situation EWW will provide a case of bottled water to the affected customer.

### **Q7. What happens after the Contractor reconnects the new EWW water service connection to my Private water service line?**

A7. It is required that the Contractor flush the water service for at least 30 minutes from an exterior spigot at the home or business. We ask that you allow for this to occur. Additionally, flushing inside of the building or home should occur. It is preferred that you flush from a sink that does not have an aerator or a bath tub. Aerators should be removed from faucets and cleaned. *Additional guidance will be sent in the future and posted on the EWW website.*

A \$10 flushing credit will appear on your water bill to account for the recommended flushing.



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**Q8. Will all landscaping be restored after completion of the project? What about paved areas (i.e., sidewalks, driveways, parking lots, etc.)?**

A8. Landscaping impacted by construction will be restored to a similar condition as existed prior to construction. This applies to lawn/grass, as well as concrete and asphalt surfaces. Trees and shrubs will only be trimmed or removed if necessary. In some cases trees and shrubs can be temporarily removed and replanted, or replaced with similar nursery stock.

**Q9. Are there helpful sources I can use to find more information about lead in drinking water?**

A9. United States Environmental Protection Agency (US EPA)  
<https://www.epa.gov/ground-water-and-drinking-water/basic-information-about-lead-drinking-water>

Pennsylvania Department of Environmental Protection (PA DEP)  
<https://www.dep.pa.gov/Citizens/My-Water/PublicDrinkingWater/Pages/Lead-in-Drinking-Water.aspx>

Center for Disease Control and Prevention (CDC)  
<https://www.cdc.gov/nceh/lead/default.htm>

National Lead Information Center, (800) 424-LEAD

EPA Safe Drinking Water Hotline, (800) 426-4791