

## **Lead Service Line Replacement Program Frequently Asked Questions**

### ***What is the water service line?***

The water service line is the pipe that brings drinking water from the Village's water main into your home. There is a shut-off valve ("B-Box") outside of your home in your yard and the service line connects into the home where it connects up to your water meter and feeds your entire plumbing system. This line can be made of lead, galvanized or copper piping.

### ***How do I know if I have a lead service?***

You can find out if you have a lead service by performing a scratch test (page 5 of program packet), or if you get an at-home test kit and lead numbers are high the Village can inspect your line if you are unsure. As a rule of thumb, if your home was built prior to 1986 you do not have a lead service, however, if it was built prior to 1986 you may have a lead service.

### ***I am interested in the Lead Service Replacement Program, what should I do to start the process?***

If you are a known lead service site, then you should contact Bartlett Public Works at (630) 837-0811 to set up a time to go over the program with the Water Division Supervisor and the Building Inspector. The Building Inspector will tell you what must be on the quotes that you obtain. All quotes must have the items stated by the Building Inspector, or they will be deemed ineligible.

### ***How much of the cost will the Village assist with?***

The Village will split the cost with the resident up to five thousand dollars (\$5,000) of eligible costs as detailed on Page Six (6) of the Program Packet.

### ***Do you recommend any contractors to perform the work?***

The Village does not recommend any specific contractor. There is a list of licensed and bonded plumbers (a Program Requirement) that can be found on the Village website or with the Building Division at the Village Hall. If you are interested in utilizing a contractor that is not licensed and bonded with the Village, they will have to do so in order to qualify for the program.

### ***I have a contractor that I know and would want to use, can I just choose them?***

The resident may choose any licensed and bonded contractor they prefer; however, the resident will still be required to obtain three (3) quotes for the same work approved by the Village in order to qualify for the Program.

### ***I started looking into plumbers to provide me a quote, is there anything else to start?***

The first plumber to come out to the property must also have the Plumbing Inspector present. The Plumbing Inspector will inform him on what must be done and what we require in the quote. Subsequent contractors coming out to give a quote must be told by the homeowner what the Plumbing Inspector initially relayed so all quotes contain the same work detailed on them.

### ***How does the reimbursement work?***

After the service has been replaced and the final inspection has been passed by the Plumbing Inspector, the resident shall pay the contractor for the cost of the work. The Village will then reimburse their portion back to the resident for all eligible costs up to five thousand dollars (\$5,000.00). If the resident is unable to do so and can provide proof of hardship, the Village will pay their portion separately directly to the contractor upon proof of the resident paying their portion if all parties are in agreement.