

March 2025



Dear Resident and/or Homeowner,

The City of Flint is in the final phase of its service line replacement project. **PLEASE CONTACT US NOW** to ensure we are able **GET THE LEAD OUT** of all our service lines and water service pipes. We need your help! We need your permission to check your water service lines and access to your home to replace them if we find lead or galvanized lines. This work will be done **AT NO COST TO YOU**. This is for the betterment of your family and generations to come. Please participate. If you submitted a consent form prior to March 15, 2019, and your service line has not yet been checked, you must submit another consent form. To participate in the service line replacement program:

**Call:** 810-410-1133  
**Online:** CityofFlint.com/GetTheLeadOut  
**Email:** GetTheLeadOut@cityofflint.com

**Mail consent form to:**  
City of Flint DPW Service Line Replacement  
1101 S. Saginaw St., Flint, MI 48502

**Please note: Even if you consent to participate in the service line replacement program, we MUST ALSO get access to your home to replace the full water service line.** An adult must be home when service work is being done. Our crews will go to your home at least three times to attempt to service your home.

**YOU MUST CONSENT TO SERVICE to guarantee your water service lines can be replaced AT NO COST TO YOU.**

### City of Flint Service Line Replacement Terms & Conditions

- If investigation indicates that non-copper water service line materials are present, the non-copper portions of the service line from the water main to your water meter will be replaced. The City of Flint is covering the cost of replacing those non-copper water service materials. You must have an active water account with the City of Flint to have your service line replaced, but you DO NOT need to be up-to-date on payments on your water bill. Pipes inside the residence beyond the water meter will not be replaced.
- The homeowner/property owner must give permission to excavate & replace the service line. In rental homes, the tenant must also give permission for service line excavation & replacement. The property owner will continue to own the water service materials being replaced by the City between the curb stop and the water meter & in the home, and shall continue to own/be otherwise responsible for the water service materials beyond the curb stop & in the home.
- The City's service line replacement contractors will notify you when excavations & replacements will be occurring in your neighborhood. Because the contractors will need to access your home as part of this process, you or someone who is at least 18 years old must be home while the pipe replacement is taking place.
- As part of this service line excavation & replacement, your water may be tested before and after the service line is replaced. Water testing is voluntary and residents will have to give separate permission for water testing to be done.
- Your water will be shut off for a period of 4 to 24 hours while the line is being replaced. The contractor will make every effort to have your water restored the same day that installation begins. Please maintain a clear path to the water meter and clear material away from the water meter so work crews can run the replacement pipe to it.
- The contractor will flush the water in your home for 15 minutes after the pipe is replaced to remove any residue or sediment from the water line. You should flush your pipes a second time for at least 15 minutes at the highest flow rate once the contractor has left. This should cost you less than 10 cents for the additional water usage. You will also be provided with a water filter and/or filter replacement cartridges, if you do not already have them. Please continue to use your water filters for at least 6 months after service line replacement.
- All turf areas disturbed will be seeded and mulched as soon as practicable. Pavement areas disturbed will be replaced with similar pavement surfaces. The City will not be responsible for any damage to trees or landscaping affected by the replacement of the service line.

**I hereby authorize the City of Flint and/or its officials, employees, or contractors to excavate, investigate, and, if necessary, replace non-copper water service lines at the address below, subject to the terms and conditions listed above.**

<b>Signature:</b>		<b>Residential Property Address(es) (attach add'l sheets if necessary):</b>	
<b>Name:</b>		<b>Mailing Address (if different than above)</b>	
<b>Date:</b>	<b>Phone:</b>	<b>E-mail:</b>	<b>Tax Parcel ID# (if known):</b>

If you have questions about this letter or the City of Flint's service line replacement program, please can contact us immediately at **810-410-1133** or **GetTheLeadOut@cityofflint.com**.