

# FAST Start Service Line Replacement Program



As part of the FAST Start program, service line materials will be excavated and replaced if they are made of lead or galvanized steel. In order to conduct this excavation (and if necessary, replacement), the City needs your permission to conduct the excavation (and if necessary, replacement) of your Flint residential property's service line. To opt-in and grant the City permission to conduct an investigation (and if necessary, replacement) of the service line, either:

A) Detach the bottom portion of this letter & mail it to:

City of Flint FAST Start Office  
1101 S. Saginaw St.,  
Flint, MI 48502

B) Request an opt-in form by email by providing your contact information at <https://www.cityofflint.com/fast-start-online-opt-in-form/>

To guarantee that your residence is included in the FAST Start Service Line Replacement Program, you must opt in by **November 15, 2019.**

## Terms & Conditions:

1. 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, with the City 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. Piping inside buildings beyond the water meter will not be replaced.
2. 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.
3. 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.

4. 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.
5. 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.
6. 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 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.**
7. 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.

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

If you have questions about this letter or the City's FAST Start pipe replacement program, you can contact the FAST Start office at 810-410-1133 or [faststart@cityofflint.com](mailto:faststart@cityofflint.com).