



COLUMBIA WATER COMPANY

Lead Service Line Replacement Routine Procedure

1. Columbia Water Company's service line replacement contractors will notify you when excavations & replacements will be occurring at your property. Because the contractors 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.
2. As part of this service line excavation & replacement, you may request that your water be tested after the service line is replaced. Water testing is by request only and residents will have to give separate permission for water testing to be done.
3. Your water will be shut off for a period of 4 to 8 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.
4. 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. You will be provided with a water filter and/or 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.
5. The Company will restore roadways and public sidewalks, backfill any trenches excavated as part of the replacement process and will fill and seal any wall or floor penetrations in the private home. No other restoration will be conducted for Lead Service Line Replacements. The Company will not replace any landscaping, interior finishes, paving, seeding, or walkways. All restoration costs shall be borne by the Customer or property owner, if the Customer is not the property owner.

