

Water Utility Customer

Hartford, WI 53027

RE: Customer-owned Lead Service Water Lines

May 23, 2018

Dear Hartford Utilities Water Customer,

In 2018, Hartford Utilities will be replacing the water main in front of your home on Maple Avenue. As part of the water main replacement project, our contractor will replace the Utility-owned water main and the Utility-owned water service line that serves your house which is located between the water main and the curb stop. You, as the property owner, are responsible for the maintenance of the property owner's section of the water service line from our curb stop valve to your home (see Figure 1 below).



Figure 1: Example water service line from house to water main in street.

Water service lines are typically made of copper, galvanized iron, plastic or lead. With lead service lines receiving a great deal of media attention lately, you already know that lead poses health risks; particularly to young children, infants, and developing fetuses. While lead is NOT present in our source water supply, you may have an older service line that is made of lead. Due to the age of the existing infrastructure on Maple Avenue, it is very likely that your privately-owned section of the water service line may be made of lead.

There are several ways for you to determine if your portion of the water service line is made of lead. You can (1) hire the services of a licensed plumber, (2) contact the Hartford Water Utility to assist with the verification at no charge, or (3) make the determination on your own.

If you choose to make the determination on your own, you must first locate the water service line coming into your house. This is most commonly found in the basement of most homes (see Figure 2 below). Next, locate the pipe going to the outside of the building and expose a small area of the metal if it is covered or wrapped. Using the flat edge of a screwdriver or other tool, scratch through any corrosion that may have built up on the outside of the pipe.

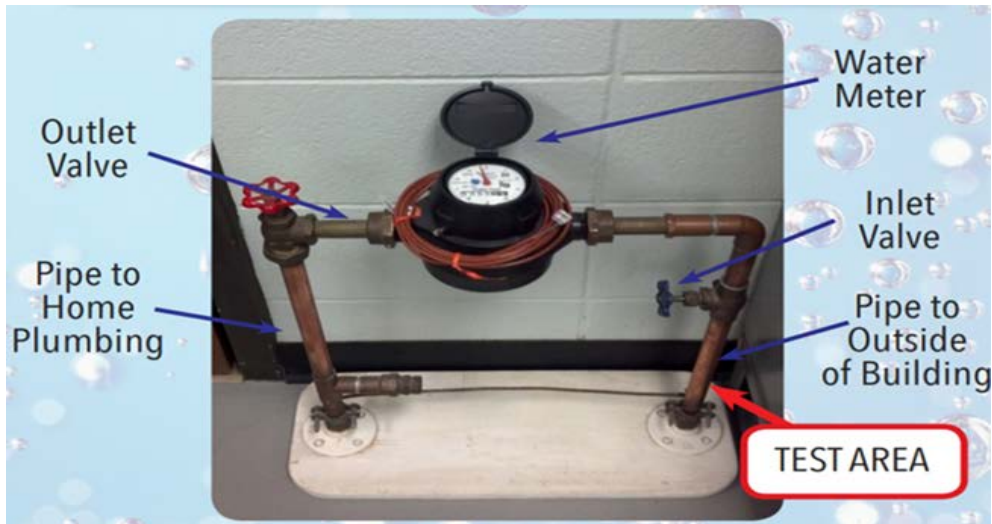


Figure 2: Example water service line entry into

- If the pipe is shiny and silver-colored, your service line is made of lead. A magnet will not stick to a lead pipe.
- If the scraped area is copper in color, like a penny, your service line is made of copper. A magnet will not stick to copper pipe.
- If the scraped area remains a dull gray and a magnet sticks to the surface, your service is made of galvanized steel.

The attached pictures on the Water Service Identification Sheet can also be used to help you make your determination of your water service line material type.

FINANCIAL ASSISTANCE MAY BE AVAILABLE

On February 21, 2018, Governor Scott Walker signed into law Act 137, also known as the Leading on Lead Act. In general, this Act created a process that allows public water utilities to provide financial assistance to customers that have privately-owned lead service lines.

Financial assistance, as approved in this Act, comes in the form of Hartford Water Utility ratepayer dollars being used to replace customer-side lead service lines. Therefore, approval from the Public Service Commission of Wisconsin (PSC) is needed before any financial assistance can be provided to our customers. In order to obtain approval, the Utility must submit a detailed application to the PSC. One of the criteria in the application requires the City of Hartford to create an ordinance requiring the elimination of all privately-owned lead water service lines within our service territory.

The Hartford Water Utility is currently reviewing the new State Statute and has started preparing an application that will be submitted to the PSCW for their review. Due to the timing of the Maple Avenue construction project and the approval of the new State Statute, it is unlikely that the Water Utility will receive approval from the PSCW prior to the start of construction. As a result, the Water Utility will not be able to offer any financial assistance with the use of ratepayer dollars on this project.

The Water Utility recognizes the importance of replacing privately-owned lead service lines whenever possible. With this understanding, the Utility is in the process of investigating all other possible methods to offer financial assistance without the use of ratepayer funds. Details regarding this assistance program have not been finalized or approved at this time. As part of this assistance program, an ordinance would be created which would require the elimination of all privately-owned lead water service lines within our service territory.

In order to qualify for this assistance or if the PSC approves our application, all customers with lead water service lines will be required to replace their water service line with one that is free of lead. Therefore, we strongly urge you to test your water service line to determine if it is made of lead. If it is made of lead, please make the appropriate plans to replace your water service line prior to or during the water main replacement project on Maple Avenue. The average estimated cost to replace a water lateral ranges between \$3,000 to \$5,000. If financing becomes available, the Hartford Water Utility will make you aware of the options that are available at that time.

If you have any questions or need assistance identifying the material of your water service line, please contact the Hartford Water Utility at (262) 670-3710.

Sincerely,

Brian Rhodes
Utility Director

Water Service Line Identification Sheet

Lead Pipe

If the scraped area is shiny and silver, your service line is lead. A magnet will not stick to a lead pipe.



Copper Pipe

If the scraped area is copper in color, like a penny, your service line is copper. A magnet will not stick to a copper pipe.



Galvanized Steel Pipe

If the scraped area remains a dull gray, and a magnet sticks to the surface, your service line is galvanized steel.

