

Frequently Asked Questions (FAQ)

Disclaimer: The information provided in this FAQ is subject to change and will be updated as needed throughout each phase of the program. As we progress, timelines, procedures, and other details may be adjusted to ensure the project's success and to meet any new requirements or regulations. We encourage you to check back regularly for the most current information.

1. What is the Lead Service Line Replacement Program?

The Environmental Protection Agency (EPA) launched the Lead Service Line Replacement Program to reduce lead exposure in drinking water by requiring the replacement of lead service lines. In response to growing awareness and EPA support, the State of Indiana and the City of Lafayette are proactively working to replace identified lead service lines, updating critical infrastructure to mitigate future risks and safeguard public health.

2. Why is this program necessary?

Lead service lines can leach lead into drinking water, which can cause developmental issues in children, health problems in adults, and other serious conditions. By replacing identified lead service lines, the City of Lafayette is taking proactive steps to protect public health.

3. How many lead service lines are in the city?

There are approximately 3,200 identified lead service lines in our city.

4. How can I tell if I have a lead service line?

If you received a notification in November 2024, your property has been identified as having a lead service line. These identified lead service lines are listed in an inventory available on the City of Lafayette's website. If you move into a new home, the Utility Billing Department will notify you by mail if the property has been flagged for having a lead service line.

5. What are the different types of service lines?

Service lines can be made of lead, copper, galvanized steel, or plastic. The city is focused on replacing lines which can cause health risks which include lead and galvanized steel lines.

6. What happens during the replacement process?

The replacement process will involve boring a new line underground, avoiding trenching whenever possible to minimize disruption. In some cases, limited access to the resident's home may be required to ensure the service line is properly replaced. Any areas that are disturbed, such as sidewalks or landscaping, will be restored after the project is completed.

7. How long will it take to replace my lead service line once I've been notified by a city representative that my home is part of the current phase?

Each replacement usually takes one day.

8. Who is responsible for the cost of replacement?

The city will cover the cost of replacing both the public portion of the lead service line and the homeowner's portion from the curb to the house. This replacement will occur at no cost to the homeowner when the property is scheduled for service line replacement.

9. [Will my water be safe to drink during the replacement?](#)

Yes, we are committed to ensuring your water remains safe throughout the entire process. In addition, the City will provide water filters to all residents at no cost. These filters should be used for six months following the replacement, as a precautionary measure, to mitigate any potential risks.

10. [What should I do if I have health concerns related to lead in my water?](#)

Consult your healthcare provider for personalized advice. Please know that the City of Lafayette water is safe to drink. If you are concerned about your child being exposed to lead the Tippecanoe County Health Department will test children under six years of age for free. To schedule an appointment call (765) 423-9222 ext. 1.

11. [Are there any short-term health effects I should watch for?](#)

Symptoms of lead exposure can include headaches, fatigue, and gastrointestinal issues. If you suspect lead exposure, seek medical advice.

12. [How can I stay informed about the program?](#)

Residents can follow us on social media or check our website regularly for news and announcements about the program.

13. [What if I'm not satisfied with the service I receive?](#)

We take customer feedback seriously. You may contact Steve Moore, Water Works Superintendent, at (765) 807-1700 to discuss your experience, or [submit this feedback form](#).

14. [Will there be public meetings?](#)

Yes, we will hold regular public meetings to discuss the program, gather feedback, and answer questions. Dates and times will be posted on our website.

15. [How can I provide feedback or ask questions about the program?](#)

You can use our website's [contact form](#), call Water Works at (765) 807-1700, or attend public meetings to share your thoughts and questions.

16. [Where can I find more information about lead in drinking water?](#)

Our website includes educational materials on lead exposure, its health effects, and ways to minimize risk. [The EPA's website is also a great resource.](#)

17. [What should I do if I suspect my plumbing may contain lead?](#)

If you suspect lead in your plumbing, consider having your water tested. You can also consult a licensed plumber to evaluate your plumbing materials.

18. [Can I test my water for lead?](#)

Yes, you can have your water tested for lead through certified laboratories. Contact us for a list of recommended labs in our area.

19. [Are there ways to reduce lead exposure in my water?](#)

Yes, flushing your tap for 30 seconds before drinking or cooking can help reduce lead levels. Using a water filter certified to remove lead is also highly effective. Additionally, avoid using hot tap water for drinking, cooking, or preparing baby formula, and regularly clean your faucet aerator to minimize lead exposure.

20. [Who can I contact for more information?](#)

Steve Moore, Water Works Superintendent (765) 807-1700

21. [What are the office hours for inquiries?](#)

8:00 am to 4:00 pm Monday through Friday

22. [If I elect to replace my portion of the lead service line as a property owner prior to the City reaching my home will I be reimbursed?](#)

The City of Lafayette will not provide reimbursement to homeowners who choose to replace the customer-side lead service line before the city-initiated phase of the lead service line replacement project. However, if a homeowner does proceed with replacing their portion of the service line, the city will replace the municipal side within 45 days, at no cost to the homeowner.

23. [How did the City assess who has lead service lines and who doesn't?](#)

On October 16th, 2024, the City of Lafayette submitted an inventory of water service line materials to the Indiana Department of Environmental Management (IDEM). The inventory included addresses with non-lead water service lines, known lead water service lines, those made of galvanized steel that are or were connected to lead, and water service lines with unknown materials needing additional investigations. The City used water system records and historical data for when homes were constructed to establish an inventory list of water service line materials at addresses throughout the City. Homes built after 1935 are considered unlikely to have lead service lines based on construction practices during that time. Water meter pit investigations and hydro excavation (potholing) were completed by the City to further investigate unknown service line materials between February 2024 and October 2024.

24. [How will the replacement process work?](#)

Our team has conducted a survey to identify lead service lines. Notification has been sent to all identified residents. As the lead service lines are being replaced, we will notify homeowners and schedule replacements, ensuring minimal disruption.

25. [Can I test my water for lead?](#)

Yes, you can arrange for lead testing of your water. Please contact our Water Works Department at (765) 807-1700 for details on the testing process and how to get started.

26. [Is my water safe if I have a lead, galvanized, or unknown service line?](#)

Yes, Lafayette's water is safe, as no naturally occurring lead has been detected in the water supply. Lafayette Water Works conducts regular testing and reports findings publicly. The most recent Consumer Confidence Report is available [here](#). Additionally, phosphates are added to prevent corrosion in lead pipes, reducing any associated risk.

27. [When did Lafayette stop using lead service lines?](#)

The City is not aware of any homes constructed after 1935 having lead or galvanized service lines. Homes built after 1935 are considered unlikely to have lead service lines based on construction practices during that time.

28. [What if I disagree with the Water Works evaluation of my service line material?](#)

If you disagree with Water Work's assessment of your service line material, please contact Steve Moore, Water Works Superintendent, at (765) 807-1700.

29. [How can I obtain a copy of the Lead Service Replacement Plan?](#)

The Lead Service Replacement Plan is accessible [here](#).

30. [How is the Lead Service Line Replacement Program being funded?](#)

Phase I of the Lead Service Line Replacement project in Lafayette will be funded through a combination of grants and loans, with no cost to customers. Funding includes a \$2.5 million grant for disadvantaged communities and a \$2.5 million 0% interest loan. The estimated total cost to replace all 3,207 lead service lines is \$40.35 million. The City will use the secured funds to replace as many lines as possible in the Phase I area and will continue seeking additional funding for future phases to avoid passing costs onto water rates.

31. [Does the Water Works Department currently test water in people's homes, and what have previous results shown regarding lead?](#)

Yes, Water Works is required to test water in approximately 50 homes every three years to ensure it meets safety and quality standards, including checking for lead. According to the EPA website, levels below 1.0 ppb ("parts per billion") are considered non-detectable, and all past tests have shown no detectable lead in the water in people's homes. More information is available in Water Works Consumer Confidence Report.

32. [What should I expect if my service line requires replacement by the City?](#)

If your home has a service line that needs replacement, you will receive notification by mail no later than November 16, 2024. If your home is included in Phase 1 of the Lead Service Line Replacement Program the City will notify you approximately 45 days in advance of the project start in your neighborhood. A City representative will contact you to obtain signed approval for entering your home to perform the work, and the City's contractor will schedule the replacement date with you. After the service line is replaced, the City will provide a water filter with a six-month supply of filters. Additionally, within 3-6 months of the replacement, the City will offer lead testing at your home to ensure water safety.

33. [How many service lines are there in the City of Lafayette served by Water Works?](#)

The City of Lafayette has approximately 40,000 service lines served by Water Works. Of these, around 3,200 have been identified as containing lead, galvanized, or unknown materials.

34. Who will be completing the work for the Lead Service Line Replacement Program?

Prior to each phase of the project, the City of Lafayette will solicit bids from qualified contractors. Each contractor will be required to have their employees background checked, as they may need to enter your home during the process. Additionally, licensed plumbers will be used to ensure that all plumbing work is completed professionally and accurately.

35. How long will it take to replace all identified lead service lines?

The overall replacement of the identified lead service lines will take several years in order to reach all impacted residents, with a goal to have all identified lines replaced within ten years. Notice will be provided during each phase of replacement with a more specific timeline.

Effective Date: November 19, 2024