



City of Englewood Utilities  
1000 Englewood Pkwy.  
Englewood, CO 80110

**IMMEDIATE RESPONSE REQUIRED**

## **IMPORTANT NOTICE ABOUT INSPECTING YOUR WATER SERVICE LINE**

### **BEFORE YOUR WATER SERVICE LINE REPLACEMENT**

#### **Sign and Submit the Acknowledgment Form**

This acknowledgment form is to confirm your consent for Englewood Utilities and its contractors to replace your service line if it is determined to contain lead.

Based on Englewood Utilities' records, your water service line likely contains lead. A water service line is an underground pipe that brings water from the city's water main in the street to your property, connecting to your home's plumbing. Although lead isn't present in the water the city sends to your property, lead can get into water as it moves through a lead or galvanized steel service line.

As part of the Englewood Utilities Lead Reduction Program, the city is replacing all lead and galvanized steel service lines within its service area with new copper lines. This acknowledgment card allows city contractors to enter your property according to **Englewood Municipal Code Section 12-1B-5** and must be signed and returned to city contractors prior to or during onsite inspections.

**Property owners who choose to not sign the Customer Acknowledgment Form are opting out of the Lead Reduction Program** and will not have their customer-owned water service line replaced by Englewood Utilities with the understanding that:

- The utility is required to make four (4) attempts to confirm if a property owner wants to participate in the program.
- After the fourth attempt, all property owners who do not accept the utility's offer to replace their lead or galvanized steel service line will be considered non-responsive and will not receive a customer-owned lead service line replacement.
- Non-responsive property owners will be responsible for replacing their customer-owned lead service lines at their own expense, which can cost at least \$8,000.
- When a home is transitioning to a new property owner, the title change will alert the buyer that their new property has a lead or galvanized steel service line. The city can suspend water service for customers who prevent utility-side replacements (the part of the water service line owned by the utility, not the customer).

#### **Englewood Utilities' Responsibilities**

In replacing your lead service line, Englewood Utilities will assume the following responsibilities:

- Provide advance notice of the replacement.
- Meet with you prior to your service line replacement to review the process and answer your questions.
- Obtain necessary permits.
- Conduct an investigation (i.e., potholing) to confirm service line materials.
- Replace your service line if it is lead or galvanized steel.
- Provide exterior flushing and instructions for interior flushing post-replacement.

- Provide filter replacement cartridges for up to six months post-replacement.
- Restore any exterior disturbance to the original ground surface elevation and provide sod or reseeding of grass, generally within a four-month time frame. **Trees, shrubs, or other features such as patios or specialty concrete disturbed by the work described herein shall be property owner's responsibility.**

#### **Property Owner's Responsibilities**

Property owner agrees to undertake the following responsibilities:

- Anticipate a temporary interruption (typically 6 to 8 hours) of water service to your property during the replacement of your service line.
- Owner or designee, at least 18 years old, must be at the property on the date and time scheduled for the lead service line replacement.
- Provide reasonable, safe, lighted, and unencumbered access to the water meter and to the water service line inside the property, including access to the basement or crawlspace, wall or floor area where the water service line enters the building, and move any items blocking access, such as boxes, furniture, washers, dryers, etc.
- If the meter and/or service line is located behind a finished wall, or under a finished floor such that gaining access will disrupt the room finish, the property owner is responsible for removing the obstruction and establishing the necessary access to perform the work. Restoration of the disturbed area upon completion of the service line replacement and any plumbing modifications are the property owner's responsibility.
- After installation of the new service line, property owner will follow flushing instructions provided by Englewood Utilities to remove any remaining particles and/or debris.

- Maintenance of the customer-side service line, any interior plumbing, or backflow device, if previously installed, remain the responsibility of the property owner.
- Closely monitor the interior location within your home where the service line connects to your plumbing for the first week after replacement. Notify Englewood Utilities immediately if you notice any new water seepage or other changes in conditions, e.g., new cracking or flaking masonry, peeling paint, musky odors, etc.
- Englewood Utilities will use its best efforts to minimize disturbances to exterior landscaping and hardscapes. However, exterior landscaping, hardscaping, or structures on the property that impede the replacement of the water service line may be disturbed as part of the service line replacement, and this restoration is the responsibility of the customer. This can include items such as steps, patios, retaining walls, specialty or tinted concrete, structures of any type, grass, trees, shrubs, bushes and flowers.
- Property owner will irrigate restored landscape, including grass and trees, to reestablish vegetation in the restored area.
- Property owner understands that if there is an inside-set water meter, a meter pit will be installed in the yard to relocate the meter outside at a future date. **OR**

Property owner understands that if there is no water meter, a water meter pit will be installed in the yard. A new water meter will be installed and the property will be converted from a flat-rate to metered service at a future date.

#### Certification of Ownership

By providing consent to Englewood Utilities and its contractors to replace your lead service line, you warrant the following:

- I certify that I am the owner, or the legal representative for the owner, of the below service address property and have the legal right and authority to execute this form and to grant Englewood Utilities and its contractors the rights set forth in this form.
- I certify that if there are any tenants or other residents of the property other than the undersigned, I will provide them advance notice of the scheduled work.
- I agree that I am responsible for ensuring that the property is in safe and sanitary condition and that the necessary plumbing shall be accessible for workers to complete the replacement of the service line and any required interior plumbing modifications.

- I understand that if Englewood Utilities determines that safe and sanitary conditions are not met, or that the plumbing is not accessible, replacement will not be completed.

#### Authorization

I hereby authorize Englewood Utilities and its contractors to:

1. Enter my property as authorized by Englewood Municipal Code Section 12-1B-5 to confirm if my property has a lead or galvanized steel service line and, if so, to replace it at a future date from the water main tap to its first fitting inside my home.
2. Make any interior plumbing modifications in my property necessary to replace my water service line in accordance with the terms and conditions set forth in this form and I agree to all of the terms and conditions of this form.

**ADDITIONALLY**, I acknowledge and agree that on my own behalf or all other persons who could claim by or through me:

3. Except for the written obligations in this form, to release Englewood Utilities and hold harmless Englewood Utilities and its contractors from any and all claims, causes of action, damages, or losses, of any nature whatsoever, that I may have with respect to the work authorized by this form.
4. That I have accepted the offer of replacement of the service line and any modifications required to complete my replacement, voluntarily, at no cost.
5. I will be responsible for the maintenance of any newly installed customer-side service line constructed under the Lead Reduction Program in accordance with **Englewood Municipal Code Section 12-1B-5**.
6. That I fully understand the terms of this form and have the right to consult with an attorney if I have questions regarding this form.