

ANSWERS TO FREQUENTLY ASKED QUESTIONS ABOUT ELGIN'S LEAD SERVICE LINE REPLACEMENT



ELGIN
THE CITY IN THE SUBURBS

WHEN WILL MY SERVICE LINES BE REPLACED?

Elgin will be replacing service lines every year. To view the City's current service line replacement plan visit elginIL.gov/lead.

WHAT IS THE AVERAGE COST TO REPLACE SERVICE LINES?

If a resident chooses to replace their private portion, it usually ranges from \$7,000 to \$9,000. If a resident replaces the private portion of their service lines, the city will replace the public portion at no cost to the homeowner.

WHO PAYS FOR THE REPLACEMENT OF SERVICE LINES?

During city funded projects or emergency repairs, the city will replace the entire line at no cost to the property owner. If a resident chooses to replace the private portion of the service line they will pay for that themselves and the city will replace public portion at no-cost.

I AM A RENTER IN A BUILDING WITH LEAD SERVICE LINES. HOW AM I IMPACTED?

If your home is in a planned LSLR project replacement area, talk to your building owner about getting the lines replaced. The owner must sign the Temporary Construction Easement form. Renters will be impacted on the day of the replacement, they will not have water service for a portion of that day.

WHAT HOMES HAVE LEAD PIPES?

Homes built before 1988 are more likely to have lead service lines as lead was a common material used for plumbing.

MY NEIGHBOR IS GETTING THEIR LEAD LINES REPLACED. HOW DO I SIGN UP TO GET MINE REPLACED?

The city plans lead service line replacements on an annual basis, and unfortunately, residents are unable to sign up. Residents will be notified once their home is included in the plan for service line replacement.

HOW DO I PARTICIPATE IN THE WATER TESTING KIT AND WATER PITCHER KIT DISTRIBUTION PROGRAM?

Apply online to determine eligibility: ElginIL.gov/lead. If eligible, the kits will be mailed to you.

I WANT STAFF TO HELP ME IDENTIFY MY SERVICE LINES. WHAT DO I NEED TO DO?

Call 311 and they will verify whether your service line is known or unknown, if unknown they will schedule staff to come out and look at the line.

HOW DO I IDENTIFY MY SERVICE LINE MATERIAL?

Use the scratch and magnet test.

- When scratched, the scratched area on:
 - Lead is shiny and silver.
 - Copper will look like a penny.
 - Galvanized steel is dull gray.
 - Brass is gold.
- Magnets will not stick to lead, copper or brass pipes, but they will stick to galvanized steel.



I WANT TO HAVE MY WATER PRIVATELY TESTED. WHERE CAN I BUY A TEST KIT?

Hardware stores, Amazon, etc. Otherwise, contact a certified lab for testing on the city's website: ElginIL.gov/lead.

WHAT IF I AM UNABLE TO IDENTIFY MY SERVICE LINE MATERIAL?

Call the 311 Contact Center at 311 or 847-931-6001. You may also email elgin311@ElginIL.gov or use the city's online customer service portal.

HOW DOES LEAD ENTER DRINKING WATER?

Lead can enter drinking water when plumbing materials that contain lead corrode or wear away.

WHAT ARE ADDITIONAL STEPS I CAN TAKE TO ENSURE MY WATER IS SAFE?

Learn about additional steps and get more answers to frequently asked questions by going to: ElginIL.gov/lead.