

Benton Harbor Lead Service Line Replacement Checklist Questions

Site Preparation

- Were signs put up in the neighborhood announcing the lead service line replacement program and schedule?
- Were residents invited to a community meeting about the lead service line replacement program?
- Who is doing the work? Any local employees?
- Did the contractor contact the resident to sign the Right of Entry Form?
 - Did someone else contact the resident?
 - Was the resident provided enough time in advance to sign the form and schedule the work?
- Did the contractor schedule an appointment to check the service line and replace it on the same day, accommodating the resident's schedule?
- Did the contractor take photos of the site before construction?
- Were other buried utilities marked before construction began?

Construction

- Was water turned off at the curb box outside before any work began?
- Did the contractor excavate the curb box, revealing 3 feet of service line on each side of the curb box? List material found in the following areas:
 - House side:
 - Street Side:

Note: If public side is plastic or copper, only private side will be replaced. Lead and galvanized lines on the street side at vacant properties will be replaced, but cut and capped on the house side.

- Did contractor check the service line material inside the house? What material was found:
- Were trenchless methods used to replace the lead or galvanized steel service line?
 - If not, what method was used and why?
- Was any portion of pipe made of lead or galvanized steel left in place or was it all removed?

Note: leaving any portion of lead or galvanized steel is not allowed. Leaving any portion of lead is a "Partial lead service line replacement" and is prohibited by the Michigan Lead and Copper Rule.

- Was a new curb stop and new corporation stop installed?
- Was a new water meter installed inside the house?
 - Note: Only if damaged or not replaced in the last 5 years*
- Did the contractor ask the resident to do any work regarding permits or inspections?
- Was the replacement complete by the end of the day? If not,
 - Was the excavation backfilled at the end of the day?
 - Did the contractor keep the water turned off until work was completed the next day?
 - Was extra bottled water provided to meet customer needs overnight while the water was off?

Project Completion

- Who completed the inspection?
 - When was the inspection completed? On the same day the work was completed?
 - Did an inspector actually visit the property or was it a “virtual inspection”?
- Was a phone number provided for the resident to call with questions during the entire process?
 - Did someone pick up the phone who was able to answer the questions?
 - Was the resident able to get any issues resolved quickly and easily?
- Did the contractor take pictures of the replaced service line before backfilling and restoring the property?
- Did a contractor come in the house and flush all faucets in the house, starting in the basement, running water for at least 30 minutes?
- Did the contractor provide a water sampling kit or tell you where to get one?
 - Did they explain how and when to use the sampling kit?
- Did the contractor provide a filter, explain how to install it, and tell you when it will be okay to start using it?
(Note: this is not required as part of the Lead Service Line Replacement contract, but might be happening through coordination with other programs)
- Did the contractor tell you that you should continue to use only bottled water for drinking, cooking, and other consumptive uses until further notice from Benton Harbor and the state of Michigan?
- Did you receive a written letter stating that you now have a copper service line and you have a one-year warranty from the date of replacement?
- Did the contractor restore the property or provide a schedule for when they will return?
- Were there any unexpected issues that came up during construction? For example:
 - Need to upgrade or replace customer meter setting and/or household shutoff valve
 - Other household repairs identified during flushing
 - Water main breaks
 - Conflict with other buried infrastructure