

Detect. Correct. Protect.

Lead Service Line Replacement Program

WELCOME

Panelists



Jeff Dotson

Customer Engagement
Lead Specialist



Austin Jesz

Engineer I



Matthew Pelton

Senior Plant
Engineer



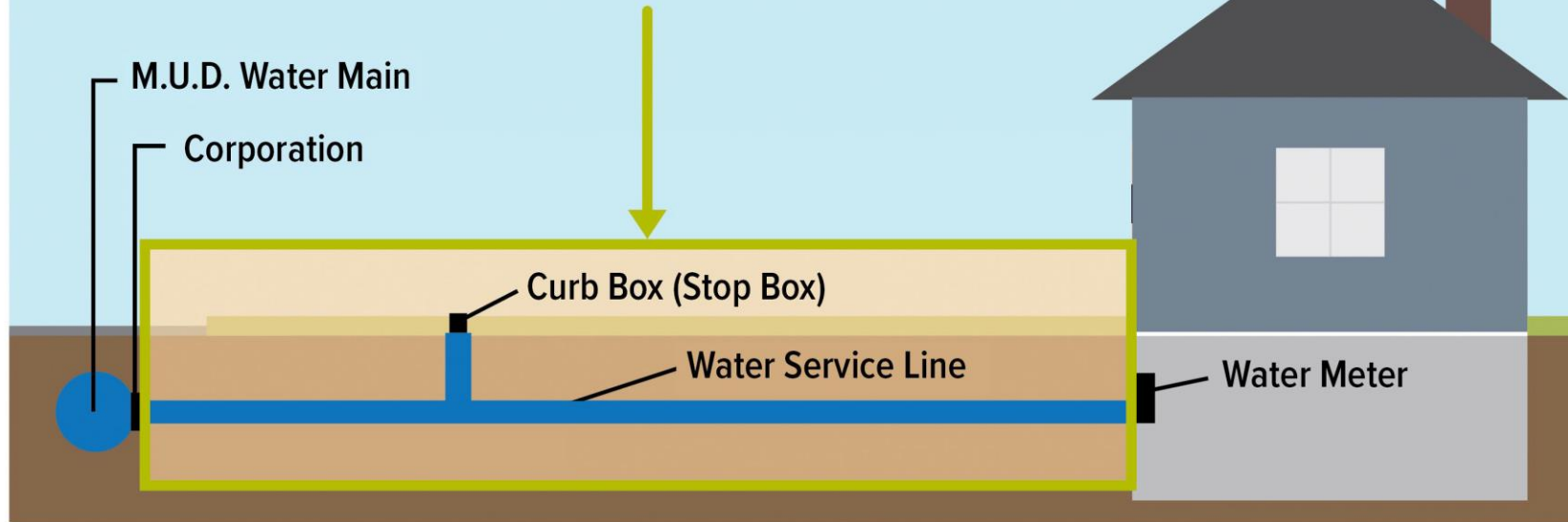
Megan Walter

Manager, Customer
Engagement

Detect. Correct. Protect.

Lead Service Line Replacement Program

Property Owner's Responsibility



What is a Water Service?

History of Lead Service Water Lines

1940

Use of lead materials discontinued by most

1986

Lead materials banned from use

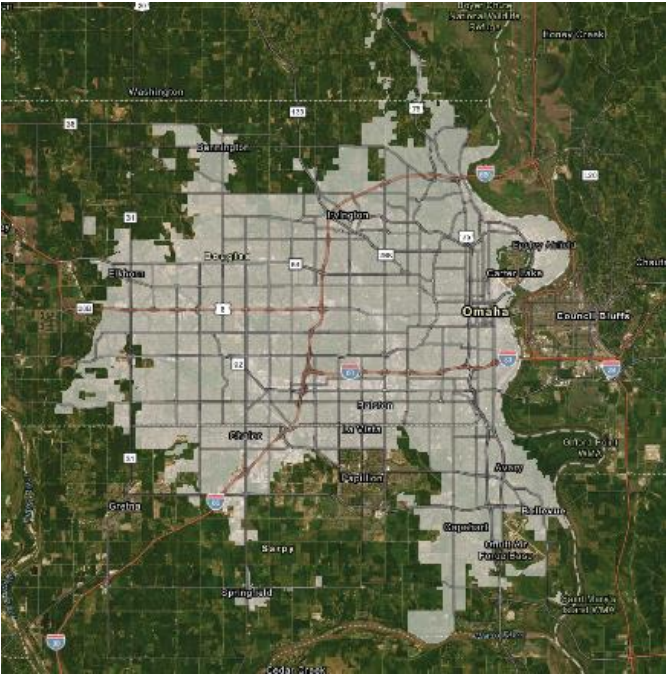
2021-2023

Revision to the Lead and Copper Rule required replacements of all lead, and galvanized steel line down stream of a lead line.



Early Harm, Lifelong Cost

Detect. Correct. Protect.





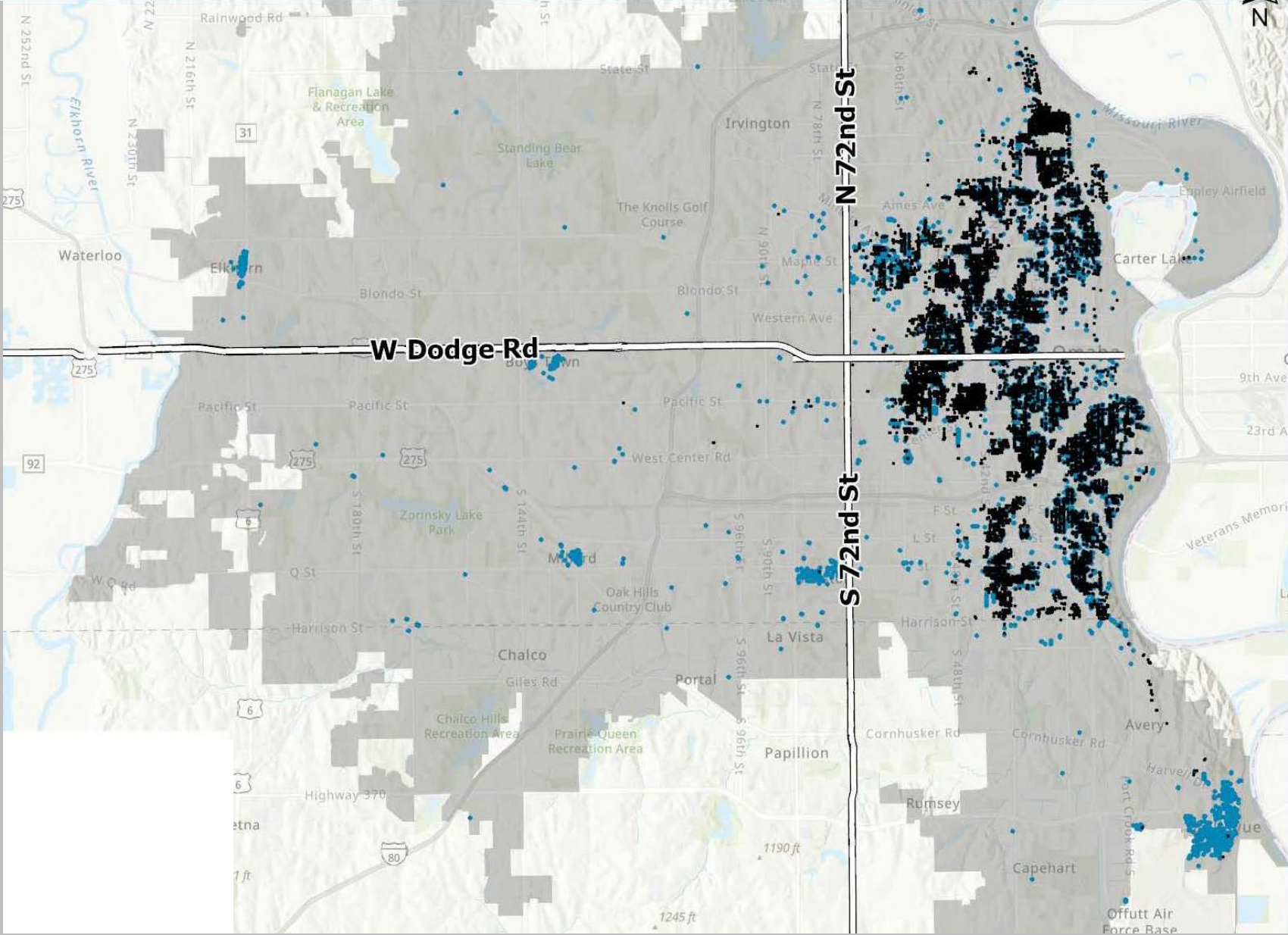
Multi-Year Program



**Over 18,000 lines need
identified / replaced**

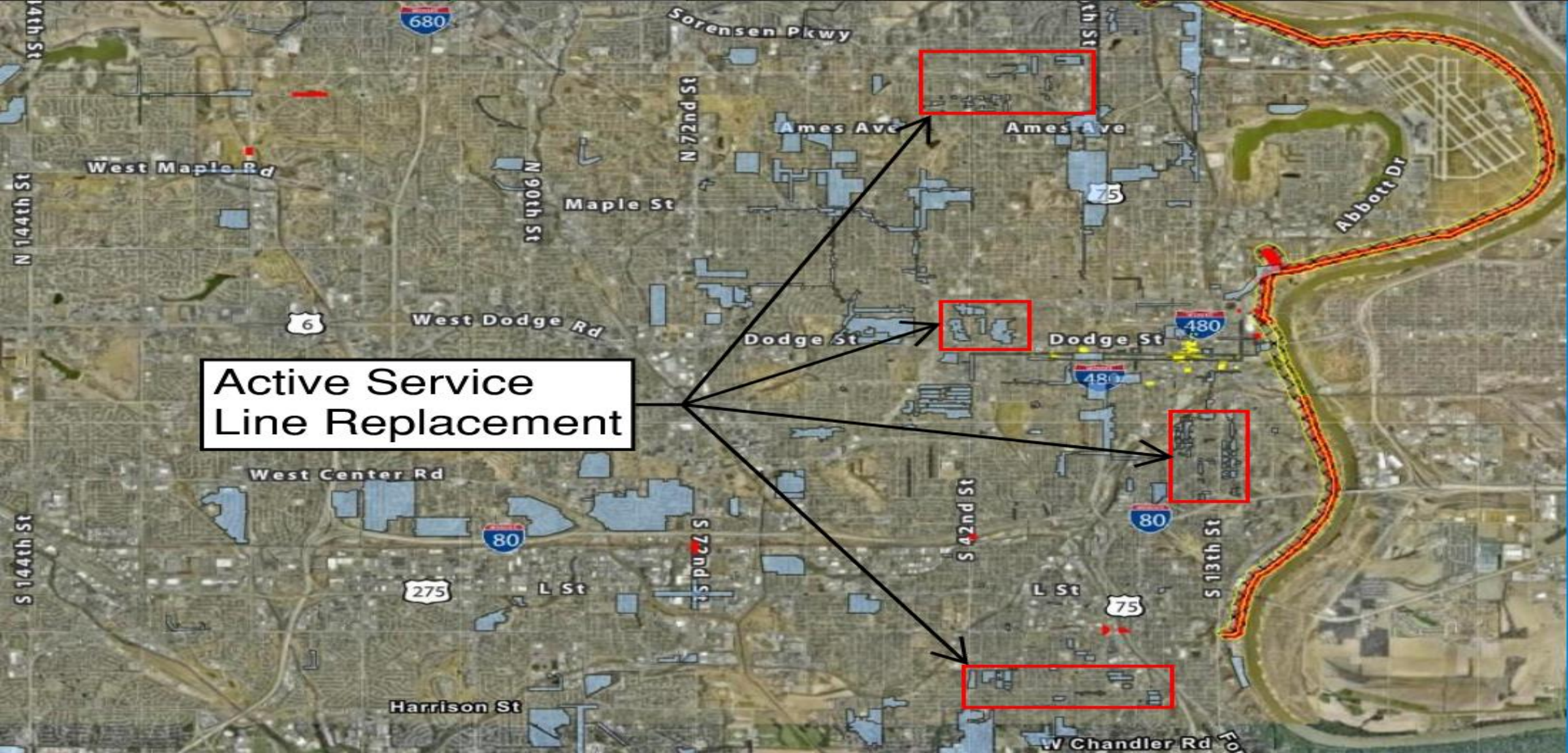
Legend

- Lead Service Line
- Lead Status Unknown
- M.U.D. Service Area



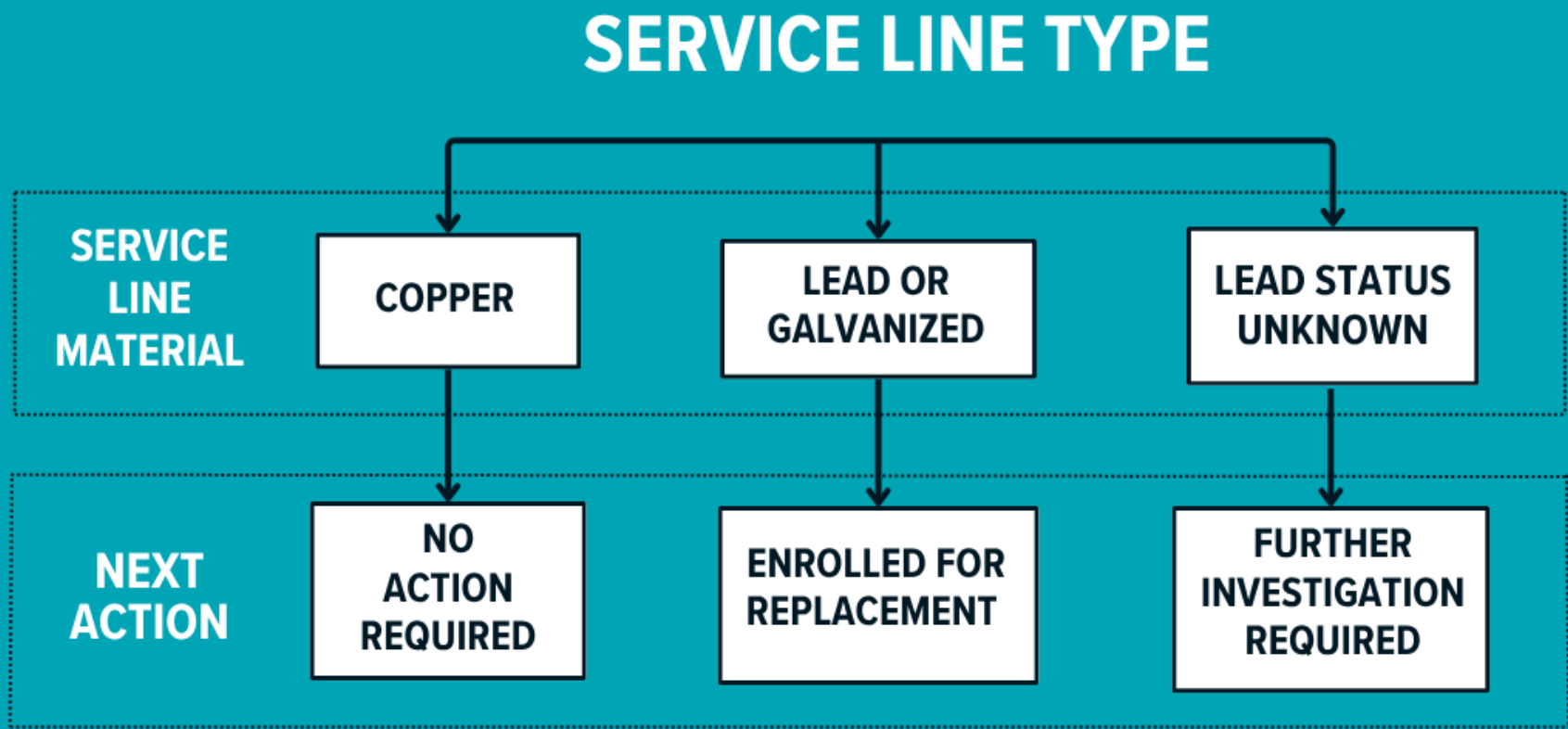


Detect



Active Service
Line Replacement

Service Lines



Visit – mudomaha.com/lead

The screenshot shows the Metropolitan Utilities District website. The top navigation bar includes links for CUSTOMERS, CONTRACTORS, and OUTAGES, along with News, Safety, Careers, Contact Us, EMERGENCY INFO, LOGIN, and a search icon. Below the navigation bar, the METROPOLITAN UTILITIES DISTRICT logo is on the left, and links for Current Customers, New Customers, Your Water, Your Natural Gas, and Your M.U.D. are on the right. The 'Your Water' link is highlighted with a red box. A dropdown menu is open under 'Your Water', listing various water-related services. The 'Lead Service Line Replacement Program' is highlighted with a red box and a red arrow points to it. Below the dropdown menu, there is a section with two dropdown menus: 'I AM A' with 'New Homeowner or Renter' selected, and 'LOOKING FOR' with 'Information on Starting Service' selected. To the right of these dropdowns is a 'GO' button. At the bottom of the page, there are four service tiles: 'ONE TIME BILL PAY', 'UTILITY ASSISTANCE', 'NEW – WALMART PAY', and 'UPDATE CONTACT', each with a corresponding icon.

Navigation Bar: CUSTOMERS CONTRACTORS OUTAGES News Safety Careers Contact Us EMERGENCY INFO LOGIN

Logo: METROPOLITAN UTILITIES DISTRICT

Links: Current Customers New Customers **Your Water** Your Natural Gas Your M.U.D.

Dropdown Menu (Your Water):

- HomeServe
- Lead and Drinking Water
- Lead Service Line Replacement Program**
- PFAS Compounds
- Water Conservation
- Water Quality
- Water Pressure and Flow
- Water Resources
- Water Safety

Search Bar: I AM A New Homeowner or Renter LOOKING FOR Information on Starting Service GO

Service Tiles:

- ONE TIME BILL PAY
- UTILITY ASSISTANCE
- NEW – WALMART PAY
- UPDATE CONTACT

Open our Interactive Map – mudomaha.com/lead

CUSTOMERS

CONTRACTORS

OUTAGES

News

Safety

Careers

Contact Us

EMERGENCY INFO

LOGIN

METROPOLITAN
UTILITIES DISTRICT

Current Customers

New Customers

Your Water

Your Natural Gas

Your M.U.D.

M.U.D.'s Lead Service Line Replacement Program

CLICK HERE TO RSVP FOR A COMMUNITY WORKSHOP

IMPORTANT LEAD INFORMATION

DO YOU HAVE A LEAD SERVICE LINE?

LEAD STATUS: UNKNOWN

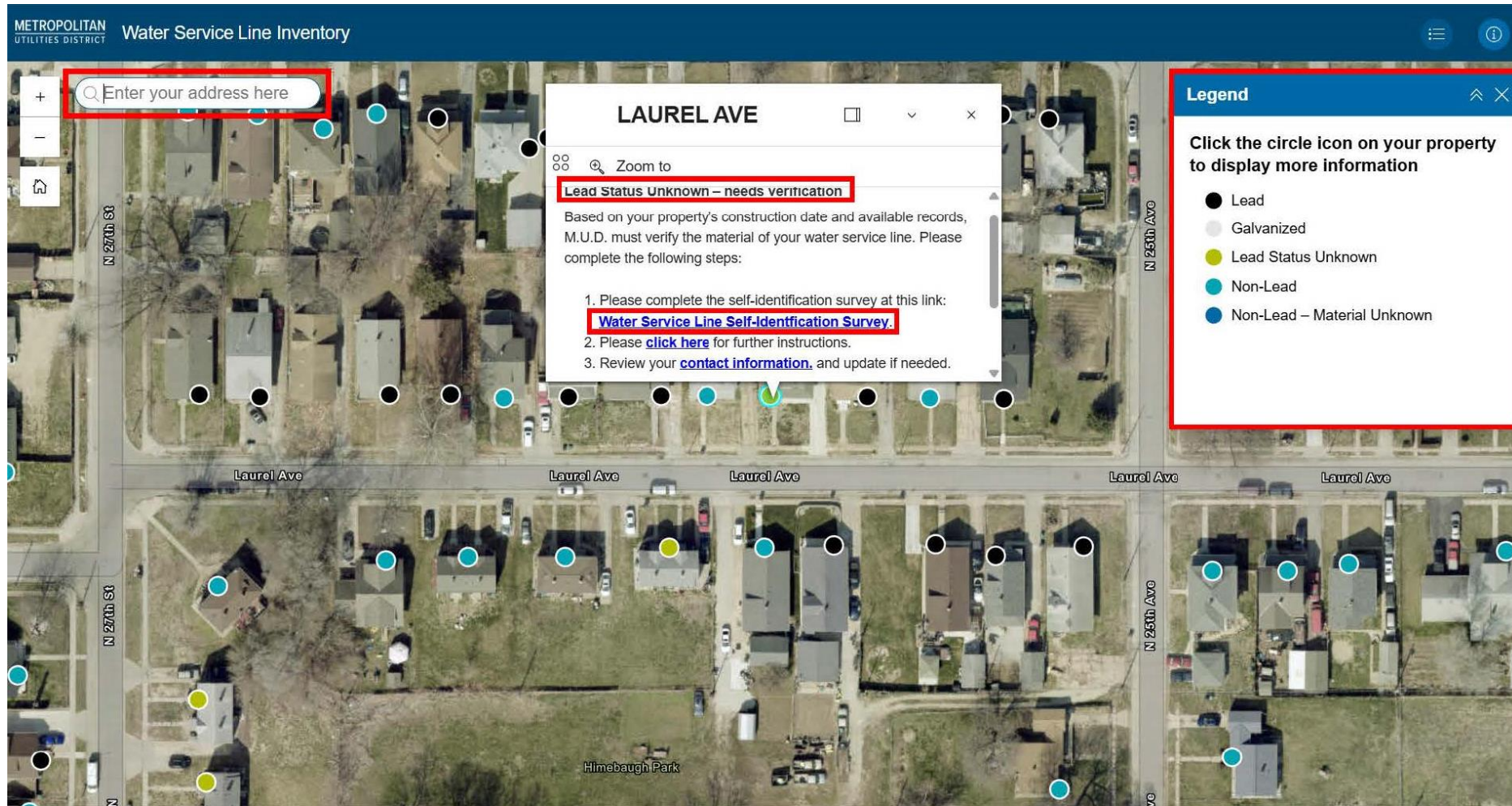
https://experience.arcgis.com/experience/0b2b8f5ae71b41e2b483db56eb4ad486

Learn more about lead water service lines

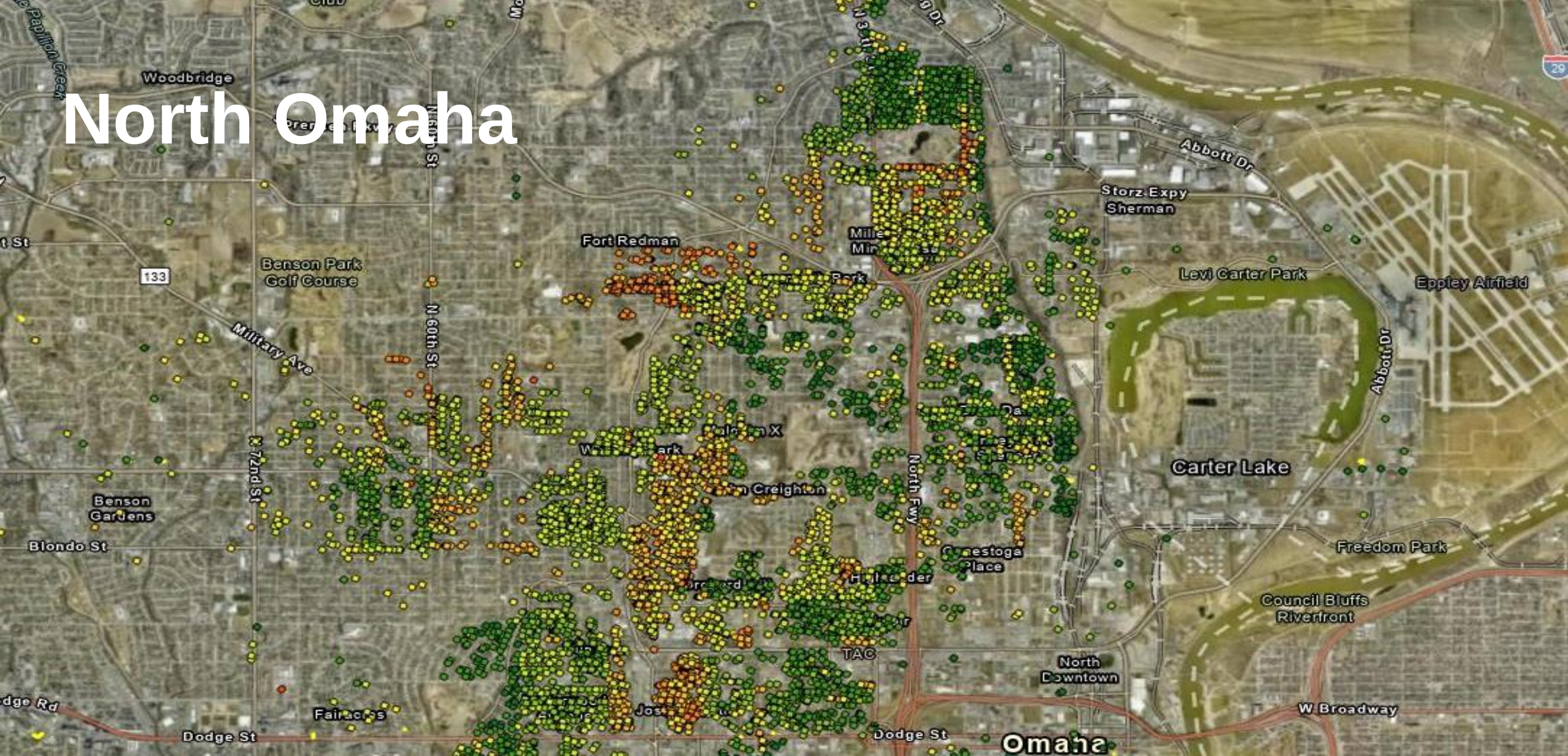
Use our interactive map to find out

Next steps if your service line is marked as unknown

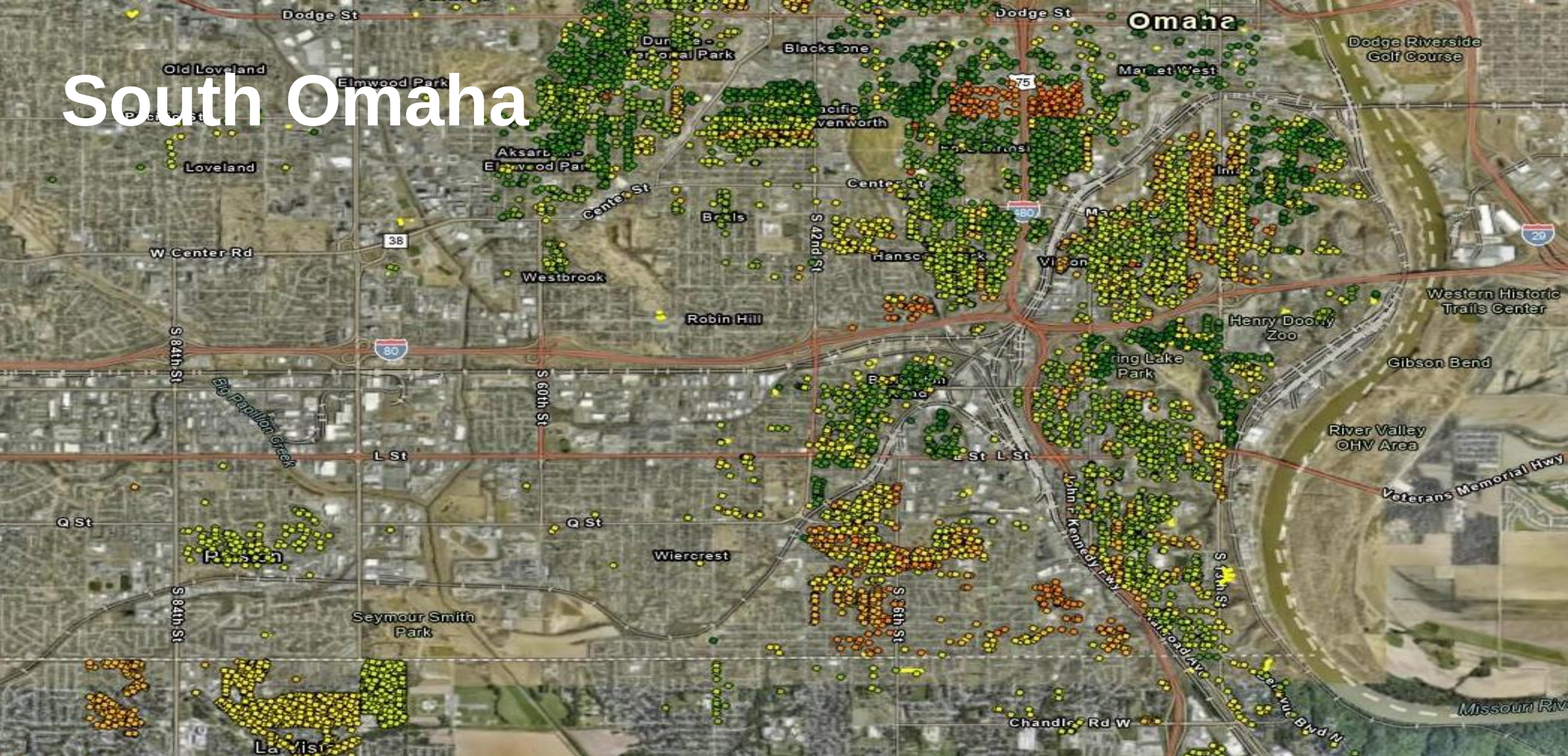
Search Your Address – mudomaha.com/lead



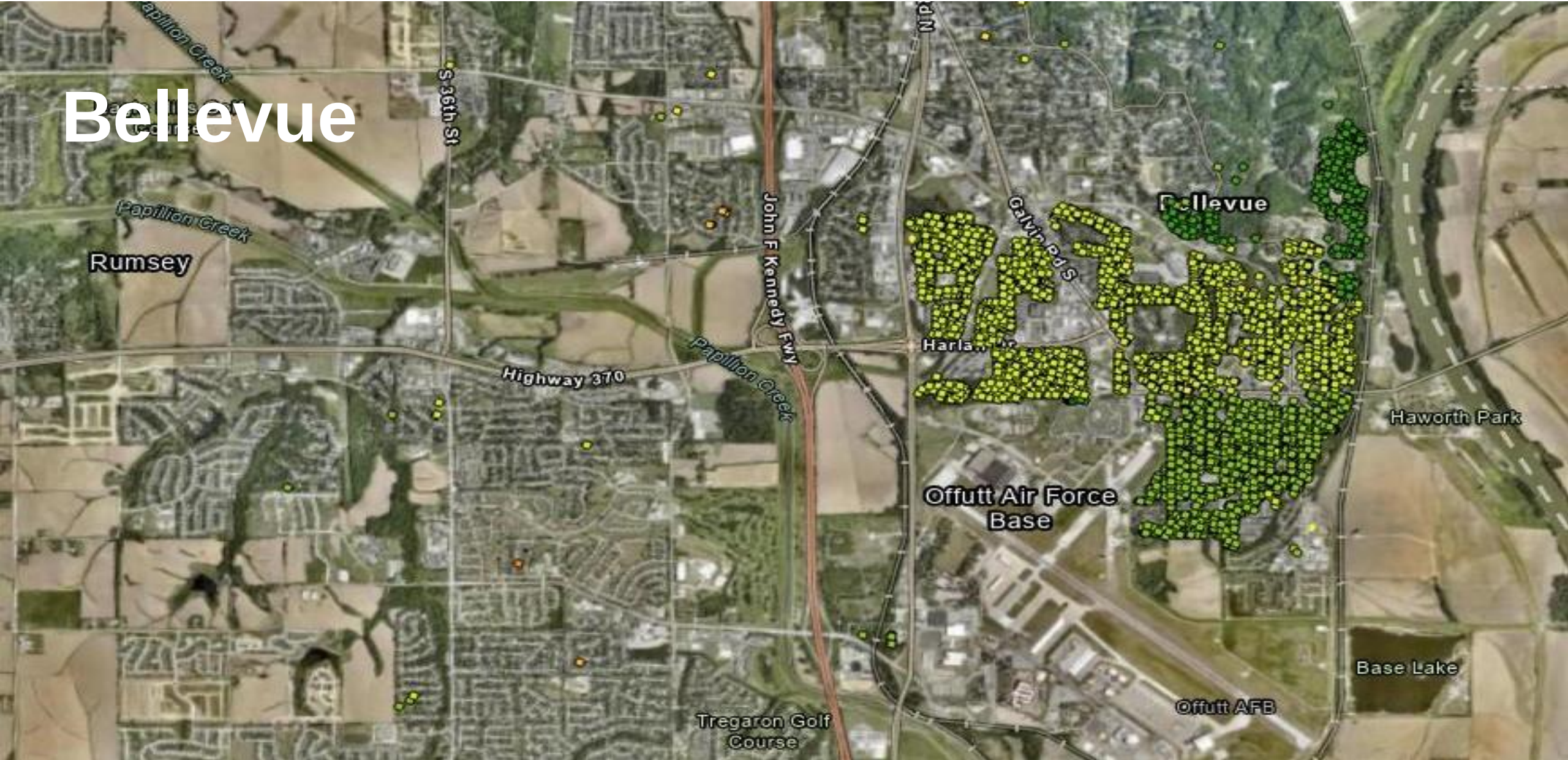
North Omaha



South Omaha



Bellevue



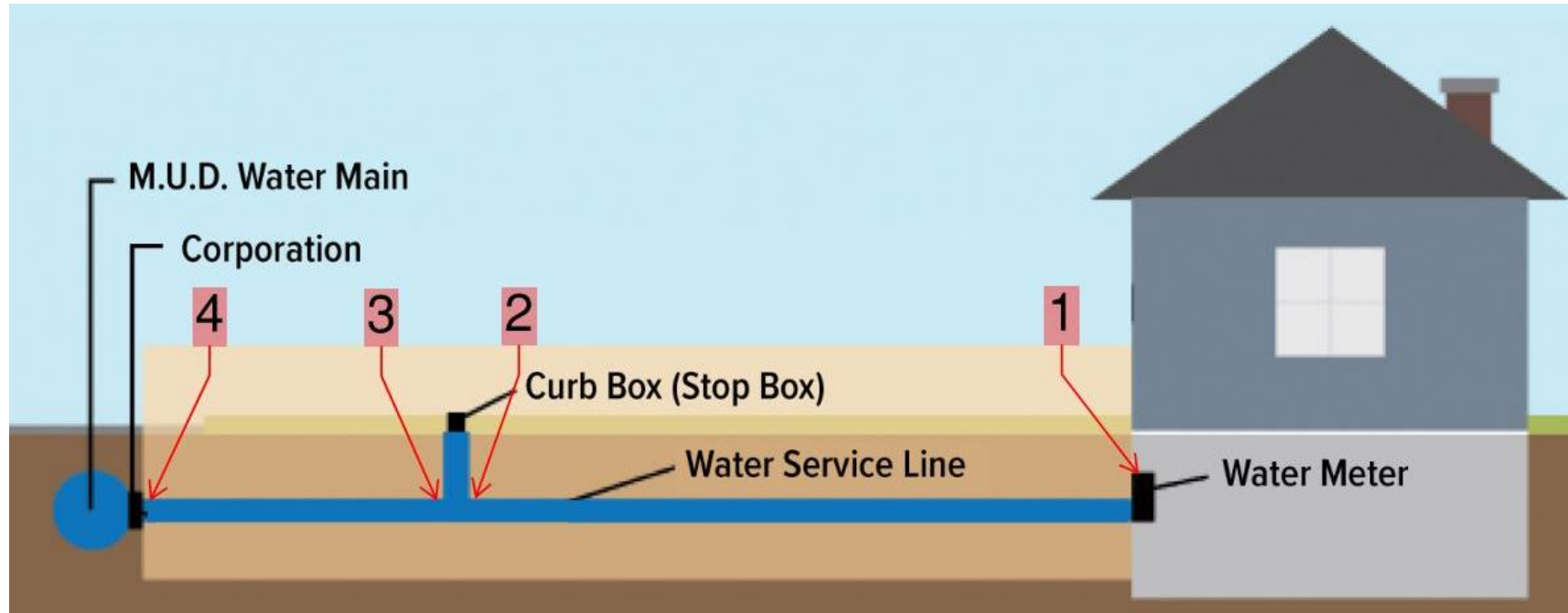
Detect: Focus



Correct: Lead Status Unknown



Service Material Verification



Location #	Description	Method	Completed By
1	Inside at Water Meter	Visual Inspection	Homeowner or MUD or Contractor / Consultant
2	Outlet of Curb Stop Box	Mechanical Excavation, Visual	Contractor working for MUD
3	Inlet of Curb Stop Box	Mechanical Excavation, Visual	Contractor working for MUD
4	Corporation / Main Connection	Mechanical Excavation, Visual	Contractor working for MUD

Self-Identification Survey



Access from MUD’s Interactive Map if our records show lead status unknown.

Access from displayed QR code.

Contact MUD for Access.

M.U.D. Lead Water Service Line Inventory

METROPOLITAN
UTILITIES DISTRICT

Metropolitan Utilities District needs your help! Our Detect, Correct, Protect, Lead Service Line Replacement Program is working to detect where all the lead service lines are in our service territory, correct the issue by replacing these lines and protect our customers from lead in drinking water.

If your water service line on the [Interactive map](#) says "Lead Status Unknown" or "Unknown Non-Lead," we need your help in detecting whether or not your home should be included in our program. Please click [here](#) to watch the video *Making Your Unknown Known*, which explains the process of identifying the material of your water service line.

Please complete this form in its entirety as soon as possible.

Next

Page 1 of 3

M.U.D. Lead Water Service Line Inventory

Property and contact information

What is the address of the property?*

What is the approximate construction date?

yyyy

What is your relationship to the property?*

☐ Owner

☐ Renter / Tenant

☐ Property Manager

☐ M.U.D. Technician

What is your name?

Email contact

Phone number*

() -

What is your M.U.D. account number?

Back

Next

Page 2 of 3

M.U.D. Lead Water Service Line Inventory

Water service material identification

Identify the material of the water service line.

Please click [here](#) to watch the video *Making Your Unknown Known*, which explains the process of identifying the material of your water service line. The instructions are also outlined below.

You will need a magnet, penny and a screwdriver.

1. Locate your water meter and main shut off valve. These will be located inside your home in the basement, crawlspace or closet.
2. Follow the water line from the water meter or main shut off valve to where it enters your home.

Home Plumbing
Water Meter

Pipe
Test
Area

3. Use a magnet to test if the line is galvanized. If the magnet sticks to the pipe, it is a galvanized line.
4. If the magnet does not stick, take the screwdriver and scrape or scratch the pipe. If the pipe has the color of a penny, it is copper. If the pipe is a shiny silver, it is a lead pipe. You may also see a bulge on a lead pipe.
5. Take a picture of the water meter number. This is typically located on the lid of the water meter.
6. Next, take a close-up picture of where you tested the line leading out of the house.
7. Finally, take a picture that mimics the photo above. Attach all photos to this form.

What is the material of the water service line?*

☐ Lead

☐ Copper

☐ Galvanized

☐ Plastic

☐ I am not sure

Provide photos as evidence of your material test*

Take photos of your water meter, the water service line and any other evidence that may show the material used in the water service line.

1

Drop image here or select image (number of files allowed: 1 - 5)

Back

Submit

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Lead Service Line Replacement Program Community Workshop

METROPOLITAN
UTILITIES DISTRICT

Self-Identification Survey – Pictures

Not Adequate



- Poor lighting
- Can't see service line

Better



- Service Line is visible
- A bit grainy but adequate to identify material

Best



- Good lighting
- Focusing on where service line comes into home
- Clear image also clearly showing meter

Potholing



Lead Service Replacements – What to Expect

- **All services replaced with Type K copper**
 - Size matched to existing service
 - Example: 5/8" lead → 3/4" copper; larger services → 1" copper
- **Meter replacement only if required**
- **Trenchless methods are standard but still require excavation**
 - Boring, pneumatic mole, auger
 - Two excavations required, at main and at stopbox typical
 - Open cut only when trenchless isn't possible
- **Meter pit removal**
 - If service length < 250–300 ft, meter relocated inside
 - If service length > 250–300 ft, meter pit may stay.
- **Temporary Lane or Street Parking Restricts**



Pit Bore Setup



Meter Pit in Front Yard
-Will be abandoned.

Excavations to Expect

Typical Excavation at MUD Main



Typical Excavation at Stop Box



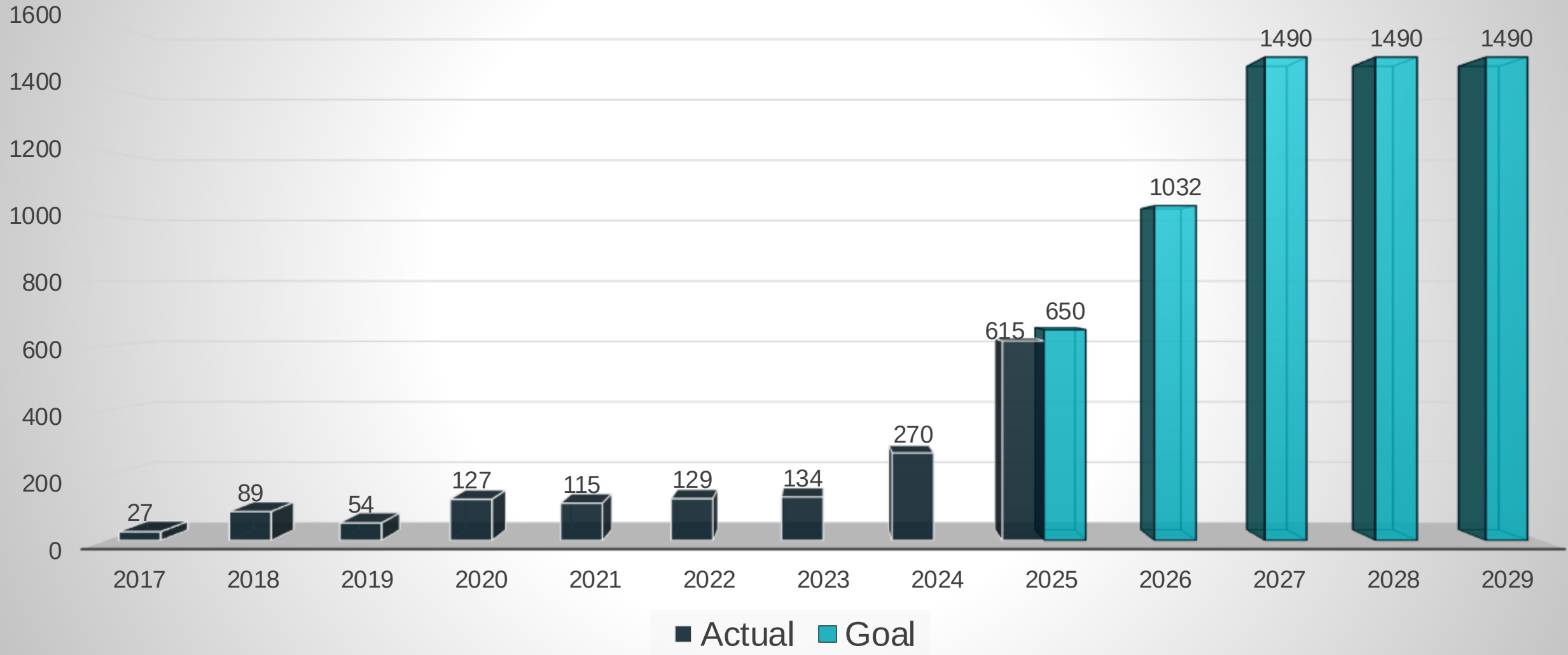
Interior Work at the Meter



Restoration Examples



Correct: Goals



Protect: Corrosion Control



Protect: Flushing Instructions

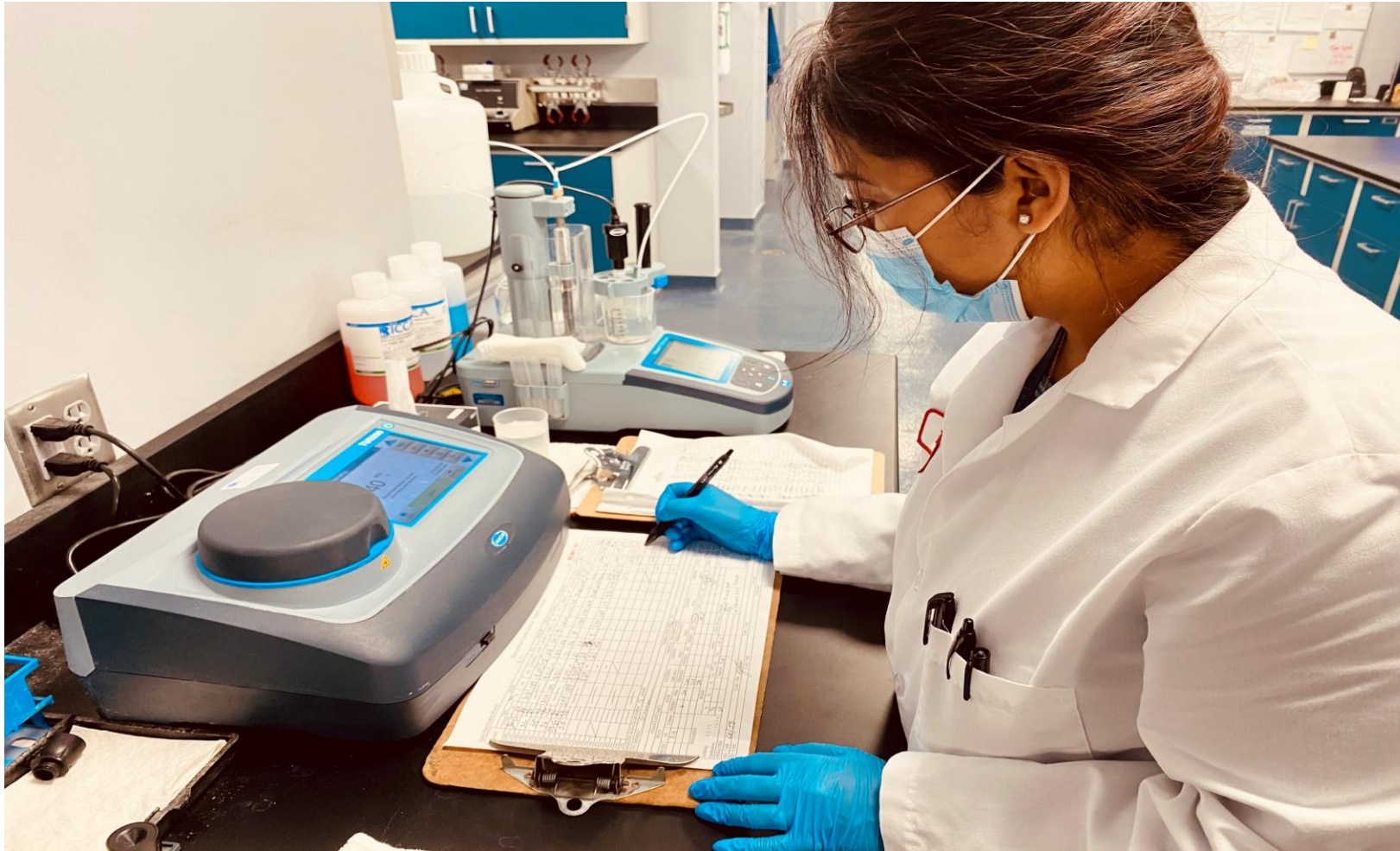
- If the tap has not been used in more than **6 hours**, then flush water through the faucet for **2 minutes** before using it.



Protect: Water Pitcher



Protect: Water Testing



Protect: Water Testing



Concerned About Lead in Your Drinking Water:

Customers who have a lead, galvanized or lead status unknown service line may request a water sample test kit and/or filtered water pitcher. M.U.D. has partnered with TruePani to provide these materials at no cost to you. The water pitcher comes with a six-month filter certified to remove lead from your drinking water.

Please click the link below to order your test kit and/or filtered water pitcher. Replacement filters are available upon request.

[Order Form](#)

Protect: Pitcher and Test Kit Request Form

mudomaha.com/lead

Pitcher and Test Kit Request Form

The Metropolitan Utilities District (M.U.D.) recently completed an inventory to identify the materials of all water service lines in the District. The water service line provides drinking water to your residence from the water main.

M.U.D. is providing free pitcher filters, replacement filter cartridges, and water test kits to customers with lead, galvanized requiring replacement (GRR), or unknown service lines. M.U.D. is actively working to replace lead and GRR service lines and performing in-person inspections to determine unknowns.

Please use this form to request a free pitcher filter, or water test kit.

CUSTOMER INFORMATION

Name:

Address:

Phone:

Email:

ORDER DETAILS

Water Test Kit

Water Pitcher

☐☐

METROPOLITAN
UTILITIES DISTRICT



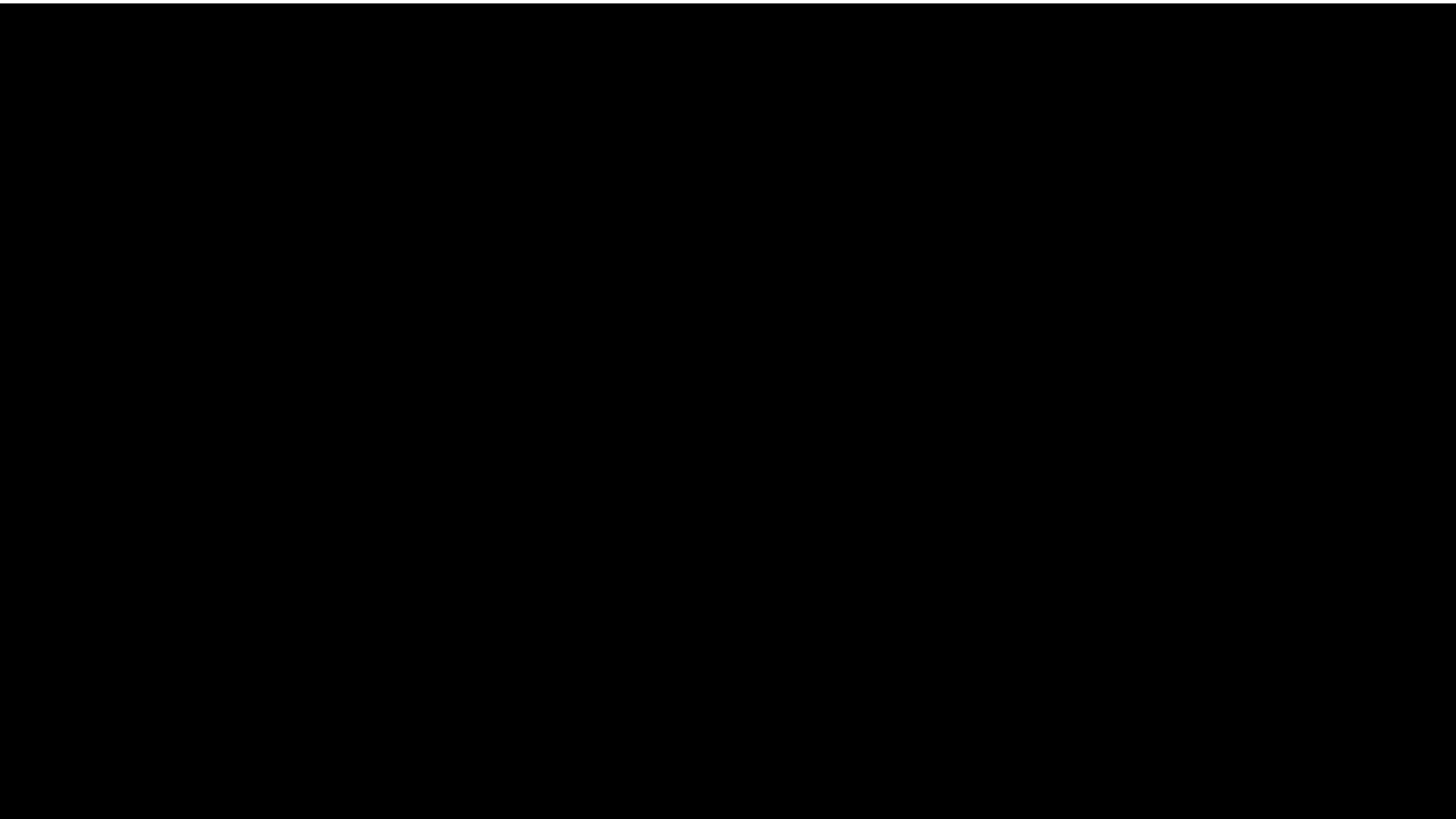
- **Annual Notification Letter**
- **Project Letter**
- **1-2 Days to complete replacement**
- **M.U.D.'s Commitment**



BENEFITS

- Community based contracting
- New customer owned water service line
- Potential property value increase





DETECT. CORRECT. PROTECT.

LEAD SERVICE LINE
REPLACEMENT PROGRAM



mudomaha.com/lead



lead@mudnebr.com



402.504.7029

LEADING THE WAY,
ONE SERVICE LINE AT A TIME.

METROPOLITAN
UTILITIES DISTRICT

Q & A



METROPOLITAN

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