



excavation over watermain



water service connection complete

Home owner's responsibilities

When your home's water service connection is being replaced, the City will replace its portion of the water service connection (which runs from the water supply system to your property line) at no expense to you.

In order to ensure the improvement of water quality and/or pressure in your home, the City recommends that you replace the portion of the pipe running from your property line into your home. As the home owner, you are responsible for the cost of replacing the private portion of the water service connection.

Before the City begins any replacement project, the home owner will be notified in writing. The contractor hired by the City for this work can provide an estimate for replacing the private portion of the pipe if you wish to use their services. As the property owner, you are not obligated to use the City's contractor for the replacement of your portion of the pipe. But having the work done at the same time is recommended. You can bring in your own contractor to do this work, or use the City's contractor.

NOTE: When the City's contractor, or the contractor you select yourself, replaces your portion of the water service connection, the City of Toronto is not responsible for the work or the costs. As the property owner, you are entering a private agreement with the contractor and are responsible for all costs associated with this portion of the water service connection replacement.

When replacing your portion of the pipe, you must agree to have a water meter installed (or replaced if your current meter is an older model). The water meter will be provided by the City at no charge to you, but the installation costs are your responsibility. (The City will pay for installation only if there was no meter on your property previously.) Also, once the installation work is complete, you must notify the City so the water meter can be inspected.

For more information about this program, call 416-338-8888.

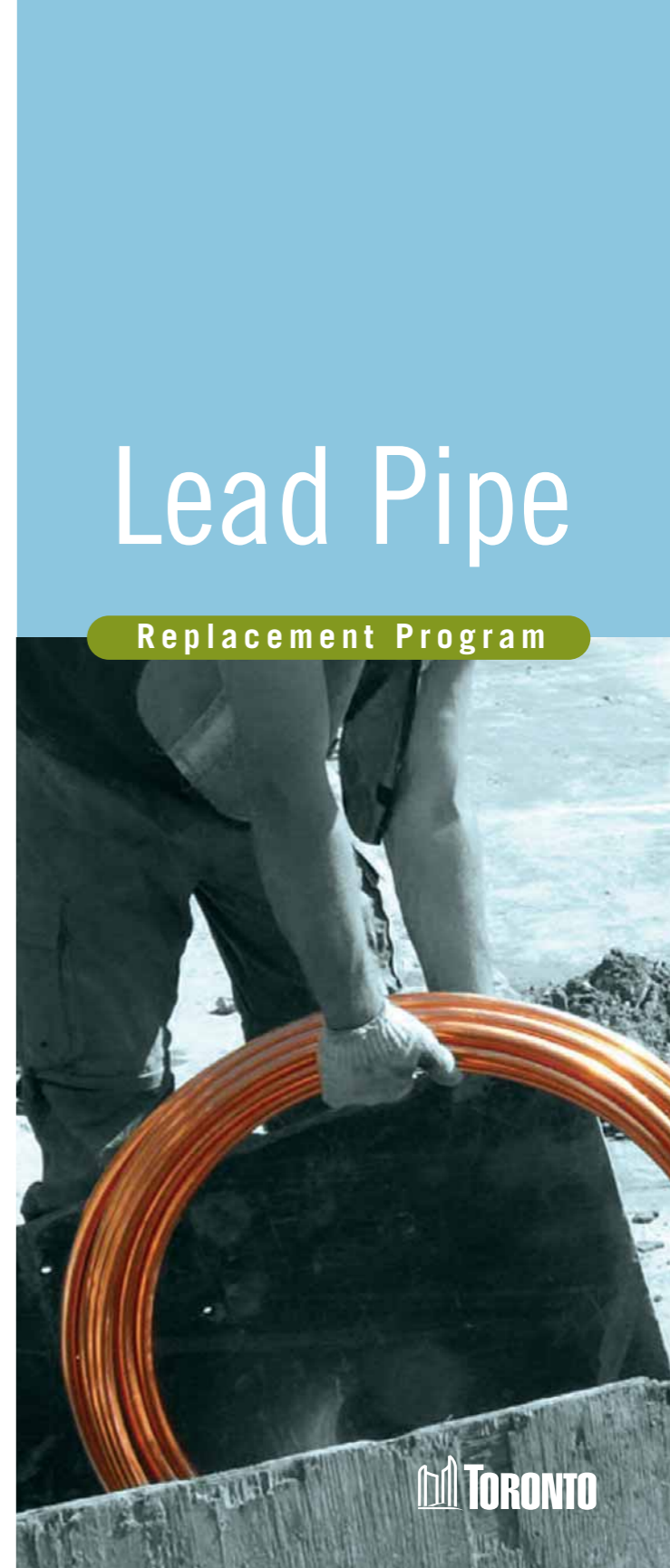
Lead Pipe

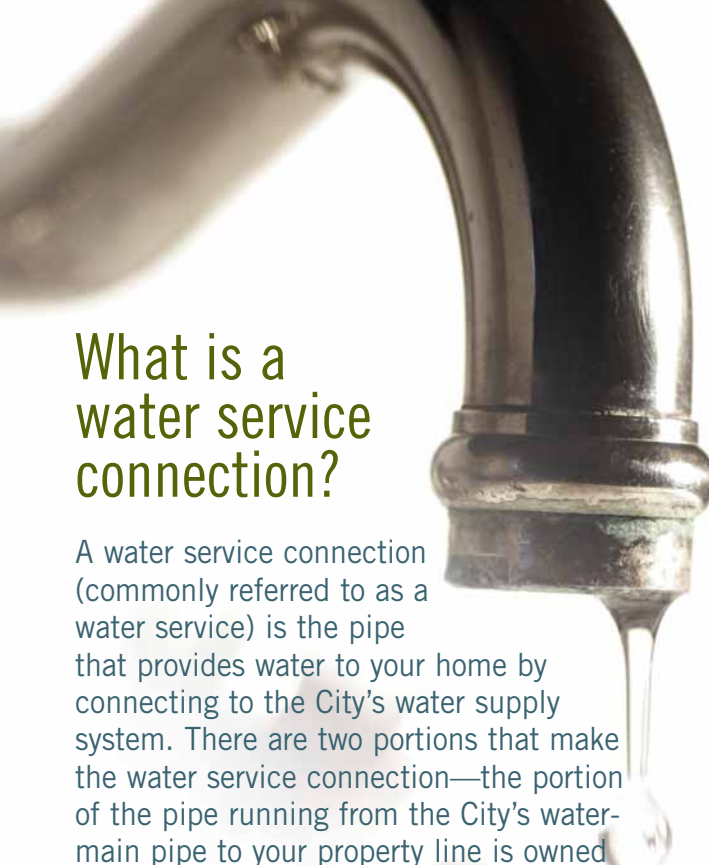
Replacement Program

For more information call
416-338-8888 or visit
www.toronto.ca/water



Protecting water services 24/7





What is a water service connection?

A water service connection (commonly referred to as a water service) is the pipe that provides water to your home by connecting to the City's water supply system. There are two portions that make the water service connection—the portion of the pipe running from the City's water-main pipe to your property line is owned and maintained by the City of Toronto; the portion of the pipe running from your property line into your home is the private property of the owner. The standard for a water service connection is 19 mm (3/4 inch) and made from copper or other approved materials.

Homes with a water service made from lead or other non-approved materials, or that is otherwise sub-standard (e.g. size smaller than 19 mm (3/4 inch), not providing adequate water pressure/flow, etc.) qualify for replacement under the Lead Pipe Replacement Program.



road excavation begins



existing lead pipe



19 mm coil pipe replacement

What is the Lead Pipe Replacement Program?

The City of Toronto's water supply system (the distribution system that delivers clean, safe drinking water to all homes and businesses in Toronto) has no lead pipes. The system is consistently tested for lead (along with other impurities) and tests results show no lead contamination exists in the system.

If your home was built before 1955, it may have been connected to the City's water supply system with lead pipes. As these pipes age, they can release small amounts of lead into the water. The City of Toronto is committed to removing all lead pipes and replacing them with standard 19 mm (3/4 inch) pipes made of approved materials such as copper.

Through its Lead Pipe Replacement Program, the City will replace its portion of any lead water service connection on City property (the pipe running from the water supply system to your property line) at no cost to the property owner. Replacement of the

private portion of the water service connection (the portion of the pipe running from your property line to your home) is your responsibility as the property owner.

How to apply for the Lead Pipe Replacement Program

For most residents, there is no need to apply for the Lead Pipe Replacement Program. By coordinating road repairs, other water-related repairs and other construction projects, the City will replace all lead (and otherwise sub-standard) water service connections over a nine-year period.

If your home was built before 1955, your water service connection has not been previously upgraded, and you're concerned about possible lead in your drinking water, you can request a lead test by calling 416-392-2894 or sending an email to waterqualityline@toronto.ca. (Be sure to include your name, full mailing address including postal code, closest major intersection and phone number.)

If the test results indicate lead in your water is above 10 ppb (parts per billion)—the maximum set by the Ministry of the Environment—your home's water service connection will automatically be replaced by the City as quickly as possible.

If the test results indicate lead levels in your water is below 10 ppb, your home's water service connection will still be replaced at the earliest possible opportunity coinciding with road repairs, other water-related repairs or other construction projects in your neighbourhood.

If you do not have lead in your water but are experiencing low water pressure/flow, your home's water service connection can also be replaced through this program. All sub-standard water service connections will be replaced as road repairs, other water-related repairs and other construction projects take place across the City.



Benefits of the Lead Pipe Replacement Program >

All lead (and otherwise sub-standard) water service connections replaced over a nine-year period.



Improved drinking water quality for Toronto residents.



Improved water pressure/flow for homes with smaller water service connections (as typically installed in older homes).