



Fall-Winter 2024/2025

TIME-SENSITIVE INFORMATION

Dear Customer:

You are receiving this letter because our records indicate your property has a galvanized service line connected to the water main with a short piece of lead service line, or it was previously connected to such a line and there is still some galvanized steel pipe between the street and your home. We wish to schedule the replacement of this water service line which will be done at **NO COST TO YOU**.

Galvanized steel pipes were commonly used for drinking water supply lines prior to 1980 and they were typically connected to the public water main with a short section of lead pipe (sometimes called a pigtail or gooseneck). The City of Muskegon Heights (City) will replace the lead and/or galvanized portion of the water service line from the water main to inside the building at no cost to the property owner or customer. When the replacement is scheduled, please understand the following:

1. The homeowner/property owner must give permission to replace the water service line and grant access to the inside of the building. In rental units, the tenant or lease holder must also give permission.
2. An adult over 18 years old must be present while the replacement takes place.
3. The work requires the water to be shut off for a few hours. The workers performing the replacement will make every effort to restore water the same day installation begins.
4. To ensure a timely and successful replacement, please maintain a clear path to where the water service enters your building which is typically where your water meter is. Please clear away an area of up to five feet around this location, including any cabinetry, drywall, or stored items.
5. The workers will replace your water service line with a copper or PEX pipe up to the first valve inside the building or to a point 18 inches inside the building, whichever is shorter. Any plumbing beyond this point is the responsibility of the property owner. If that plumbing material is lead or galvanized, we would encourage you to replace that at your cost at your first opportunity.
6. Although much of the work will be done without digging, if you have any landscaping over the water service, it is recommended that you remove it so it can be salvaged.
7. Once the work is complete, the water service will be flushed for several minutes to remove any dirt, debris or sediment in the line. This is best done through an outside spigot. Please make sure an outside faucet is available and in good working condition to allow for this flushing to take place.

To utilize crews and resources as efficiently as possible, the City is working to schedule multiple service lines within grouped areas. Therefore, it is important that you schedule your service replacement while crews are in our area. The City has hired Gustafson HDD of Whitehall, Michigan to replace these water service lines and to work with you to schedule a mutually agreeable date and time for replacement.

Please contact Gustafson by calling and leaving a message at 231.981.1025 or via email to office@gustafsonhdd.com.



Upon completion of the work, it is important follow these recommended flushing procedures below for your internal plumbing:

Flush all your faucets using these steps:

1. Remove faucet aerators from all cold water taps in the building.
2. Beginning in the lowest level of the building, fully open the cold water taps throughout the building.
3. Let the water run for at least 30 minutes at the last tap you opened (top floor).
4. Turn off each tap starting with the taps in the highest level of the home. Be sure to run water in bathtubs and showers as well as faucets.
5. Do not consume tap water, open hot water faucets, or use icemaker or filtered water dispensers until after flushing is complete.
6. If you would like to receive a free water filter for drinking and cooking after your water service has been replaced, please contact Gustafson at 231.981.1025 or office@gustafsonhdd.com.

Please refer to the enclosed fact sheet from the Michigan Department of Environment, Great Lakes and Energy (EGLE) for more information about your line, including the use of filters and removal of aerators for the best results.

Sincerely,

City of Muskegon Heights

Enclosure(s): Permission Signature Page
EGLE Guidance Document on how Construction Activity may Affect your
Drinking Water



City of Muskegon Heights Water Service Replacement Permission

Permission is subject to the following conditions:

1. Where investigation indicates that lead or galvanized previously connected to lead materials are present, they will be replaced with new water service materials.
2. All turf areas disturbed during the replacement of the water service line will be restored with top soil and seed as soon as practicable and in accordance with Soil Erosion and Sedimentation Control practices. Pavement areas disturbed during the water service line replacement will be replaced with similar pavement surfaces (i.e. concrete with concrete, asphalt with asphalt, etc.) The City of Muskegon Heights will not be responsible for any damage to trees or landscaping affected by the replacement of the service line.
3. Pipes beyond 18 inches inside the wall or beyond the first valve inside the wall will not be replaced by the City of Muskegon Heights (not including the water meter).
4. The property owner will continue to be the owner of the water service materials being replaced by the City of Muskegon Heights and shall continue to be the owner and responsible party for the water service materials beyond the curb stop valve near the property line outside the building.
5. The cost of replacing the lead or galvanized pipe from the main to 18” inside the building and previously connected to lead pipe will be the responsibility of the City of Muskegon Heights.
6. The permissive rights set forth herein shall start as of the date the property occupant signs the release and shall terminate on the date the workers complete the work described but no later than **November 1, 2025**

In consideration of the City of Muskegon Heights’s efforts to remove the lead or galvanized pipes previously connected to lead water service lines, the undersigned hereby give permission to the City of Muskegon Heights and/or its officials, employees, or contractors to excavate, investigate, and replace lead or galvanized pipes previously connected to lead on the property described below.

And the street address is: _____

This instrument contains the entire permit agreement. No other promises have been made except as shown herein.

Owner (sign AND print name) _____ Date

Occupant, if applicable (sign AND print name) _____ Date

Contact Information for Scheduling (email and/or phone number)

You may email this form when completed to dsorek@preinnewhof.com or text a copy of this to 616.218.2940 or drop it off at City Hall Water Department.