



# FAQ's About the Replacement & Restoration Process

## General Questions

### 1. How soon is this happening?

This package is typically mailed a few months prior to the start of service line verification and subsequent lead service line replacement work. There are many locations in each contract so once work begins in a specific area it could take several months to complete all the replacements scheduled in an area.

### 2. I signed and returned the agreement to JCMUA, what else do I need to do?

If you did not already, please complete the Service Line ID form on the JCMUA LeadFree JC website to identify the material the water pipe is made of coming into your home. Visit [leadfreejc.com/servicelineid](http://leadfreejc.com/servicelineid) for simple instructions on how to identify the pipe material and submit it to JCMUA.

### 3. How far in advance of the work will the contractor contact me to schedule replacement?

The contractor will reach out to you approximately 1-2 weeks prior to replacement work beginning on your street. At that time, the contractor will schedule a time to come to your home to look at the water line coming into your home and to go over the replacement process with you.

### 4. What if I don't have a lead service line?

Even if the service line material coming into your home is observed to be non-lead, the portion in the street may need to be confirmed. The contractor will dig a test pit in the street, yard or sidewalk to visually observe the service line material from main to curb and curb to building. If the contractor does not find lead, the test pit will be backfilled and no other work is necessary. It is not necessary that anyone is home when the contractor excavates test pits.

### 5. Do I have to be home during the replacement of my service line?

Yes. Someone (age 18 or above) needs to be at home on the day of replacement. Construction crews will need access to the area where the water line enters the home (this is typically in the basement) during the replacement process.

### 6. How long will the replacement of my service line take?

It will be different for each property but typically the replacement will take 6-8 hours.

# Restoration Questions

## 1. Will construction disturb my yard or driveway?

The contractor will make every effort to minimize disruption to your property by using non-intrusive, trenchless methods for replacement. In some cases, trenchless methods may not be feasible and a trench may be excavate to install the new service line.

## 2. Is this going to tear up my sidewalk?

If the curb box is in the sidewalk typically 1-2 sidewalk pads may be impacted or removed. Any sidewalk pads damaged or removed will be replaced at the end of the project. All sidewalk restoration will generally be done at the same time in each neighborhood. As a temporary measure, the contractor will backfill the excavated area with gravel until final restoration can be completed.

## 3. Will my street be impacted?

The contractor will be required to comply with Jersey City's traffic control and road restoration requirements. Excavated areas may have steel plates until backfilled and temporary pavement installed until all work in your neighborhood has been completed. At that time, final paving / permanent restoration will be done.

## 4. Will you replant my grass?

Yes, any areas of grass disturbed by excavation will be backfilled with the material removed and will be reseeded.

## 5. Will trees, bushes or flowers that must be removed by the contractor to access the service line be replaced?

The contractor will make every effort to minimize disruption. However, some shrubs, flowers, gardens or trees may need to be removed. Restoration of landscaping will be the responsibility of the homeowner, the contractor will make every effort to minimize damage to landscape where possible and notify homeowners of the expected limits of disturbance.

## 6. What if I live in a Historic district?

Work will follow the any required standards and guidelines for the treatment of historic properties when the replacement work is completed with proper restoration by the contractor.

## 7. What if you remove outside steps or walls to do the work will you replace those?

JCMUA will not replace or rebuild any hard scape structures such as retaining walls, steps, brick pathways etc. that need to be removed during the excavation of the water lines. That will be the responsibility of the homeowner, but JCMUA will make every effort to minimize damage to hardscaping where possible.

## 8. How long will it take for the contractor to complete restoration after replacement?

Restoration will be dependent upon the nature of the pre-construction site conditions and the time of year work is completed. If asphalt paving restoration is required, temporary paving will be applied and then permanent paving installed generally within 90 days. Topsoil and seeding will be performed within several days of completion of the installation when grass areas are impacted. If work is completed in the winter, paving and seeding will occur in the spring.

## Contractor Questions

**1. Is the contractor bonded?** Yes, as required by JCMUA

**2. Does the contractor carry the appropriate insurance?** Yes, as required by JCMUA

**3. How many people will be coming in and out of my house during this process?** Prior to the replacement, a contractor team of 1-2 crew members will meet with you at your home to go over the replacement process, make sure there is appropriate access to the water line to do the work and answer any questions you might have about the construction and restoration process. On the day your lead service line is replaced, a contractor crew of 2-4 crew members will need access to the area in your home where the line comes in, typically in the basement.

## Damage Questions

**1. What do I do if there is a leak after you replace my line?** Call the contractor (a 24/7 Emergency number will be provided to the customer prior to commencing work) and call the LeadFree JC call center at 201-365-6189 to report the situation.

**2. What do I do if your construction crew damages something in my home while replacing the service line?** Call the Lead Free JC call center at 201-365-6189 to report the situation and they will notify the contractor who will respond directly to you.

**3. How long is the contractor's work guaranteed?** 1 year

## Parking Questions

**1. Will I be able to park in my driveway or street during this process, if not how long will parking be restricted?** The contractor will be required to comply with Jersey City's traffic control and no parking requirements. You may be able to park in your driveway during replacement unless the water lines are situated under or near the driveway. The contractor will need space to bring construction vehicles and equipment in on the day of replacement. Typically, this equipment will be on the street in front of your

home so parking will be restricted in that area during the time the replacement is taking place. Parking restrictions will be posted by the contractor 48 hours in advance of the work notifying residents of the work times when cars will need to be moved (this is typically between 7AM and 5PM).

Parking restrictions for an area could be posted for several days depending on how many homes on your street will be getting a replacement. As the contractor moves up and down the street parking restrictions where replacements have been completed should be removed by the contractor.

**2. Will you tow my vehicle if it is in the way?** The contractor will be required to comply with Jersey City's traffic control and no parking requirements. The contractor will attempt to identify the car's owner by knocking on the doors of nearby homes but if the owner can't be found using this effort the contractor will call the police to have vehicles in the no parking restricted area towed.

## Tenant Questions

### 1. What if my landlord has not received the replacement package?

Direct them to contact Lead Free JC at 201-365-6189 or email us at [leadfreejc@jcmua.com](mailto:leadfreejc@jcmua.com)

**2. I am the tenant what do I need to do?** As the tenant, please coordinate with your landlord to execute the agreement and contractor working on the replacement of the lead service line.

## Other Questions

### 1. What if I own the property but live out of town and can't be there during this process?

You as the owner can assign a representative to work through this process with JCMUA. Just enter their name and contact information on the agreement form in this package. Return the agreement to JCMUA to give us permission to replace the lead service line, if found.

### 2. What if my meter or where the service line enters my home is behind a wall or under the floor?

It is the homeowners responsibility to provide the contractor access to the meter or service lines inside the home. This may mean you have to remove drywall, paneling, pull up flooring, move a washer, dryer, water heater or anything that may impede the contractors access to the water line or meter. When the contractor meets with you before the replacement, these types of issues will be brought to your attention.

**3. What is this going to cost me?** There will be no direct cost to you for the replacement work by the contractor. JCMUA is pursuing government funding in the form of grants and low interest loans to fund replacement of lead service lines. JCMUA will continue to look for funding opportunities to reduce the potential for rate increase to pay for this work.

**4. What if I have any additional questions?** Call the LeadFree JC call center at 201-365-6189 or email us at [leadfreejc@jcmua.com](mailto:leadfreejc@jcmua.com) we will be happy to assist you.