



## Residential Lead Water Service Line Replacement Program

### Frequently Asked Questions

1. What types of improvements are eligible for funding?
  - The replacement of lead water service lines.
  - The replacement of galvanized water service lines.
  
2. What is the cost sharing available to residents of single-family homes?
  - 50% of costs up to \$2,500.00 maximum.
  
3. Who is eligible?
  - Owners occupying single-family homes. Single-family is defined as both traditional single-family homes as well as multi-family residences of 1-3 units where the owner occupies at least one unit.
  
4. How do I apply?
  - There are many different ways to apply. You can:
    - a. Visit the **Engineering Department** at the lower level of City Hall between the hours of 9AM and 5PM Monday through Friday; or
    - b. Call the **Engineering Department** at 708-749-6434; or
    - c. Send an email to [pubworksenineering@ci.berwyn.il.us](mailto:pubworksenineering@ci.berwyn.il.us) with your request to apply, and include your name, address, and phone number; or
    - d. Send a fax to 708-749-6593 with the same information as (c) above; or
    - e. Pick up a Residential Lead Water Service Line Replacement Program information packet in the kiosk located outside City Hall (available in English or Spanish, right-hand side one row up from the bottom), fill out the waiting list application form (page 2) and return it to the **Engineering Department**; or
    - f. Pick up a Residential Lead Water Service Line Replacement Program information packet at the **Building Department** counter, fill out the



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waiting list application form (page 2) and return it to the **Engineering Department**; or

- g. Visit the City of Berwyn website at <http://www.berwyn-il.gov/government/departmental-directory/traffic-services> and download the waiting list application form (page 2), fill it out and return it to the **Engineering Department** in person, or by dropping it off or mailing it to City Hall, 6700 W. 26<sup>th</sup> St., Berwyn, IL 60402, or email it to [pubworksenineering@ci.berwyn.il.us](mailto:pubworksenineering@ci.berwyn.il.us).
5. Can I start the work now?
- No. In order to be eligible for reimbursement, the homeowner ***must*** receive written approval from the City prior to beginning any work.
6. What fees are waived as part of the program?
- Permit for the Water Service Line Work ONLY.
  - Parkway Use Fee (if applicable).
  - Street Opening Fee (if applicable).
  - Sidewalk Opening Fee (if applicable).
  - The first Pre-Pour Inspection (for all concrete/asphalt removed by work). If additional inspections are required, they must be paid by the homeowner.
  - Restoration Inspection Fee.
  - Parkway Inspection Fee (if applicable).
  - Water Tap Fee (based on new service size being installed).
7. Who will administer the program?
- The City's **Engineering Department** and plumbing inspector will undertake the building inspections to establish the existing conditions and to determine if the property is eligible.



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- The **Building Department** will issue the appropriate permits prior to construction.
  - The **Engineering Department** Senior Engineer will approve reimbursement payments once construction is completed and inspections are finalized.
8. What information must be submitted as part of the application process?
- A completed Application Form (see the Guidelines, page 6).
  - A detailed proposal(s) from an Illinois licensed plumbing contractor(s), which includes technical information on materials, etc. that will be used on the improvement. The City encourages homeowners to obtain at least three estimates from qualified contractors for this work.
9. Can I email or fax my Application Form and other documents?
- Yes. Forms can be mailed, hand-delivered, emailed or faxed to the **Engineering Department** at 6700 W. 26th Street, Berwyn, IL 60402. The email address is [pubworksenineering@ci.berwyn.il.us](mailto:pubworksenineering@ci.berwyn.il.us) and the fax number is 708-749-6593.
10. How does the homeowner obtain reimbursement from the City?
- The homeowner will submit a Request for Reimbursement form, accompanied by the following:
    - a. A paid invoice as proof of payment in full to the contractor, with a detailed breakdown of charges;
    - b. Certification from the contractor that the work was completed; and
    - c. Certification that all inspections were completed in accordance with City Codes and passed final inspection. **NOTE: Incomplete or unresolved inspections will delay a homeowner's receipt of reimbursement funds.**



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11. How will I know that you received my Application Form and other documents?

- Applicants will be notified within two business days via email and/or phone that their Application Form was received.

12. Miscellaneous items:

- Work must be performed by an Illinois licensed plumber who is registered to work in the City of Berwyn.
- Restoration Deposits are required from the **CONTRACTOR**. Restoration Deposits are refundable if all final inspections are approved.
- For more information, email the Engineering Department at [pubworksenineering@ci.berwyn.il.us](mailto:pubworksenineering@ci.berwyn.il.us) .