



Village of  
**WINNETKA, IL**

510 Green Bay Road • Winnetka, IL 60093 • 847.501.6000  
contactus@villageofwinnetka.org • [villageofwinnetka.org](http://villageofwinnetka.org)

March 7, 2025

Re: Lead Water Service Notification

Dear Resident,

As your water utility, our first priority is providing you with safe, reliable water service. Based on our records, your property is one of the 1,196 properties served by the Village of Winnetka that may have a lead water service line that runs from the water main to your property line and/or from the property line into your house. While the Village's water treatment process incorporates a treatment to minimize the potential for lead to dissolve into water, residents served by lead service lines are at higher risk of lead exposure than households without lead pipes. If you are not already aware, legislative changes enacted by the State of Illinois require the future replacement of your service line.

### **Background**

In August 2021, the Lead Service Line Replacement and Notification Act (415 ILCS 5/17.12) was signed into law. Effective January 1, 2022, this act requires the eventual replacement of all lead service lines in the State of Illinois. The statute dictates various timelines for complete lead replacement according to the size of a given jurisdiction. The Village's potable water system contains 4,453 service connections. Of these service connections, approximately one-fourth of service lines are lead and/or partially lead. In Winnetka's case, all lead water services must be replaced by 2038. When a lead water service line is repaired or upgraded, the entirety of the lead service must be replaced.

In the near term, there are three scenarios in which you may be required and/or elect to replace your lead service line: i) an emergent service line leak, ii) a water main capital improvement project impacting your lead service line, and iii) a voluntary decision on your part to replace your lead service line and take advantage of a Village cost-sharing program. The following summarizes the three scenarios.

### **Scenario 1: Emergent Replacement of Leaking Lead Service Lines (LSL)**

If a leak in your lead service line is identified, the entirety of the service line must be replaced. Legislation permits emergency repairs to be completed, but the lead service line must be completely replaced within 30 days. If the water line service leak is located on the public side of the parkway valve (i.e., b-box), the Village will complete an emergency repair, after which a customer will have 30 days to secure contractor quotes and have the entire lead service line replaced. If the leak is on the privately owned side of the parkway valve, the customer will need to have a contractor make an emergency repair on the private property side, after which the customer has 30 days to complete the replacement of the entire lead service line including that section of the service line located within the public right-of-way.

For 2025, the Village will cover 50% of the replacement cost, up to \$5,000, for the replacement of a leaking lead water service line. This reimbursement amount is intended to assist with contractor costs, permitting fees, water meter replacement, and tapping fees associated with the installation of a new service line and connection to the Village's water main. Customers are asked to secure quotes from at least two licensed, bonded plumbers for the work to install a new 1 1/2" copper line from the water main into your house or building.

If a customer elects to refuse completing the replacement of a lead water service line, the affected property owner is required to sign a waiver. The Village of Winnetka, Illinois Department of Public Health and the Illinois Environmental Protection Agency will maintain a record of this waiver. If replacement of the service is not completed by the property owner, any associated lead mitigation efforts are the sole responsibility of the homeowner.

### **Scenario 2: Replacement of Lead Service Line (LSL) Associated with Water Main Projects**

The Lead Service Line Notification and Replacement Act prohibits the partial replacement of a lead water service line. As a result, customers with a lead service line impacted by a water main improvement project will be required to replace their lead service line. Prior to 2022, any water services constructed with lead were replaced from the new water main to the property line with a 1-1/2" copper line as part of a water main replacement project. The cost for this service line replacement work was funded by the Village. Prior to the Lead Service Line Notification and Replacement Act, replacement of the remainder of the service line from the property line into the house was optional and at the sole discretion of the property owner. This historical approach frequently resulted in the partial replacement of a lead service line, as most property owners elected not to pursue replacement of the portion of the lead service line on private property. This approach no longer complies with the new legislation, which mandates fully replacing the lead service line unless a waiver is signed by the property owner.

In order to assist customers with a lead water service that will be impacted by a Village-initiated water main project, the Village will reimburse a customer up to 50% of the cost, not to exceed \$5,000, for the replacement of their lead service line from the property line into the house. This reimbursement is intended to assist with the replacement cost, which also includes the cost of a new water meter and inspection. As part of the water main capital improvement project, the Village will fund replacement of the lead service line from the water main to the property line. Impacted customers will have the option of using a Village contractor or retaining their own licensed contractor to perform the private property service line replacement. In order to assist you in making this decision, staff will provide each impacted customer with a cost estimate for the Village contractor to perform this work.

Customers electing to use the Village's contractor will be required to enter into an agreement for their portion of the service line replacement cost. The customer will be

responsible for payment within 30 days of the completed service line installation. Customers needing additional time to pay for their portion of the private property service line may contact the Village to discuss payment arrangements.

This year, the Village will be completing capital improvements in the areas listed below. The work scope includes replacement of the water main, abandonment of the old main, transferring of water services, entire replacement of any lead services, restoration of the right-of-way, and road rehabilitation work.

**2025 Capital Improvement Project Areas**

Cherry Street	Glendale Ave to Locust Street	Water main replacement Water service transfers Road rehabilitation
Foxdale Ave	Tower Rd to Humboldt Ave	Water main replacement Water service transfers Road rehabilitation

Residences with lead water services in these areas will be required to completely replace their service. In the coming weeks, affected customers will receive a separate correspondence which will confirm if your property is impacted and provide you with a cost for the Village contractor to replace the private property section of your lead water service.

**Scenario 3: Voluntary Lead Service Line (LSL) Replacement Program**

For 2025, the Village has established a Voluntary Lead Service Line Replacement Program, open to those residents who voluntarily elect to replace their lead service line. The Village will extend reimbursement up to 50% of the cost, not to exceed \$5,000, for the replacement of the lead service line from the water main into the house. Eligible costs include your contractor’s costs to install the service line as well as any applicable costs from the Village, such as a tapping fee, inspection fee, and new water meter. Customers are asked to secure quotes from at least two licensed, bonded plumbers for the work required to install a new 1 ½” copper line from the water main into your house or building. Individuals are not eligible to participate in this program if the service line replacement is part of a new house construction or building addition. For the 2025 calendar year, this program will provide opportunities for the first fifty residences that were on the waiting list from 2024.

Customers interested in the Voluntary Lead Service Line Replacement Program should contact the Permit Coordinator in the Community Development Department, located at Village Hall at 510 Green Bay Road in Winnetka, or by calling 847-716-3520, and ask to have their address added to the waiting list for the Voluntary Lead Service Line Replacement Program. If additional funding becomes available, the program will be extended to those individuals on the waiting list.

Continuation of this program in forthcoming years is subject to budget consideration.

If you have additional questions, please contact the Water & Electric Office at 847-716-3558 or [LSL@Winnetka.org](mailto:LSL@Winnetka.org).

Sincerely,

*Nicholas Narhi*

Director of Water & Electric

## IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Dear Water Customer:

Today's Date: 3/7/2025

This notice contains important information about your water service and may affect your rights. The water system has identified that you have a lead service line. We encourage you to have this notice translated in full into a language you understand and before you make any decisions that may be required under this notice.

Diese Mitteilung beinhaltet wichtige Informationen über Ihre Wasserversorgung und könnte Ihre Rechte beeinflussen. Wir bitten Sie, dass Sie diese Mitteilung vollständig in eine Sprache übersetzen lassen, die Sie verstehen, bevor Sie eventuelle Entscheidungen treffen, welche im Zusammenhang mit dieser Benachrichtigung erforderlich sind.

Ang abisong ito ay naglalaman ng mahalagang impormasyon tungkol sa iyong serbisyo sa tubig at maaaring makaapekto sa iyong mga karapatan. Hinihikayat namin kayo na isalin nang buo ang abisong ito sa wikang naiintindihan ninyo at bago kayo gumawa ng anumang mga desisyon na maaaring kailanganin sa abisong ito.

આ સૂચનામાં તમારી પાણીની સેવા વિશે મહત્વપૂર્ણ માહિતી શામેલ છે અને તમારા અધિકારોને અસર કરી શકે છે. અમે તમને પ્રોત્સાહિત કરીએ છીએ કે તમે આ સૂચના હેઠળ જરૂરી હોય તેવા કોઈપણ નિર્ણયો લો તે પહેલાં તમે આ સૂચનાને તમે સમજો છો તે ભાષામાં સંપૂર્ણ ભાષાંતર કરો.

Niniejsze zawiadomienie zawiera ważne informacje na temat Państwa przyłącza wodociągowego i może mieć wpływ na Państwa prawa. Przed podjęciem jakichkolwiek decyzji, które mogą być wymagane na mocy niniejszego zawiadomienia, zachęcamy Państwa do przetłumaczenia całości niniejszego zawiadomienia na język, który będzie dla Państwa zrozumiały.

يحتوي هذا الإشعار على معلومات مهمة حول خدمة المياه لديك، وقد يؤثر على حقوقك. قبل اتخاذ أي قرارات قد تكون مطلوبة بموجب هذا الإشعار فإننا نشجعك على ترجمته بالكامل إلى لغة تفهمها.

اس نوٹس میں آپ کی پانی کی سروسز سے متعلق اہم ترین معلومات موجود ہیں اور یہ آپ کے حقوق کو متاثر کر سکتا ہے۔ ہم آپ کو ترغیب دیں گے کہ آپ اس نوٹس کا مکمل طور پر اس زبان میں ترجمہ کروائیں جو آپ سمجھتے ہوں اور ممکن ہے کہ آپ کے کوئی فیصلہ لینے سے قبل اس نوٹس کے تحت یہ درکار بھی ہو۔

Este aviso contiene información importante sobre su servicio de agua y puede afectar sus derechos. Lo animamos a que traduzca este aviso a un idioma que comprenda antes de tomar cualquier decisión que pueda ser necesaria en virtud del mismo.

이 통지서에는 귀하의 권리에 영향을 미칠 수 있는 수도 서비스에 관한 중요한 정보가 제시되어 있습니다. 이 통지서에서 요구하는 결정을 내리기 전에 이 통지서를 귀하가 이해할 수 있는 언어로 번역하시기 바랍니다.

本通知包含有关您的供水服务的重要信息，可能会影响到您的权利。在您做出本通知所要求的任何决定之前，我们鼓励您将本通知完整地翻译成您可理解的语言。

# YOU ARE SERVED BY A LEAD SERVICE LINE

## Health Effects of Lead

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems. The most common exposure to lead is swallowing or breathing in lead paint chips and dust. However, lead in drinking water can also be a source of lead exposure. In the past, lead was used in some water service lines and household plumbing materials. Lead in water usually occurs through corrosion of plumbing products containing lead; however, disruption (construction or maintenance) of lead service lines may also temporarily increase lead levels in the water supply. This disruption may be sometimes caused by water main or service line maintenance/replacement.

**Work on a lead service line may result in sediment, possibly contains lead from the service line in the building's water.**

Below describes some information about some preventative measures you can take to help reduce the amount of lead in drinking water.

What you can do to reduce lead exposure in drinking water:

- *Run your water to flush out lead.*
  - Flushing times can vary based on the length of your lead service line and the plumbing configuration in your home. The length of lead service lines varies considerably. Flushing for at least 5 minutes is recommended.
- *Use cold water for drinking, cooking, and preparing baby formula.* Do not cook with or drink water from the hot water tap, lead dissolves more easily into hot water. Do not use water from the hot water tap to make baby formula.
- *Look for alternative sources or treatment of water.* You may want to consider purchasing bottled water or a water filter that is certified to remove "total lead".
- *Clean and remove any debris from faucet aerators on a regular basis.*
- *Do not boil water to remove lead. Boiling water will not reduce lead.*
- *Purchase lead-free faucets and plumbing components.*
- *Remove the entire lead service line.*
- *Test your water for lead. Verify your service line.* Please call us to find out how to get your water tested for lead.
  - If test results indicate a lead level above 15 ug/L, bottled water should be used by pregnant women, breast-feeding women, young children, and formula-fed infants.
- **Please Call : The Winnetka Water & Electric Department at (847) 716-3558 if you want more information on our lead service line replacement program. Including any programs available that may provide financing solutions to assist property owners to replace the customer-owned lead service line.**
- **More information can also be found on the Village website at:  
<https://www.villageofwinnetka.org/386/Lead-Service-Line-Replacement>**