

# CUSTOMERS WITH LEAD SERVICE LINES?

New rule changes will require removal of lead service lines (LSL). Utilities have asked questions about what to do with customers that have lead service lines/galvanized requiring replacement. This document is intended to help answer some of those commonly asked questions.



## FAQ ON COMPLYING WITH PUC RULES

### QUESTION:

Can utilities update their Terms and Conditions to show having a LSL is not an acceptable in their distribution system as a way to help encourage their replacement when they are identified?

### ANSWER:

Yes, this can be written into your Terms and Conditions stating that pipes need to be in compliance with state and federal rules as well as plumbing codes.

### QUESTION:

Can utilities finance the removal of customer owned LSL to their customers through a payment arrangement?

### ANSWER:

Yes this is acceptable.

### QUESTION:

If the customer agrees to have the water utility replace the LSL, could the replacement cost be added to their water bill?

### ANSWER:

This would likely be considered a “Non-basic utility service” because this is jobbing and could be completed by either the utility or another contractor. A utility must either issue a separate bill for non-basic utility service or apply partial payments first to basic charges and then to non-basic charges. See chapter 660 for more information.

*THIS FLYER IS INTENDED FOR INFORMATIONAL PURPOSES ONLY. THIS INFORMATION IS NOT LEGAL ADVICE AND DOES NOT SET ANY LEGAL STANDARD. REGULATED PUBLIC UTILITIES MUST COMPLY WITH MAINE LAW AND REGULATIONS AND SHOULD CONSULT WITH LEGAL COUNSEL FOR INTERPRETATION OF LAWS AND REGULATIONS.*

## RULES TO REFERENCE:

### CHAPTER 660

- *Consumer Protection Standards*

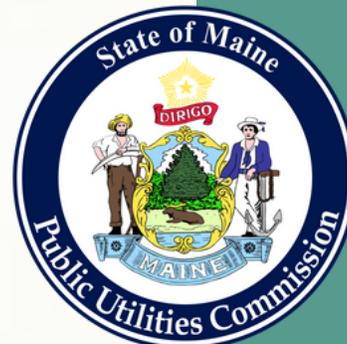
### CHAPTER 620

- *Service Standards*

### CHAPTER 65

- *Service Line Rule*

## MAINE PUBLIC UTILITIES COMMISSION



Contact the PUC's Public Engagement Liaison for more info:

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