



Eugene Water & Electric Board

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Residential Water Service Line Replacement Program

The Service Line Replacement program provides EWEB customers with loans to pay a qualifying plumbing contractor to replace leaking customer's water service lines.

Measures may include:

- Service line replacement
- PRV valve replacement or installation (if one not present)
- Installation of whole house Shut-off valve (if one is not present)*
- Data logging services to confirm leak exists and is properly repaired
- Install or repair backflow prevention assembly which is directly connected to the service line

Measures **NOT** included:

- Sprinkler system repair
- Repair or replacement of outdoor hose bibs
- Backflow prevention assembly installation or repair **not** connected to the service line
- Repair of plumbing fixtures, piping, etc. within dwelling

*Recipients of a Water Service Line Replacement Loan are **NOT** eligible to apply for a rebate for newly installed water shut-off valve installed with the new water line.

Upon approved credit, EWEB offers zero-interest loans to property owner in the water service area as an incentive to complete approved plumbing repairs between the meter and the point at which water service line connects to the indoor plumbing. The maximum loan amount is \$5,000 for residential customers. The loan will be billed directly on your EWEB bill.

If you have further questions or would like to apply for a zero-interest loan, please contact EWEB Customer Solutions at 541-685-7441 **before** you start your project.

Emergency plumbing repair grants for income eligible EWEB water customers are now available. Call EWEB Customer Solutions at 541-685-7441 for information.
