



**Lead Service Replacement Rebate
Application Guide
Rev 1**

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Table of Contents

Glossary of Terms	3
1 Introduction	4
2 Lead Service Replacement Rebate Program Information	4
2.1 Objective	4
2.2 Background.....	4
2.3 Rebate Program Basics	5
2.4 Program Eligibility	5
2.5 Eligible Costs	6
2.6 Ineligible Costs.....	6
3 Lead Service Replacement Rebate Application	6
3.1 Section 1	7
3.2 Section 2	7
3.3 Section 3	7
3.4 Section 4	7
3.5 Section 5	8
3.6 Section 6	8
3.7 Supplementary Information	8
4 Application Process	8
4.1 Before Replacement of the Lead Service.....	8
4.2 During the replacement.....	9
4.3 After replacement.....	9
4.4 Application Review.....	9
5 Frequently asked questions	10
5.1 How is preparatory work and reinstatement work addressed?.....	10
6 Recommendations to Reduce your Exposure to Lead in Drinking Water	10
6.1 Daily Flushing Recommendations.....	10
6.2 Home Treatment Devices	10
6.3 Household Flushing Instructions if Your Lead Service is Disturbed or Replaced	10
7 Contact Information	11

8	Terms and Conditions of Rebate Approval	11
9	Policy 8.5.1.1 to Prevail	11

Glossary of Terms

Authorized Agent for Registered Owner – a person having written permission to act on behalf of a registered owner.

Building plumbing – water piping and fixtures inside a building.

City-side service – that portion of the water service line between the property line and the City watermain in the street.

Eligible costs – that portion of the cost of a private-side service line replacement that is eligible for the Lead Service Replacement Rebate as set out in Section 2.5 herein.

Full lead service line replacement – when both the City-side and private-side of the water service are replaced at or near the same time.

Ineligible costs - that portion of the cost of a private-side lead service line replacement that is ineligible for the Lead Service Replacement Rebate as set out in Section 2.6 herein.

Lead – A metal used in water lines and plumbing fixtures that can cause health impacts.

Lead service – used to denote water service lines that are determined by the City to be completely or partially constructed of lead.

Partial lead service line replacement – when one portion of the water service (i.e., either the City-side or the private-side) is replaced, but the other portion (which is also a lead service line) is not replaced.

Private-side service – that portion of the water service line between the property line and the building plumbing.

Property Roll Number(s) – the Assessment Roll Number for the property(ies) subject to an application for a Lead Service Replacement Rebate, as shown on the tax bill(s) for the property.

Registered Owner – the current owner of a property as shown in the Land Registry Office records.

Water service – the pipe that carries water from a City-owned watermain to a building. The water service consists of a City-owned portion (“City-side”) and a privately owned portion (“private-side”) usually divided at the property line at a service box.

1 Introduction

Lead water service lines were in common use in Orillia (and elsewhere in Canada) until the mid-1970's. Various health impacts have been identified that are associated with lead water service lines. The City replaces the "City-side" water service lines as a matter of course during road reconstruction projects, however, it is optimal if the City and private-side lead service lines are replaced at approximately the same time.

The purpose of the Lead Service Replacement Rebate Program is to provide a financial incentive for property owners to replace private-side lead service lines that have been identified during a City road reconstruction project. Special permission may be provided by the City to replace private-side lead service lines where significant negative impacts are not present, such as disruption of City infrastructure or where the City-side is determined to currently be lead.

2 Lead Service Replacement Rebate Program Information

2.1 Objective

The key objective of the Lead Service Replacement Rebate Program is to encourage property owners through incentives to replace private-side lead services in conjunction with City reconstruction projects or initiatives to reduce the impact of the projects on lead content in drinking water

A secondary objective is to encourage property owners to replace private-side lead services where significant negative impacts (such as disruption of City infrastructure or where the City-side is determined to currently be lead) are not present or can be minimized.

2.2 Background

Water services are the pipes that connect City-owned watermains to building plumbing to provide municipal water. Services are owned by the City from the watermain up to the property line and are owned by the property owner from the property line to the building plumbing. Some water service lines (generally constructed pre-1975) in Ontario may be partially or fully constructed of lead. These are considered the primary source of lead contamination in drinking water for buildings directly connected to those services.

Full lead service line replacement (i.e., replacement of both the City-side and the private-side portions at the same time) can significantly reduce lead concentrations at a consumer's tap. Although partial lead service line replacement (i.e., replacing only the City-side or the private-side portion) can also reduce lead concentrations, it does not result in a proportional decrease in lead levels when compared with full lead service line replacement. Partial lead service line replacement can also cause temporary increases in lead concentrations of drinking water by causing lead particles to dislodge from the portion of the lead pipe that is not replaced.

2.3 Rebate Program Basics

The City of Orillia has implemented a policy to provide incentives and lessen costs for property owners to replace private-side lead services in coordination with City-owned water infrastructure construction projects.

The rebate program is intended for replacement of private-side services that are determined by the City to be lead, where the City has plans to replace the City-side water service (whether the City-side service is lead construction or not). Private-side lead service replacements under the rebate program are generally to be completed within the same calendar year as a City watermain replacement project to reduce the potential impact of the replacements. These rebates will be provided priority under the rebate program.

Additional private-side replacements may be considered under the rebate program as part of City initiatives or by special permission. These initiatives or permissions will be restricted to properties where the economic and health impacts of the replacement can be minimized, such as where the replacement will not significantly impact City infrastructure like roads or sidewalks, and where the City-side of the service is determined to not be lead (as partial lead service replacements are not ideal). These rebates will be reviewed on a first-come first-served basis

Rebates will apply for eligible costs incurred for lead service replacement of the private-side lead service (i.e., from the property line to the exterior of the building). The property owner is responsible for retaining a contractor to complete the replacement project prior to applying for the rebate. The rebate will apply for 100% (increased from 50% as of October, 2025) of the eligible costs up to a payable maximum of \$5,000 per property (increased from \$3,000 as of October, 2025). The total replacement cost of the private portion of a lead service will depend in part on the length and depth of the pipe.

The program availability is based on available funding.

2.4 Program Eligibility

The rebate is offered for private-side lead service replacement for current road construction projects, where the private-side lead service is replaced within the following calendar year of the City-side service replacement, unless otherwise approved by the Development Services and Engineering Department

During the course of planning or construction of a City road reconstruction project, the Environment and Infrastructure Services Department will complete in-house or service box inspections to locate private-side lead services in an approved rebate project area. If access is refused to City staff the property may not be eligible for the program. Properties are typically eligible for the rebate within one year of the road reconstruction project.

Where private-side lead services are confirmed by City staff the City will issue a letter, which will be hand delivered to the property and mailed to the registered owner of the property at the address on file with the City. This letter will confirm whether the property

is eligible for the rebate program.

Should the Owner suspect that the private-side service is lead outside of a road reconstruction project or other applicable City initiative, the Owner may contact the Environment and Infrastructure Services Department (705-326-4585 or enviroservices@orillia.ca) to arrange an inspection. Inspections may be in-home inspection of the incoming water service, or excavation of the service box at the property line, or both. If the property has a confirmed lead service but is not located in an approved rebate area the Owner may contact the City at leadservices@orillia.ca to review whether the property may be considered for special permission to participate in the rebate program.

2.5 Eligible Costs

Eligible costs include:

1. New water service pipe installation from the service box/property line to the building wall, and pertinent ancillary works, such as, earth excavation, bedding, piping and fittings, connections, backfill, compaction, final grading of the backfill, removal and disposal of the existing pipework and soil; and
2. New water meter package (as required by Municipal Code Chapter 1019 - Drinking Water System, any replacement of a lead service line would require a new meter package as outlined under 1019.5.5(c)).
3. Building permit for replacement of the private-side lead service.

One hundred percent (increased from fifty percent as of October, 2025) of the eligible costs may be eligible for rebate, up to a payable maximum of \$5,000 per property (increased from \$3,000 as of October, 2025).

2.6 Ineligible Costs

Ineligible costs include, but are not limited to:

1. Internal building plumbing lines or fixtures,
2. Above grade restoration works, such as lawn, landscaping, driveways, walkways, etc.,
3. Harmonized Sales Tax and other taxes or fees, as applicable; and
4. Any other costs that are deemed by the Development Services and Engineering Department to be unnecessary for the replacement of the owner's private-side lead service.

Ineligible costs are not covered by the rebate program and are the responsibility of the property owner.

3 Lead Service Replacement Rebate Application

The Registered Owner(s), or the Authorized Agent of Registered Owner(s), of the property or properties where the private-side lead service has been replaced shall submit a complete application form (Sections 1 to 6) along with the appropriate supporting

documentation as set out below.

The Lead Service Replacement Rebate Application (LSRP Form 1) is available as a download on the City website and must be filled out as part of the process of applying for a Lead Service Replacement Rebate. There is no fee for the application.

3.1 Section 1

Section 1 of the form contains the Applicant and property information. The Applicant will be the main point of contact for the rebate program. The Registered Owner(s) may appoint an Agent to be the Applicant by completing and signing the Authorization of Agent portion of Section 1.

3.2 Section 2

Section 2 of the form is to be filled out by City staff to provide confirmation whether the private-side service material is lead, and whether the subject property is approved for the rebate program. In order to have Section 2 completed, please contact the Environment and Infrastructure Services Department (705-326-4585 or enviroservices@orillia.ca) to arrange for an inspection. Inspections may be in-home inspection of the incoming water service, or excavation of the service box at the property line. If there is a record on file that the private-side service is lead, then an inspection may not be required. There is no cost for this inspection under normal circumstances.

1. If the private-side service is determined to not be lead, then no further action is required as the rebate program will not apply.
2. If the property is not within an approved rebate project area and does not have special permission to participate in the rebate program, then no further action is required as the rebate program will not apply.

Section 2 must be completed by City staff prior to the replacement work or the rebate program will not apply.

3.3 Section 3

Section 3 is to be completed by City Staff to confirm that the private-side service has been replaced. This can be completed as part of the Inspect and Seal inspection, or separately by an in-home inspection by the Environment and Infrastructure Services Department (705-326-4585 or enviroservices@orillia.ca).

3.4 Section 4

Section 4 is to be completed by the contractor or Owner, and signed by a licensed plumber, to provide the breakdown of eligible and ineligible costs for the rebate program. Section 4 should match the invoice for the work and detail the separate costs for each portion of work (e.g., separate line item prices for eligible costs and ineligible costs private-side service replacement, surface restoration, internal plumbing modifications up to the water meter, etc.).

3.5 Section 5

Section 5 is to be completed by the registered owner(s) or authorized agent to confirm that all the statements and information submitted in the application process are true and complete and that the Terms and Conditions in Section 6 have been reviewed and agreed with.

3.6 Section 6

Section 6 is to be reviewed by the applicant and owner(s) prior to submitting the application.

3.7 Supplementary Information

The following documents must be submitted along with a completed application.

3.7.1. Proper Invoice

Provide a completed, dated and itemized invoice of the work completed, that matches the costs set out on the Eligible and Ineligible Costs Breakdown, signed by a licensed plumber and including the address for the works.

3.7.2. Direct Deposit for Vendors

The Direct Deposit for Vendors form must be completed by a registered owner and submitted to allow the City to issue a rebate. The Direct Deposit for Vendors requires a VOID CHEQUE or PRE-AUTHORIZED DEPOSIT FORM from the bank. Payment for a rebate will only be issued to one account.

4 Application Process

4.1 Before Replacement of the Lead Service

1. The property owner should confirm that they have a lead service on the private side and that they are eligible for the rebate program (see Section 2.4 Program Eligibility). Ensure that **Section 2** of the Lead Service Replacement Rebate Program Application is completed by City Staff.
2. Owners and tenants in a building with a lead service are encouraged to follow the recommendations in Section 6 of this Guide “Recommendations to Reduce your Exposure to Lead in Drinking Water”.
3. Property owners are encouraged to plan to have their private-side lead service replaced as close as possible to the watermain construction project (either prior to, or after). Property owners are also encouraged to confirm that the contractor is aware of the rebate program and can provide an appropriate itemized invoice.
4. Before replacement, contact one or more contractors for quotes for the proposed work. After choosing a contractor:
 - a. Contact the Environment and Infrastructure Services Department (705-326-4585 or enviroservices@orillia.ca) to [purchase a water meter package](#). The Owner or contractor must purchase an upgraded water

meter package from the City's Environment and Infrastructure Services Department before a building permit can be issued.

- b. [Obtain a Building Permit](#), which is required prior to construction or renovation under the Building Code Act. Failure to obtain a Building Permit for construction may result in enforcement and ineligibility for the Lead Service Replacement Rebate.
 - c. Contact [Ontario One Call](#) (1-800-400-2255) to request utility locates.
5. Complete preparatory work for the removal or salvage of interior work and finishes, furniture and fixtures, gardens, landscaping, decks, fences and porches.

4.2 During the replacement

1. Contact the Environment and Infrastructure Services Department (705-326-4585 or enviroservices@orillia.ca) to arrange a water shut-off.
2. During replacement, oversee the contractor's work and address any issues or concerns.

4.3 After replacement

1. Contact the City to arrange a Building Permit inspection. Ensure that City staff completes **Section 3** of the Lead Service Replacement Rebate Program Application.
2. Call the Environment and Infrastructure Services Department (705-326-4585 or enviroservices@orillia.ca) to arrange a water turn-on.
3. Complete flushing in accordance with Section 6.3 of this Guide "Household Flushing Instructions if Your Lead Service is Disturbed or Replaced" and/or other recommended procedures.
4. Have the contractor's licensed plumber complete **Section 4** of the Lead Service Replacement Rebate Program Application and provide an itemized invoice of the eligible and ineligible costs.
5. Pay the contractor.
6. Complete **Section 1 and 5** of the Lead Service Replacement Rebate Program Application and submit the complete application and supporting documents to the City.
7. Complete reinstatement work on private property, including reinstallation of interior work and finishes, furniture and fixtures, gardens, landscaping, decks, fences and porches.

4.4 Application Review

1. The City will review the application and supporting documentation and determine the eligible rebate amount, if any. The City may contact the Applicant for additional information or clarification. Incomplete applications may not be processed.
2. Upon completion of the City's review a Confirmation Letter detailing the calculation of the rebate shall be issued to the Applicant and the City will issue the rebate amount to the Owner through an Electronic Funds Transfer.

5 Frequently asked questions

5.1 How is preparatory work and reinstatement work addressed?

Preparatory work includes the removal of gardens, landscaping and special finishes, including the removal of items placed by the homeowner or previous homeowner(s) on public property. This is not an eligible cost under the program and should be included under ineligible costs or completed as a separate project by the property owner. This work is to be completed prior to the replacement of the lead service.

On private property, the property owner can complete the reinstatement work themselves or make separate arrangements with a contractor. Reinstatement work on private property is not an eligible cost under the program and should be included under ineligible costs or completed as a separate project.

The City will complete preparatory work on public property, and anything removed may be disposed of. The City will reinstate public property with topsoil, sod, gravel and asphalt only. The reinstatement of special finishes may not be included.

6 Recommendations to Reduce your Exposure to Lead in Drinking Water

6.1 Daily Flushing Recommendations

Until your lead service is completely replaced you are encouraged to do a mini-flush of premise plumbing by running tap water each morning or when the water sits in the pipe for at least 6 hours. Flush for 5 minutes to displace water that has been sitting in the pipes inside the house and in the service line. This could include taking a shower, running the dishwasher, flushing a toilet, collecting water for (non-food producing) plants/garden, or running the faucet. The customer should do this before using any water for drinking, cooking, infant formula, and so on.

6.2 Home Treatment Devices

You can purchase a home treatment device to reduce your exposure to lead, but you should make sure it is independently certified for that purpose and properly maintained. Contact a local plumber for assistance. Of note:

- a. Home treatment devices use various types of filter materials.
- b. The effectiveness of these devices in reducing lead can vary greatly, so it is important that the model you select is certified to reduce lead according to NSF/ANSI-53.
- c. Make sure to maintain the device as specified by the manufacturer. Failure to do so may result in exposure to higher lead levels.

6.3 Household Flushing Instructions if Your Lead Service is Disturbed or Replaced

The American Waterworks Association (procedure AWWA C810-17) recommends this procedure for the homeowner to flush the water lines when a lead service is discovered and disturbed. Disturbance to lead service lines can occur from on-site or nearby

construction, including such activities as road reconstruction or repair of a service line leak.

1. You are advised to not use hot water in the premise plumbing until initial flushing is completed to prevent sedimentation of lead particles in premise hot water tanks.
2. Find all the faucets that will drain, including the basement and all floors in your house.
3. Remove aerators and screens whenever possible, including the shower heads, from all faucets you plan to flush. (Note that aerators and screens left on can catch particles of lead; if you cannot remove the aerator it is not recommended to use the faucet for flushing).
4. Include the laundry tubs, hose-bibs (outside hose connections), bathtubs, and showers as flushing points.
5. After all the aerators are off, open the (COLD water) faucets in the basement or lowest floor in the house. Leave all faucets running at highest rate possible, using cold water only.
6. After the (COLD water) faucets are all open in lowest floor, open the faucets on next highest floor of the house. Continue until faucets are open on all floors.
7. After all faucets are opened, leave the water running for at least 30 minutes.
8. After 30 minutes, turn off the first faucet you opened and continue to turn off other faucets in the same order you turned them on.
9. Clean aerators/screens at each faucet (rinse free of debris). You may need to replace screens/aerators if too old or worn.

7 Contact Information

All contact for the program should be through the City website (orillia.ca/leadservices) or the City email address for lead services (leadservices@orillia.ca).

8 Terms and Conditions of Rebate Approval

Lead Service Replacement Rebate approvals will be subject to the terms and conditions listed on the Application form.

9 Policy 8.5.1.1 to Prevail

Should there be any conflict between this Guide and City Policy 8.5.1.1, the latter shall prevail. This Lead Service Replacement Rebate Application Guide is intended to provide general information and assistance associated with the Lead Service Replacement Rebate application process and is not intended to be all-inclusive. Other reference material may be required to fulfil the requirements of the application procedure.