



Community Lead Response Advisory Committee

April 24, 2019

Meeting Agenda

- **Welcome and Introductions**

In Attendance:

- Lauren Burge
- Cristine Hoover
- Aly Shaw
- Israel Gray
- Mike Blackhurst
- Michelle Naccarati-Chapkis
- Patrick Bigley
- Nobel Masaru
- Brittany Schacht
- Will Pickering
- Grant Gittlen
- Dan Duffy
- Julie Barge
- Gina Miller, John Koogan, Cecelia Segal joining by phone

Not present: Jim Kelly, Paul Spence

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- **2019 LSLR Program Updates**

- Encouraging contractors to increase crews to increase productivity
- 250 public side replacements so far
- 72% returned agreements
  - 270 opt-outs
  - ~10% vacant locations of total we sent out. Liaisons look for mail on porch, door hangers untouched, etc. Do secondary check of water usage at property.
  - We will take properties out of our work that are condemned by the City.



- Used to do a public-side only and cap at the curb stop. New owner will have to contact us to re-attach.
- Per PUC regulations, this method would not be allowed. Discussion requested to see if we should still do vacants and cap the new line for future re-attachment.

**Mike Blackhurst:** smart to NOT do a partial and follow the state protocols. Thinks we should leave it in the ground.

**Kristine Hoover:** someone moves in in the future, will we go back and replace the public side?

- All depends on what the future of the program looks like, we need guidance

**Mike Blackhurst:** if we always give the option to coordinate, we should just leave lead line. Thinks that we should just pull vacants out of our statistics to show a realistic return rate.

## Agreements and Opt-Out

- Everyone who has opted out that didn't give the reason and has private non-lead has received a phone call.
- A decent amount of people agree after hearing more about the program.
- We give up on people that get aggressive, tell us to leave them alone.

**Grant Gittlen:** what are the people that “cannot afford”?

- People that don't understand the program very well. They usually come around when we explain the program.
- We do explain that they should just have the consultation and we can give them a better idea of restoration costs.
- In 2018, had 2-3 sites where we had to change to a trench method at the last minute. It is very rare.
- In 2019 there are some instances of structural or sanitary conditions in homes that prevent us from doing the work.

**Grant Gittlen:** Would we consider doing restoration now that it is so rare that it is needed? City would consider help under ~\$5,000 to help customers who can't afford it

- It's usually retaining walls and those are expensive. When we DO have to do it, it is costly.



- Starting those restoration efforts might lead to more damage to the property than the value of the house.

**Noble Masaru: are the opt-outs evenly distributed amongst the work order area?**

- We will need to get him that information – The aggregate data is a combo of all work orders.

**Mike Blackhurst: Can the URA or United Way help?**

- We hope – we are meeting with United Way next week.

**Michelle Naccarati-Chapkis: OBB indicated knows where their tenants are, and that many are out of state. Do you think absenteeism is a cause of low return rate?**

- Lots of elderly, owner-occupied. Southern portion of Homewood is more tenant-occupied. Is a factor sometimes.

**Michelle Naccarati-Chapkis: How many tenant-occupied locations in the work order area?**

- A lot of tenants don't want to contact their landlords.
- Landlords are indifferent to program.

## Construction Status

## Community Outreach

- Cluster 4 meetings played out – want to go to other clusters, Rachel Rampa in Public Affairs is working on it.
- Continue to send unresponsive list to City Council offices.
- Focus on unresponsive people in active and upcoming work orders.
- Liaisons are still door-knocking.
- Saturday canvassing is not working as well now that it is nice out, weeknights work better.

**Michelle: When will we get to Perry South?**

- Mid-may
- *Michelle says there are a lot of good community meetings there.*
- Door hangers will go out before we start to have them reach out to us – this boosts response rate, it will start next Monday (2-3 weeks before we start work).



- Fineview community meeting is active.
- Send info to community group leaders can make an announcement at the meeting, if nothing else.

**Noble Masaru: Do absentee landlord receive packet?**

- Property owner and resident get a packet?
- Hopefully tenant will bug landlord if they are inactive?

**Grant Gittlen: California Kirkbride housing stock owned through partnership. Near letter carriers**

- Section 8 Housing contact made – willing to work with us to contact landlords who have not responded.

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**Individual LSLR Contract:**

- CEP:
  - Done work at 57 houses 21 public, 20 private replacements.
  - Added additional crews.

**Aly Shaw: How much more money is left?**

- Don't know because contractor hasn't sent pay application.
- Will have a better idea next week.
- Finding a lot of private lead.
- 800 sites to get to the final product of 200 private side replacements.
- Going to do more community outreach for the program.
- 56 waiting for agreements to be signed, income verification is done.
  
- Backlog:
  - 183 private side only replacements.
  
- Operations/Urgent
  - Very mild winter, seems to be the cause of low number of service line breaks that would have prompted replacement coordinations. Usually there 25/month – were only 25 in the last three months.



- Since last meeting, there were 12 full line replacements.
- Two couldn't be put on temporary water in time but the private side was replaced shortly after.
- Better weather means it's easy to do a temporary water service while contractor mobilizes.

## Other Updates

- PUC settlement packet will be ready soon.
- Lead map will be updated soon.
  - Using meter replacement data on lead map to inform of private lead.
  - Mike Blackhurst going to get that data from Dan Leo (PWSA GIS Team).
- Public non-lead, private lead – no replacement currently under neighborhood contract. We have created a door hanger to point them to the CEP program.
- 207 letters sent for Customer Assistance program members who qualify for a lead pitcher.

### Aly Shaw: were letters sent to Winter Moratorium people?

- Yes, this was rectified in February.
- 291 requests back from customers.
  
- Going to the board with new LSLR policy soon.
  - Continue to replace if public side is lead.
  - Continue emergency LSLR contract beyond December 2019
  - Water main relay policy – prevent partials when there is private lead and public lead found.
    - Does not include private-only lead.
  - Executive Director Weimar has not given the draft policy to the board yet, so the Advisory Committee will get to see if after we share it but not before the board gets eyes on it.

### Lauren Burge: How many sites are private-only lead?

- 517 verifications
- Seven percent of all verifications were private only lead



**Noble Masaru: How do you categorize residential versus commercial?**

- Daycares operated out of a house would be categorized as residential.
- If we find private-only lead, they will not get a replacement.
- Duffy reiterates that our main goals are to replace the lead that we own and avoid partials. Currently, our responsibilities end at that.

**Mike Blackhurst: Bringing up private-only lead to United Way and URA**

- URA has loan program but it is inactive.
- Income requirement is pretty close to our CEP program so it is more cost-effective to do our program.

**Mike Blackhurst: Do private contractors have easy access to our curb box to make sure that they can definitely get all the lead out?**

- ACHD is supposed to remind private plumbers to let us know if there is a private replacement happening to let us know and we will do coordination.
- This will incentivize private plumbers to go all the way to the curb stop and replace all the lead.
- Tail piece of lead beyond the curb box will normally be replaced by PWSA, even if it is on the “Private side”
- Even with totally private only replacements, we will still come out and replace the curb stop to allow the private plumber to get rid of that lead tail piece.

**Grant Gittlen: What do other cities’ programs for private lines look like? Payment plans?**

- There is a whole spectrum of responsibilities
- *Putting it on the bill for the next XX years?* – some PUC utilities do surcharges for these programs instead of a direct charge.
- PUC would be willing to talk about how to apply it to bills.
  - York County does have a program where they will pay the flat rate for the replacement and any cost above that will be put on the bill that the customer will have to pay off over time. There are some provisions on what happens if the customer can’t pay.



**Aly: have you presented private only costs?**

- Was in the packet for last meeting – looks like about \$10 million more.

**Lauren Burge: are customers who see their neighbors lines replaced angry that they aren't getting it?**

- Yes, particularly in one work order area.
- We had a handful that were angry last year but it hasn't become a major issue.

**Michelle Naccarati-Chapkis: Are people mad that they are outside of the work order area or where people are in the middle of the WO and don't get a replacement?**

- Yes, it is possible that one person out of a whole block would get replacement.
- We would have to excavate many more sites if we start to include areas where we anticipated there was non-lead on private side and didn't dig at all.
  - Private only replacements would mean we would have to excavate these sites.

**Grant: Could we extend Pennvest loan to customers (1-percent interest) for privates?**

- Up for discussion with board, executive staff.

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## 2019 Additional Work Prioritization

- Used four data points: total number of children 6, women of childbearing age, those below federal poverty level, estimated service lines
- Jim Kelly has not given us BLL data from 2018 – shows about 400 children with elevated levels. Are mapping by municipality and school district.
- Ranked 1 (worst) to 5 (highest) priority.
- Letters will be sent late-summer wherever we pick, locations in place in late fall.

**Noble Masaru: there is an underrepresentation using the federal poverty level because it is so low.**



**Michelle:** counties environmental justice mapping may be useful.

- There are some easy decisions that can be made using this.
- *Should we use BLL as the major factor?*
  - **Mike Blackhurst:** The cause of the high BLL makes it difficult to invest resources
    - Can ACHD narrow the BLL data to get us a better understanding of water as a source?
    - Much of the ACHD data is 5-6 years old so that is where the majority of the data will lie.

**Mike Blackhurst:** what is the minimum number of lead lines to make if feasible?

- 200 lines estimated in a work order area.

**Grant Gittlen:** when would this work start?

- Towards end of 2019, maybe early next year.

**Noble Masaru:** Amount of lead in children and women would give you best picture.

- How would we rank that?

**Cristine Hoover:** The numbers of service line shown on the map - What are the estimates based on?

- Statistics based on work so far and historical record.

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## Cost Study

- Pulled numbers out that contractors didn't utilize – cut fat out of 2019 contract.
- Put caps on certain costs, like mobilization costs that they knew they would be guaranteed.
- Looked at costs from programs from around the country.
  - Checked most recent bid tabs from other programs to compare apples to apples. No two programs are the same but we controlled for those factors.
  - Compared unit prices evenly (average length of our pipes may differ from other cities, for example).





- 2018 costs were high – many contractors, at the time, didn't know how to do trenchless method and that shows in the final costs.
- Public side for 2019 is a little lower than average, private side is a little higher than average.
  - Plumbing improvements are included in what is shown (accounts for about \$1,500 of cost).
  - For public side, we add new corporation stops at every replacement. Not every program does that. (\$500 - \$1,000)
  - Some programs don't replace the curb stop either – we always do.
  - There is heavy congestion in a lot of our work orders which makes work harder.
  - Other utilities getting in the way is a large concern here in Pittsburgh.
  - Currently don't have a way to account for equipment, overhead costs. Not reflected.
  - Two-out-of-three contractors are implementing vacuum excavation which decreases need for trenchless.

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## Date and priorities for next meeting

- How do we increase interest in the CEP program?
  - Low income advisory committee coming at June 3<sup>rd</sup> 1-3 – should they collaborate?
- Start our meeting at around 1:30 then join the Low income committee
- Want preliminary ortho results at next meeting.