



Community Lead Response Advisory Committee

With the

Low Income Advisory Committee

June 3, 2019

Meeting Minutes

- **Welcome and Introductions**

- LSLR Program Updates:
 - Almost 2,100 public side replacements in 2018.
 - Planning on replacing another 4,400 this year.
 - CEP is income-based program to replace either public, private, or both lead lines in areas where we are not already doing work (<250% of federal poverty level), funded thru COA penalty otherwise paid to DEP.
 - Property owner must consent to have PWSA do work on lines.

Juanita Gale: What happens when the property owner is dead and a grandchild (for example) has taken responsibility of property but is not legally the owner?

- If we don't have approval, then PWSA does no work there. PWSA tries to connect the resident with Neighborhood Legal Services to work out title issues so the line can be replaced.

Juanita Gale: How long does orthophosphate take to work?

- 6 months to a year.

CEP Program:

- Once qualified by income, PWSA's contractors do work.
- Dollar Energy Fund Outreach:



- Income levels are different for regular PWSA customer assistance programs and CEP.
- *Mary Sally: We saved names from customers who are part of other customer assistance programs, but it has become more streamlined now that PWSA has names of people who are interested and have a private lead line.*
- *The struggle: Go from 100 potential people down to 18-20 people who actually do need their lead lines replaced by CEP fund. On other hand, some people qualify and then never sign the agreement.*
- *DEF records all phone calls as legal protection on their end, walks them through steps of what needs to be done before they can do work.*
- *PWSA will then work with customers to complete mailed packet to authorize the replacement work.*

QUESTION: One potential barrier to sending back mail for low-income population is needing a stamp to send return mail back (add a stamp?)

- Return postage is included with mailings.
 - 2,472 total customers contacted in DEF outreach.
 - 108 have finished the process and been assigned for replacement.
 - 247 awaiting agreement (said they were interested in getting their private-side lead line replaced with this program).
 - We have 7,000-9,000 houses in 2019 that we are planning to replace public and private side lines, so we tell these people not to apply for CEP considering they will have their line replaced anyways.
 - Need to make this distinction clearer to low-income population
- PWSA outreach (in addition to CEP Dollar energy program):
 - Info on PWSA website
 - distributing flyers at community meetings (19 meetings since beginning of 2019)
 - Flyers published in neighborhood mailers
 - Bill inserts
 - Social media to advertise programs weekly (2-3 mentions of assistance programs and CEP per week)
 - Outreach to mayor and city councilors offices



- Lead Help Desk Reps. Promote the program over the phone with customers not part of the neighborhood contract
- targeted mailing to customers known to have lead; door hangers where CBI or LSLR program – via verifications - identifies private-only lead.
- Having trouble reaching tenant populations.

Suggestion: Reach out to legislators that are trusted in a neighborhood to advertise our programs on their websites/social media w/ large numbers of constituents. (Ex: Rep. Jake Wheatly)

Language changes? Open to feedback here, although we have tried. Ex: “Available to renters!” distinction is big.

QUESTION: How long is CEP money available until?

- Until the original \$1.8 million is spent or November 2020, whichever is first.

Mary Sally: A lot of people don’t know who their utility providers are. DEF and PWSA makes sure not to target anyone who is not a PWSA customer.

Suggestion:;

- Juanita Gale would like this info so she can take it with her to places she goes like community meetings to spread the word and explain it.
- United Way enrolls people in multiple programs, but you have to apply to them all separately. They should have one single application that could enroll you in any program(s) you qualify for.

QUESTION: We have a map now of target areas with lead, could we overlay map of low-income for targeted canvassing campaign for lead and low-income?

- something to look at.
- We are looking at key communications leaders to make connections. Juanita has events in mind over the summer that could hit a lot of our target audience to get them enrolled in these programs (tabling).
- Mayor’s office said they can share their list of non-profit orgs with PWSA so we can hit those events w/tabling instead of just knocking on doors.
- Customer Request Lead Test Kits:
 - Info on PWSA Website; adding detail that free filter will be provided if result exceeds limit



- Over 3,700 distributed in 2018, over 2,150 so far in 2019; return % rate in low to mid 60's. Should include CEP program info in kit results sent back to them.
- Suggestions to increase participation?

QUESTION: Nobel Masaru: What % of those who submitted kits had elevated lead levels in water? Where do results go?

- Results go from lab directly to customer and PWSA. PWSA notifies DEP if elevated. We also send them a free pitcher and filter if elevated levels; if >100 ppb, then we do a meter drop and flush then take another sample.
- Recommended that we also send that info to ACHD so they have it on hand to go forward and connect the dots when residences have elevated lead levels. Then becomes flagged and part of discovery criteria. When PWSA goes out to inspect and give them their filter, they should also go definitively check if the house has lead lines so they know for a fact.
 - There could be a lot of reasons why lead shows up. These serve as predictors for modeling efforts. Research idea: The degree to which a positive reading correlates to the existence of lead?
- Potentially 2 issues:
 - How do we get the test kits returned?
 - Are there particular areas within PWSA reach where we have an under-reporting?
 - GIS could potentially map that) then we can go there and raise awareness of programs directly (more targeted).

Juanita Gale: Text messaging may be better than calling to effectively reach low-income population. Ex: “We are going to be in your neighborhood. Make sure to send test kits back!”

- For compliance testing, we are offering gift card as raffle (one lucky sampler will get gift card at Giant Eagle!) incentives to return kits- what’s allowed? Look into.

2019 Construction Status update:

- 16 crews working daily (1-2 locations per crew per day).
- Over 5,000 agreements returned,
- replaced 319 private lines out of 430 total public side replacements.

QUESTION: What of the private lines that weren’t replaced?



- Was not lead on private side or homeowner opted out
- 809 total public replacements since January 1, 2019
- ; 667 on private side
- Hit 5,000 agreements returned 1.5 weeks ago.
- People are continually opting in as they see construction going on.
- Continue to make phone calls to opt-outs to see why they are doing so.
- 2019 Work Order Areas (by neighborhood):
 - Highest agreement return rate in Morningside (96%)
 - Lowest in Homewood/Lincoln-Lemington-Belmar (60%)

Outreach Update:

- We continue to attend community meetings in Homewood, upcoming in clusters 1 & 3, 5.
- Targeting robocalls to active construction areas.
- Field liaisons knock on unresponsive doors in active areas.
- Public Affairs team has been sharing milestones via press release.
- More CEP outreach (targeted mailing to 734 locations where private lead was ID'ed in 2018 program and included CEP flyer, this way we know if we get an agreement there is in fact lead and we can use money to replace it).

Mary Sally: Could we get that list of 734 customers to see if they're responding to the letter, and if not, we can contact them?

- Yes
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Nobel Masaru: What do the colors on the Construction Status Map correlate to?

- Orange = 2018 program areas



- Green = what we're going to do in 2019

QUESTION: For each area, could we do a printout of work crew and zip code of where the work crews actually live? Why?

- Because the workforce group is trying to connect the dots of the workforce involved in different projects in the city. A: We will see if we can do that. None of our contractors actually have their business in the city, though.

2019 Opt-out status:

- Main reason for opt-outs is that the private side is not lead (which has been confirmed in the 40+ locations where we have done verifications).
- Initial reason is they said, "I sampled my water and there's no lead," but we contacted them and tried to convince to agree anyway so we can confirm no lead lines.
- Have called all others that have not agreed yet to discuss program. 38 people so far have decided to send back an agreement after that discussion.
- 2019 Work Order Areas by neighborhoods- Juanita pointed out that the % correlates to economic status of regions. (low-income pop. have lower agreement return rates).
- Board Policy Updates (old ones expired in Dec 2018): Renewing expired LSLR policy (in process); maintained status quo for 2019 LSLR; Extended private side replacements where we did public side to Feb 1, 2016 (prior July 1, 2016). Set value for private side reimbursement of \$5,500. Indicated that future programs may have income-based cost sharing for private side.
- Q: What is income-based? A: Any private-side replacement will be income-based. CEP currently allows either owner or tenant's salary to qualify based on income.

Michelle Naccarati-Chapkis: Is there some kind of communication going to people who replaced their private side and are eligible for reimbursement under the new Board Policy?

- Yes, we sent out an agreement package to all of them already. As of 1.5 weeks ago, we have 20 locations say they've already replaced private side and are interest in reimbursement.



- Others either opted out or were unresponsive. (These are specific to places we replaced from Feb 2016-present)

Nobel Masaru: Does narrative also mention \$5500 reimbursement?

- No
- We are hopeful that a future policy from the board will address cost-sharing due to income levels. Above that level, there would be some graduated scale.

Nobel Masaru - When will numbers be ready?

- Not exactly sure. In the coming weeks

Grant Gittlen: Mayor's office would probably elect to keep program as-is and push for additional funding if they voted on it today. Warn to stay away from the partial replacements.

- Say the income-based scale only covers half the cost. Who then pays for the other half? We will lose a lot of people from this that will opt out probably.

Michelle Naccarati-Chapkis: If people want to come to board meeting to provide community input, would June or July work for that?

- We will let people know when the Board will vote on that

How will PWSA pay for it Private Side LSLRs?

- Not necessarily all capital expenditures.
- Can we raise that money from rates then? We may not be able to continue this past the two-year mark.
- Committed to end of year, but details need to be worked out for beyond that.
- The current plan is to replace water mains from 2020-26 and do most lead replacements during that. This will result in a lot more partials.
- Need to get more PennVest money in order to continue replacing full lead lines after program runs out. Grant thinks state would be willing to do this.



QUESTION: If you were to implement an income-based replacement, where will funding come from?

- Now there is a lot of good info on income-levels and speculate how many people would qualify, then look at those costs on a bigger scale.
- It's important to recognize that breaks will also result in lead-line replacements in the future. The CEP last thru 2020, but is there a one-off replacement program as well?

Policy was not included in the packet but we can email it to everyone.

Compelling private owners to accept agreement:

- For the 2019 LSLR program, PWSA will consult with CLRAC to ask the City if we could compel landlords to replace private side if there's a tenant living there.
- Grant will ask mayor's office lawyers if they could legally do this and/or how.

Nobel Masaru: Is it required in the city of Pittsburgh that a homeowner informs the renter that that house is lead-safe in terms of paint?

- This is a federal disclosure requirement (tenant must recognize that if the building was built before 1978, it may contain lead).
- There is a precedent set already, but it probably wouldn't allow municipal legislation since PA law gives a lot less latitude to municipalities than other states.

Michelle Naccarati-Chapkis: Referring to Allegheny County real estate discussion? Braddock has the data, but would they upload the data as well?

QUESTION: What's the status of the city's registration requirement? This could be a way to force landlords to replace lines

- Grant Gittlen: It's been resolved. Right now, the proposed fee discussion is where they're at now. It would make more sense to be a county ordinance since they do all the property records.
- Current language came from the rate-case settlement. We do have a scratch test program (homeowners go into basement, scratch line to see if it's lead) required for real estate transactions, but PWSA has only received one photo from that in the past year.
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- PA Housing alliance may be helpful in approaching some of the immediate naysayers. Grant says he can talk to Gale about it.



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- **Date and priorities for next meeting**

- Late July; not on Fridays. We will poll people on what works best.
- We should touch on tenant discussion again next time (not wrapped up yet).
- July 12-15 is other committee meeting. Might be helpful to hold them close together. We do this from 11am-1pm if they are doing theirs 1-3pm.
- October is lead prevention week – good for outreach. (social media, etc.)