



## Community Lead Response Advisory Committee January 8, 2019 Meeting Minutes

- Welcome and Introductions

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- General Summary of PWSA LSLR Program

- Mailed documents are the beginning of all our work and outreach begins after.
  - Explained the role of Lead Help Desk – they follow up on unreturned agreements, answer questions homeowners have, schedule coordinations appointments, handle complaints and follow up on sampling issues. Made note that Lead Help Desk stays late and works Saturdays to have an opportunity to contact people who are not home during normal working hours.
  - Explained role of liaison (PWSA employee)–they talk through the PWSA and homeowner responsibilities with customer.
  - Explained the details of the lead service line replacement in the event of a full LSR, including updates needed to meet ACHD plumbing code and that many homes do not meet code currently.
  - Explained that water meters are also replaced if they are old.
  - Showed group the bag of water quality items that are left behind after LSR. Filter, cartridges, sample kit, flushing instruction card.
  - Made note that people are sometimes not doing an adequate job of flushing so PWSA made a video to help.
  - Made note that this is no direct cost to customer
    - If they need to move things in their basement we ask customers to do so and if the work cannot be completed using a trenchless technology the homeowner will be responsible for restoration of what we dig up sans sidewalk. He noted that 96% of replacements as part of the 2018 program are trenchless.
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- 2018 LSLR Program Update

- Made note that liaisons played roll in catching people in-person while they were in the neighborhood to gain more agreements.

**QUESTION:** There are chances that a curb cut would indicate non-lead back from the service line, would not show with a verification.

We check inside and at curb and sometimes find two different materials.

Committee member commented that ACHD no longer allows lead repairs.



**QUESTION:** interested in knowing more about lead tail pieces.

Plumbers historically have avoided touching PWSA curb stop. We will go the extra couple feet and replace that tail piece while we do the public side to ensure there is no partial.

**QUESTION:** is the lead map complete?

Yes, to-date.

**QUESTION:** Is the Pennsylvania American Water service area part of this program?

No, but the lead ratio is likely similar.

- Duffy made note of how the investment in our Lead Help and GIS databases have helped us do our work more efficiently.
- **Individual Contracts**
  - **CEP Contract** – funded with PADEP penalty. Money must be used for pipe between meter and curb stop ONLY. Explained the process of completing coordination with the customer. Started in November – 20 locations completed and 50 locations are qualified to-date. We will continue until funds are exhausted and anticipate doing 200-300 locations.
  - **Backlog** - 160 people signed up. 3-5 per day.
  - **Urgent** - Effort to reduce any partials due to water main breaks. Sometimes when the weather is too cold or there is a row house (no place to attached a temp service) we have to do a partial LSR.

**QUESTION:** Curious how the individual contracts coincide with the neighborhood-level contracts. What is the standard for participation?

Anyone that is not part of the neighborhood contract can participate. We agreed that we have the ability to target for blood lead level to gain participation.

**QUESTION:** How is participation with tenants? They are the ones that actually stand to benefit, not the landlords. Does DHS have a way to field comments from tenants that they want their landlords to participate?

We mail agreements packets for the neighborhood program to both the homwowner and tenant if they are different. For the CEP program, we initially are targeting people participating in our bill discount program which can be either homeowners or tenants.

PWSA to look into non-responsive and opt-out data to see if a substantial number of these sites in 2018 were absentee landlords not participating.

**QUESTION:** Do we have to use that money by a certain time

Three years from the date of the start of the consent order. We have until November 2020.



**QUESTION: For the PWSA public side service line leak repairs, after you repair the leak, do you canvass to get people signed up?**

We are presently addressing locations that were repaired since 2016 – we sent the same packet as we do to neighborhood contracts.

**QUESTION – any way you make up for this partial where PWSA does an emergency repair? Can you provide a water filter and a test kit?**

Our Consent Order with DEP requires that we provide a water filter and test kit for all partial replacements, however PWSA provides these same materials for all locations where we do work (other than where we identify non-lead on both sides of the curb box). Where we are doing verification excavations and not replacing the same day we provide these materials when doing the verification.

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- **Plans for 2019 LSLR Program**

- Explaining that the requirement to get all agreements in before construction green light has been relaxed but we are already on our way to meeting this requirement anyways.
- Contractors should start mid-late March.

**QUESTION: Can we get consent to do work from customers even when contractor is out on-site**

We can accept an agreement up until we request payment for property. Still want to get agreements as quickly as we can. Duffy explains the percentages we found in 2018 and how we needed to decide on the number of agreements we mailed in November. Since at that time we were operating under PENNVEST requirements that we have all agreements at settlement, we sent out more than we have money for. There may be a time when we cut off new agreements and feed late agreements in as people drop out.

**QUESTION: Do you think this season will be more cost effective?**

PWSA hopes this is the case – we saw early in the 2018 work that none of the contractors had experience doing trenchless, they had a learning curve. We tried to incentivize them in the new contracts that contractor bid a certain dollar amount, and they did whatever method. This year it is clear that trenchless is cheaper for the contractor so they will fall in line with that method. We also evaluated several of our contract provisions and made modifications in an attempt to lower bid costs for 2019.

- **2019 Work Order Status**
  - Focusing our initial outreach on the Homewood, Perry North and South, and Fineview/California Kirkbride work order areas because they are all under 40%. Will then move to the other areas.

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- **Review of PUC Settlement Issues**



- Lead components start on page 9 of the PUC settlement.
- Asking to have the next meeting sooner than the next quarter – asking to agree to another meeting in a month to 6 weeks.
- *1.i: To do with establishing Community Lead Response Advisory Committee*
  - Need someone to represent at tenant association on the CLRAC –committee has ideas and will talk with Will after.
  - Suggestion made for Public Health Expert – we reached out to someone a couple committee members suggested, but they declined.
    - Committee members have additional ideas from the existing lead task force from ACHD.
- *1.i.a. (presented by Pickering): To do with increasing participation in the program.*
  - Explained all the ways we're promoting the program and reaching customers.

A lot of those neighborhoods have community groups that you're going to engage with. In the Northside, for those orgs that operate non-profits can we provide them with information where people actually are. A secondary channel might help.

### QUESTION: What happens during those meetings?

Previously we have given a formal 15-20 minute presentation. At our last meeting in Homewood we spoke for 5 minutes and then went outside the meeting room to meet with We customers one-on-one and answer questions. We did a robocall to all unresponsive locations in the work order area telling them we would be at the meeting.

There is a community dinner in Homewood with excellent turnout that we could attend.

Trusted agents of change are all unique. Homewood Children's Village is good.

Noted that it is much easier to get a captive audience at standing meeting.

Made note of Council offices using staff time to promote, Rev. Burgess will be sending a letter for 2019 program.

Asking people why they are opting out has been effective. We are calling everyone regardless of their reason.

### QUESTION: How do homeowners know they have private side non-lead but we don't? – how do we trust them.

We confirm with an excavation.

### QUESTION: What do people mean by impacts? Can your contractor do landscaping for the customer privately?

Usually obstructions in their front yard. Falls in line with "cannot afford". That's why we want them to opt-in so we can show them how it will work, will likely be trenchless based on 2018 performance. We are discouraging our contractors from private work, and this is not really an area where they can provide economical services.



**QUESTION: Are people mad about restoration results?**

We're very clear about how much we'll do for them And have received very few complaints about restoration. We describe up front what we think will work and will not work regarding our trenchless methods.

- 1.a.ii: *To do with inventory of service line materials and sharing CBI results.*
  - We just simplified our lead map to have all the data in one place (historical, CBI)
    - Will update map on monthly basis.
  - Issues with CBI program.
    - Explained how the work is completed.
    - Program is great for positively identifying lead.
    - 99% of places we found lead, it was accurate when we dug.
    - The problem is when we find non-lead. – 1/3 are inaccurate and that's too much to bypass.
    - 5% lead, 30% non-lead, 60% unknown or cannot find per CBI results.
    - Is using an app he created that people can submit photos – offered to partner with us for that data.
      - Places where there are multiple material types will be difficult to ID.
- 1.a.iii.: *To do with cost analysis of program.*
  - Working with Flint, Newark and Providence, Rhode Island to see how they are doing their programs. Have identified cost-saving measures and have been applying them.
  - Looked at other programs to identify differences in what we are doing. (example: we create new corporation stops as opposed to using the existing AND corp stops can have lead content)
  - Cost analysis should be ready before the deadline described in the settlement.
- 1.a.iv. (a): *To do with Low Income Advisory Committee and ensuring high participation in the lead sampling program.*
  - Need more outreach for customer-requested lead test kit program – we are working on that. Suggestions from CLRAC welcome - there are other places PWSA needs to try outreach.

**QUESTION: Try partnering with students?**

There is no reason not to.

We could partner with your app to direct them to requesting a kit. Blackhurst says they already do.

- 1.a.iv. (b): *To do with increasing use of filters for low income customers.*
  - Free filters and cartridges for those who have lead or unknown service line material and area part of customer assistance programs – letter finalized and will be going out soon for those customers, included in handouts. Other outreach efforts being evaluated.
- 1.a.v.: *To do with prioritization of 2019 replacement sites by CLRAC*



- Asking for input for prioritizing the order of our 2019 work orders. Return rate would play a key role if we were to make the decision but we need feedback from CLRAC.
- Most of our Work Orders are over 1,000 locations.
- Clarified that there are 10 miles of water mains that were part of original program that we had to remove because there are 4" mains – Dan confirmed that those have been taken out of the map.
- PUC wants us to do a better job of utility coordination (gas company, city, etc.) and we are working on that as well. When we start using orthophosphate we mitigate the lead levels and can be more strategic about our coordination efforts and we can put some work off in the spirit of coordination.

**QUESTION : Can PAW do private side replacements, will they be coordinating too?**

The PUC Is going to ask everyone to coordinate. PUC may take parent ownership of GIS to make coordination work best.

**QUESTION: do you have flexibility with your contracts to handle this type of coordination?**

Yes. Would be willing to break some work orders up since they are so large.

**2019 Blood Lead Level data:**

- This is 2017 data so we need the new stuff – he can share that with team.
- Census Tract Data – 2011 – 2017 data
- **PWSA to provide an 11" by 17" handout of census tract and ACHD data mapping prior to next meeting.**

**QUESTION : What is the basis for reimbursement for contractors? By the foot?**

Lump sum cost for a certain footage, then per-foot after that.

**QUESTION: is main size and diameter part of the data we considered?**

GIS is up to date for diameter, not material type and age.

We know 4" mains and 6" – not accurate information after that size.

Main focus is service line material.

4" mains and 6" mains are old so they are more likely to have LSL attached to them.

**QUESTION: When do you need recommendations for prioritization?**

We want a meeting in the next 4-6 weeks. Work will start in mid-March so we would need it by then.

**QUESTION: Have you reached out to PPS for enrollment data, to back up census tract data?**

This is usually not successful, AHCD has tried before.

**QUESTION: do you have income data? It is a requirement of the settlement.**

ACHD might have this.





**QUESTION:** Troy Hill is both high blood lead level and high children population – do you have data to make that a curb box inspection?

Have done Millvale but not Troy Hill – can be a site for 2019 CBI.

- 1.a.vi.: *To do with feasibility of private-side-only replacements.*
  - PWSA working on this study and will discuss at a future meeting.
- 1.b.: *To do with continuing outreach efforts and consulting with CLRAC for additional outreach going forward, and provisions where partials can be conducted.*
  - We give a filter and test kit WHENEVER we find lead – this meets DEP standards.
  - There are circumstances allowed by the PUC for partial LSLR.
    - Opt-outs – more cost effective to get the public side out, however where there is an absentee landlord who opts out – we will not do a partial.
    - New construction contract will allow PWSA to minimize partials done as part of an Operations Department emergency repair.
- 1.d.i: *To do with property records of partial line replacements*
  - Partial after someone opt-outs –when there is an elevated lead level that is due to water ACHD may be able to force a LSLR to abate lead source. It is very rare that lead in water is the primary source when ACHD does home inspection – it is usually paint or soil.
  - There is a housing shortage in Pittsburgh, so tenants often don't file complaints about lead in homes.
  - City does not have the legal authority to enforce, may be county jurisdiction.
  - Suggestion to spend time educating landlords. Landlord Assc. Meetings may be a good place to do it.
  - Will ACHD put this in their assessment data?
    - Homeowners never try to find out to plead deniability. Issue of enforcement.
    - Potential for “public shaming” ordinances we can create through legislative means.

- Date and priorities for next meeting
- February 6 at the same time confirmed.