



Community Lead Response Advisory Committee
September 24, 2019
Meeting Minutes

• **Welcome and Introductions**

In Attendance:

Jim Kelly
Israel Grey
Pat Bigley
Julie Barg
Christine Hoover
Lauren Burge
Will Pickering
Sarah Bolenbaugh
Brittany Schacht
Mora McLaughlin
Dan Duffy
Michelle Naccarati-Chapkis
Aly Shaw

On Call:

Mike Blackhurst
Sarah Stoner
Grant Gittlen

2019 LSLR Program Updates:

- 18-20 crews working daily
- Most working 5 10-hour shifts, with occasional weekends.
- Construction crews are responding to our requests for productivity well at this point in the construction season.
- There may be a couple more crews added to the schedule.
- We are confident that we are going to be able to meet our scheduled replacements and complete the additional work orders we recently added.



- 86% agreements returned in the completed work order areas.
- 9% of all customers who received a packet have been unresponsive so far.
- Less than 1% of replacements end in a partial.
 - a. Those who are getting partials are living in the property and understand the risks and still opt out.
 - b. Does not appear to be a pattern of opt-out partials in any particular neighborhood.
 - c. We are leaving everyone, even full line replacements, a filter and kit.
 - d. The unresponsives (249 + 257 vacants) are more concerning than the 24 partials where people opted out on their own cognition.
- We are replacing galvanized iron because it is known to leach lead in the same way that lead does. It does have some lead content as well.
- We are seeing more galvanized iron on the private side of service lines.

Christine Hoover: Say you don't dig because a resident is unresponsive – do you make any speculation about material type based on what you found around that home?

- We can look at the historical data we have on hand but we do not do any excavation if we don't have an agreement.

Construction Status:

- 1,932 public replacements to date.
- 1,575 private replacements to date.
- Approximately 700 agreements sent out to Marshall-Shadeland work order area yesterday.
 - Brightwood community group meeting is upcoming.
- Central Oakland will be the next site where we will send agreement packets, with Bluff and Spring Hill/City View to follow by mid to late October.
- Costs are going down so we might be able to add even more work locations.
- Homewood completed with an 85% return rate on agreements and vacant locations.
- Mount Washington is going well (ongoing now with about 2 months to go).
- Over 98% of replacements are trenchless.
- 49 PWSA opt-outs due to structural or sanitary issues at a City-owned properties.
- 16 PWSA opt-out sites are privately owned for structural or sanitary issues – we put them in contact with United Way to help with remediation. We check back in before we leave a work order area to see if conditions have improved – this almost never happens.

Opt-Out Report

- Many people opt-out because they think the private line was replaced.
- When we dig and find that there is still lead on the private side, we go back to the customer and try to get them to opt back in.

Christine Hoover: Do you follow up with people who say they can't afford it, don't know what it entails, don't want the property disturbance, etc.

- If someone says their private line isn't lead, we'll dig it.
- If someone gives some other reason to opt-out, we will call them and try to convince them to opt-in.
- Reaching out and speaking one-on-one alleviates a lot of confusion that customers may have.



- Goal is to have people sign it, then we'll walk them through the process every step of the way.

Canvassing and Outreach efforts:

- Field Liaisons are canvassing only in active work order areas.
- Daylight is waning so this effort will be reduced in the near future – we don't like to send crews out in the dark for safety reasons.
- Robocalls continue
- List of unresponsive customers are sent to City Councilors on a regular basis.
- Community meetings are picking up again now that summer is ending.
- Continuing to promote program on social media channels.
 - Focusing on more “specialty” parts of the program like CEP and returning voluntary lead test kits.

Michelle Naccarati-Chapkis: Where do you need support for community outreach?

- Perry North is lagging – it is going to be active for a while longer and agreement rates are in the low 70's.
- New work orders (Marshall Shadeland, Oakland, etc.)
 - We will give a more involved presentation to these people when we attend community group meeting.
 - As we return to these meetings more often, we will speak briefly then focus on working individually with people after the meeting.
 - Hopefully the pre-robocall we did for the Marshall-Shadeland before we sent out the agreements will encourage people to read and return the packet.
 - We often meet people who are just outside of work order area at community meetings – nothing we can really do.

Customer Assistance Program

- Approximately 2,700 people have expressed interest.
- 340 agreements collected to-date
- 125 lead lines replaced.
- Placing door hangers at locations that qualified but haven't returned agreements has been effective.
- Half-million spend of CEP money
- \$716 million of PWSA funds spend for public side.
- Sent letters to areas where we identified private lead ONLY about 2 months ago - DEF is going to send follow up calls to those locations.
- We are going to target property management companies who have properties with tenants that qualify.



- Preparing postcard for locations that have lead or unknown in low-income neighborhoods (chose neighborhoods where one half of population are at 300% of FPL according to Census data).
- Want to go back to DEP to make the cutoff for CEP eligibility 300% of FPL (currently at 250%).
 - Attorneys are analyzing it.
 - Jim Kelly says the county uses 300% FPL as their standard for many programs - there is good precedent.

Aly Shaw: Will the postcard have info on the other CAP programs?

- Not right now but we can fit it.
- Will Pickering: We can also ask DEF to bring it up on the phone when they talk to these customers.

Reimbursement update:

- Contacted 460 sites where we replaced public side and left private lead between February 1 2016 and December 31, 2018.
- 227 people did not take us up on the backlog replacements – we sent these customers an application for private side reimbursement 20 responses received to-date.
 - 3 not approved because of lack of ACHD inspection report.
 - Some admitted they never got the proper permitting/their contractor did not.
 - County plumbing department helping track down those reports.
 - Average reimbursement = \$4,174.

Christine Hoover: what is the timeline for customers?

- Two-week process from receiving application to sending the check.
- Working through our own process since this is all new for us.

Sampling Update:

- Total construction sites that have returned a sample kit: 1,945
- 17% were over 15 parts per billion (ppb).
 - We sent sample kits to these sites every 3 months.
 - As we take more samples farther out from the replacement, the lead level reduces.
 - By the fifth sample for all types of samples, we get to 0% over 15 ppb.
- The instructional flushing video is helpful to make sure people are doing it right – field liaisons are showing it to customers before they leave.
- We suspect that people aren't flushing correctly which is why the results are high.

Michelle Naccarati-Chapkis: what is the timeline from kit 1 to kit 5

- Always three month increments after replacement date.
- Fifth sample is around nine months after replacements.
- Only send resample kits if they are above 15 ppb.
- People can always request a free kit through our regular program.



Christine Hoover: do partials get more frequent tests?

- If a result is greater than 50 ppb - regardless of whether or not it is a partial - we give them a kit immediately after we do a meter drop-and-flush.

Pat Bigley: does the instructional video tell people to remove aerator

- Part of the flushing process, not part of the instruction for taking a sample kit.
- Sampling process asks for 6 hour stagnation, then take a first-draw sample. Aerator stays on because that is most indicative of normal usage.

Jim Kelly: do people ask to be reimbursed for the water wasted flushing.

- Comes out to around \$4
- We politely remind them that we just did thousands of dollars in work at their property.

Pat Bigley: do you think you'd get better results if contractor did flush and sample.

- Don't want to be touching people's internal plumbing too much to avoid liability.
- We looked at providing new aerators but they are not standard for everyone's faucets.

Pat Bigley: where to you ask for the sample to be taken?

- Always from a tap where you would drink from – it is usually the kitchen.

Other Updates:

- Lead map was updated yesterday, 9/23
- 3,000 letters sent to CAP about requesting a water pitcher and filters.
- 10,000 meters replaced since November 2018.
- PWSA employees are collecting material type of private plumbing when they are replacing a meter. Leaving behind card that gives that information to the customer.
- 15,000 locations with ID-ed private service line and household plumbing data.
 - Lead or galvanized at around 4% of the locations.
 - This is a low number, which is positive.

Jim Kelly: Could ACHD plumbing program distribute meter leave-behind cards?

- It would be more helpful if we could get that data from the plumbers.
- We wouldn't object to giving them these cards to fill out.
- Plumbers should already be coordinate private side replacements with us anyways.

New PUC Lead Settlement

Lead Inventory

- Inventory due to DEP December 31, 2020
- Plan for how we complete the inventory by March 31, 2020



- 2020 CBI inspection program in planning for locations where model predicts non-lead and we do not have any other data point to compare.
- Where model predicts lead, we will go with that prediction.
- Meter replacements
 - Collecting private side data
 - There is a concern that meter replacements would increase lead levels – we are leaving sample kits after meter replacement and will provide a filter as needed.
 - No control samples before meter replacement for comparison.
 - Orthophosphate will alleviate some concerns about elevated levels.

Water Testing

- Filters are now being sent for results of 10 ppb and up.

LSLR:

- Policy generally continues as it is.

Small Diameter Water Main Replacement Program

- 20 miles of water main replacements per year with 10 miles of that in priority lead neighborhoods.
- CLRAC must identify priority locations for 2021 by 1/1/2020
- Sarah Bolenbaugh: Engineering team is choosing 2021 neighborhoods right now – need prioritization ASAP
- Because we pulled streets that needed new water mains out of the PennVEST locations for 2019, there are a lot of 2020 SDWM locations that are already within priority areas.
- 2021 Prioritization:
 - Need to include Millvale in our statistical analysis for priority sites.
 - Use the same weighting that was used to determine additional 2019 PennVEST sites:
 - Number of women/children: 40%
 - AHCD child blood lead level (BLL) data: 40% (need to get updated data from ACHD)
 - Income: 10%
 - Concentration of lead: 10%
- We will continue to update the priority map annually before the SDWMP locations are determined with the most updated data from ACHD.
- **Everyone seems amenable to using this weighting to determine 2021 sites.**

Jim Kelly: We have more updated BLL data since we last did this in the spring.

Community Lead Response Advisory Committee:

- Extended committee to 2026
 - Will try to get back to quarterly timeframe for our meetings.
 - Settlement set out details for how to appoint new members if someone leaves.
- Input on prioritization of lead line replacement sites.
- Will continue provide updates on customers that opt-out of full line replacements



- Input on dollar amount of reimbursement for customers who replace private side.
- Evaluating options to secure funding for lead program in the future + quarterly update on those efforts.
 - Currently finalizing application to PennVEST to fund the multi-year small diameter water main program for their October application deadline
- Any update on the filter policy, testing program, will be shared with committee.
- NEW REQUIREMENTS:
 - More updates on inventory efforts.
 - Final plan for how to get all lead out of the system after we have a final inventory.
 - Regular updates on orthophosphate program. Already providing regular report to DEP – we will share that same update with CLRAC

Tariff Settlement Items:

- How do we encourage residents, with the help of the City Code, to agree to replace lead lines?
- City Code update (per Grant Gittlen):
 - there is something on the books that would interfere with our efforts. May be able to amend this to prioritize public safety to replace private side.
 - May be able to push through language that would require replacement upon sale.
 - This process of changing the city code may be very time consuming.
 - Rental registration for the existence of lead lines. This could be done through the permitting arm of the city, would not necessarily involve the city code which is difficult to amend.

Michelle Naccarati-Chapkis: Has discussed a “lead package” with City Council, seemed open to the rental registry.

Grant Gittlen: regarding the challenge to the rental registry - remaining legal concerns are about the fee structure. The fees that were set were directly tied to the implementation of the program.

- No good guess on timeframe for implementation.
- There has been a lot of efforts to stall from the opposition
- May be a year or more until it is finalized.

Housekeeping

- Jim Kelly – Tuesday afternoon meetings conflict with County Council meetings. Mornings are best.
- First week of December doesn't work well for Christine Hoover.
- **Second week of December (week of the 9th)**
- Will continue with program updates and progress on water main replacement program.
- Anything committee wants to hear about?
 - Aly Shaw – will we receive orthophosphate updates? – yes



- Jim Kelly – information about LCR testing process would be helpful.