



Community Lead Response Advisory Committee  
March 4, 2021  
Meeting Minutes

**Welcome and Introductions**

Mora McLaughlin  
Dan Duffy  
Pete Demarco  
Chris Hoover  
John Coogan  
Savannah Mika  
Dominique Nunley  
Erin Fure  
Everett Skipper  
Israel Gray  
Julie Barg  
Madeline Weiss  
Mike Blackhurst  
Sarah Stoner  
Sarah Viszneki  
Will Pickering  
Erin Gannon  
Michelle Naccarati-Chapkis

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**PWSA Corporate Monitor**

- Requirement of settlement with Pennsylvania Office of Attorney General.
- Treatment Plant and Lead Programs will be under review by monitors.
- PWSA selected Cornwell Engineering Group Inc. - Everett Skipper and Savannah Mika.
- Will review efficacy of our coordination with CLRAC.
- Reviewing minutes and agendas of CLRAC meetings.
- Will have one-on-one discussions with CLRAC members to determine efficacy thus far.

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**PUC Termination Order**

- Final order issued by PUC on February 4, 2021 after several rounds of comments.
- Requires PWSA to update Compliance Plan within 60 days



- Order prohibits partial lead service line replacements in all situations/circumstances. Had initially requested a small handful of allowances where PWSA determined terminating service would be a greater risk. They were ultimately denied.
- Updated communications materials to comply.
- Process steps:
  - Customers receive agreement packet ahead of any potential lead service line work (this is separate from termination process).
  - All written communications will go to both mailing and service address, if different.
  - Will have attempted to robocall, direct call, hang door hangers, hold community meetings, and canvas before we start termination process.
  - In some cases, we will be sending first notice (**37 Day Letter**) before we have verified the service line material. Will go to all locations where we do not have an agreement. This letter will be mailed to both the service address and mailing address if different.
  - **30 Day Posting** will go to any properties where the service address and mailing address are different.
  - Service line verifications and water main installation will proceed. After this work is completed, service line replacement will begin.
  - **10 Day Notice** will be sent after we find lead on the private side of the service line to locations who have not returned an agreement by the time the verification occurs. Can be sent between 10-60 days before termination.
  - Will work with contractors to determine exact day that termination will occur – will know the list of potential terminations one week in advance.
  - Field Liaisons will visit property on Monday of a given week to speak with customer, or leave **3 Day Notice** door hanger + try to call them.
  - Thursday of the week – contractor will shut off the curb stop valve and we leave **Day of Termination Notice**. Will wait five days before physically disconnecting service line.
  - After five days, our crews will likely move away from site, and service line replacement will be responsibility of customer.

**Mike Blackhurst: Will you intervene when you find lead on the private side. Will this apply to the LSLR program?**

- Yes, we will be replacing all the public sides as a standard part of our current water main replacement work. This requires us to replace any private lead we find.
- There is no active LSLR contract, nearly all replacement is being done via water main work.

**Michelle Naccarati-Chapkis: Will there be resources for tenants on the notices?**



- Mora McLaughlin has been working with a group of advocates to determine best resources to direct customers.
- The first set of notices had to go out already – they had contact information for Neighborhood Legal Services - but we will update with more agencies suggested by group.

**Chris Hoover: Who is having the Day-of-Termination meeting with customer? Do you have a timeline for other communications for lead that would overlay over Termination Process?**

- Field Liaison will join contractor for day-of-termination meeting.
- We don't have a timeline overlay available right now but that can be developed.
- The timeline is flexible. Depending on the program (i.e. larger and longer term SDWMR vs smaller and quicker water relay contract), it may be many months between the date of the 45-day packet and 37 Day Notice or only a matter of days.

**Mike Blackhurst: Can you describe how the long-term schedule impacts of terminations?**

- Will discuss later in presentation.

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**PUC Termination Order Cont.**

- Finalized termination documents for process described.
- First 37-Day Notices have been sent last week.
- Potential terminations begin April 2021.
- PWSA expanded LSLR Policy to replace non-residential curb-to-meter lead lines when found. These will most occur in SDWMR projects and emergency work.
  - Non-residential service lines are fully owned by property owner – initial interpretation would not include commercial properties.
  - In past, would only replace from water main to curb stop.

**John Coogan: Can you give us more background to the decision to include non-residential lines? It was our understanding that there were very few non-residential lead lines? Will this be a financial difficulty for PWSA to include these properties?**

- It generally depends on the size of the service line and type of business. When we find a service line under 1-inch, it could be lead regardless of the type of building.
- Appears to be less common for non-residential properties, but they still do exist.
- With current economic situation, we considered it unfair to ask small businesses to pay for this work or have their water shut off.



- When we came to understand that the legal opinion left non-residential replacements open-ended, we wanted to include them.
- Often, we don't focus on commercial districts due to lack of lead lines.
- Bus Rapid Transit (BRT) project beginning in the spring 2021 will have high percentage of non-residential properties, we will be adjusting our contract budget for that work.
- Ultimately, we don't think it will drastically change pricing of work.

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## Small Diameter Water Main Replacement (SDWMR) Program Update - Ongoing Construction

- Work began in June 2020, slated to finish in Fall 2021.
- Three contractors active replacing approximately 15 miles of water mains and 2,062 residential public service lines.
- Work largely continued through the winter.
- Approximately 72% complete with water main, 54% complete with service lines.
- 89% of residential agreements returned or we have verified it as non-lead and don't need agreement.
- ~230 not returned
- Finding less lead than we had planned. Were expecting about 40% lead and are seeing approximately 28%.
- 1,196 public side lead replacements.
- 220 private lead replacements.
- 6 partial replacements.
- 8 condemned and service line abandoned.
- 0 terminations to-date.
- Overall Lead Program Progress:
  - 8,300 public lead replaced.
  - 5,376 private lead replaced.
  - Identified 6,776 public non-lead and 7,501 private non-lead.
- Opt-Out Status:
  - 24 total as part of SDWMR project.
  - 19 since last meeting.
  - Majority say they've already replaced private side. 18/19 did not have lead upon verification. If we do find lead, we follow up and discuss further.
- PWSA Opt Out Status:



- Have no opt-outs as part of SDWMR work.
- We would normally abandon service line for condemned. For vacant properties, we replace the service line and shut water.
- Outreach Update:
  - All outreach remains the same, other than virtual meetings. Virtual meetings do not seem to be as effective, but they will remain until after COVID.

**Michelle Naccarati-Chapkis: Overall data is current on the website map? Can you go to parcel level data and see where lead has been replaced? Considering county-lead coalition, will your data be useful to them?**

- Map updated on monthly basis with all information developed over that month.
- The map shows both the material and source of data (i.e. “replaced” or “via excavation”)

### Small Diameter Water Main Replacement (SDWMR) Program Update - Future Construction

- 2021 project contract recently went out to bid. One has bids received the others are due in March.
- Three contracts totaling 12 miles of water main replacement. 1,300 service lines to be replaced.
- One contract will begin in May, other two in July.
- Still finalizing potential 2022 sites.

### Orthophosphate Optimization

- Have made adjustments to pH and orthophosphate levels to optimize system.
- Adjustments made in 10-week cycles.
  - Adjust
  - Monitor through sampling.
  - Report to DEP
  - Move on to next adjustment.
- First cycle complete. Second cycle almost complete, no adverse effects observed.
- Once optimal levels reached, PWSA will need to demonstrate compliance with two 6-month sampling periods similar to our previous compliance sampling.
  - Next tap monitoring will be second half of 2021 and first half of 2022.

### CEP

- Part of Consent order Agreement with DEP.
- Began program at end of 2018.



- Assumed budget would require 400 agreements to complete 200 private side replacements.
- Completed program in January 2021 – was more challenging than anticipated. Required twice number of agreements to replace twice the number of private lead service lines than projected.
- Spent \$1.8 million+ - there were a handful that sent agreements before we spent all money.
- Spent \$4.3 million on project
  - \$1.810 million CEP funds spent.
  - \$2.251 million of PWSA funds spent. – could only use CEP funds for the pipe on private side. All other costs were funded by PWSA.
- Met all DEP deadlines for program.

### Private Side Reimbursement Program

- Began October 2020.
- Income-based program where tenant or owner income can be used.
  - 300% or less of FPL will be eligible for 100% reimbursement.
  - 301-400%: 75%
  - 401-500%: 50%
  - 500% and greater: \$1,000
- 183 have been income-verified by Dollar Energy Fund to-date.
  - Majority of those verified are falling in the 300% income level which is good news – program attracting those who need it the most.
- Five locations have completed the process and have been reimbursed.
- After income verification, we reach back out to remind them to continue the process and call us with any questions.

### General

- PUC Settlement Requirements Status will be included in files.
- Web map continues to be updated.
- Customer request sampling continues.

### Inventory/LSLR Plan

- Presented Residential Inventory Report to DEP December 2020
- Prior inventories determined where there was a record of lead. This new inventory had use prove the absence of a lead line to show as “non-lead”.
- Reported public and private service line material. Prior inventories only required public side.



- Confirmed absence of public lead line at over 16,000 locations since first submittal in 2018.
- 70,678 total services
  - ~45,000 non-lead public
  - ~11,000 lead public
  - ~14,000 unknown public.
  - ~4,997 unknown private.
- 8,450 remaining public lead service lines.
- Statistical analysis predicts ~8,570 remaining private lead service lines.
  - Further analysis wrapping up this week.
  - More work to be done to find these lines.
- Lead Service Line Replacement Plan:
  - By end of this month, we must develop a plan to remove public and private lead lines at residential properties that won't be replaced by other PWSA programs, like water main replacement.
  - Will present plan to CLRAC by end of March 2021.
  - Updating assumptions made in LTIP and CIP related to:
    - Number of service lines/miles of lines.
    - Percent of public and private lead.
    - Replacements projected through emergency Field Operations work and Reimbursement Programs.
      - Operations lead line replacements has dropped substantially since beginning of program.
      - We coordinate with private plumbers who are replacing private lead to replace public lead at the same time.
    - Available funding until 2026.

### Date and priorities for next meeting

- Confirm next meeting
  - Early June (first Thursday morning of month)? – no objections
- Next meeting:
  - Water Main Relay Construction Updates
  - Water Relay planning
  - LSLR Plan
  - Reimbursement
  - Any other topics from CLRAC members?
    - **Chris Hoover: Termination updates**