All Eyes on Lead: How to Create an Equitable and Efficient Lead Service Line Replacement Program

February 22, 2024
YOUR VIDEOS AND MICS ARE DISABLED

PLEASE PUT QUESTIONS IN CHAT
MAYORS COMMISSION ON WATER EQUITY

MISSION: TO PROMOTE EQUITABLE ACCESS TO CLEAN, SAFE AND AFFORDABLE WATER FOR ALL BASIN RESIDENTS

LEADERSHIP: MAYOR CAVALIER JOHNSON (MILWAUKEE)

MEMBERS: BENTON HARBOR, CHICAGO, CLEVELAND, DETROIT, EAST CHICAGO, FLINT, GARY, MILWAUKEE, MOUNT VERNON, NORTH CHICAGO, ROCHESTER, TOLEDO, WAUKEGAN AND ZION

LSLR POLICY PRIORITY: REPLACE LEAD SERVICE LINES QUICKLY, EQUITABLY AND EFFICIENTLY
JANET PRITCHARD
DIRECTOR OF WATER INFRASTRUCTURE POLICY
ENVIRONMENTAL POLICY INNOVATION CENTER - EPIC
FACETS OF EQUITY IN LSLR

**RISK:** Neighborhoods with high Social Vulnerability Factors at greater risk of severe impacts from lead poisoning

**PRIORITIZATION:** Low-hanging fruit? Those who can pay? Those most at risk?

**COST:** Private-side cost shares can delay or inhibit LSLR

**COMMUNITY ENGAGEMENT:** Engaging community leaders and residents as partners for LSLR

**WORKFORCE:** Quality jobs for local impacted communities
Lansing Board of Water & Light’s Lead Service Line Replacement Program

Angie Goodman
Water Quality Administrator
February 22, 2024
BWL Water System

About Us
- Established 1885 for fire & sanitary
- Lansing, MI
- Served over 200,000 water customers

Water Supply
- 100% Groundwater
- Saginaw Formation

Water Production
- Two water conditioning plants
- Rated 50 MGD

Water Distribution
- Over 800 miles of water main
- Over 7,000 hydrants & 9,500 valves
Our Lead Service Line Replacement Program

- In 2004, the BWL’s Board of Commissioners approved an accelerated Lead Service Line Replacement (LSLR) Program
- Initially worked with the City of Lansing’s Combined Sewer Overflow (CSO) project
- In 2014, re-launched the accelerated program
What made it possible?

- We own the entire service line
- We have an accurate inventory
- We have good customer relations

- December 2016
- First large utility in Michigan
- Second utility in the nation following Madison, WI
Prioritized Replacements

- Most sensitive population
- Homes with elevated test results
- Multiple services within a compact area
- Length of lead pipe

*Offered filters and replacement cartridges*
BWL Lead Communications Plan

- Bill stuffers
- Special brochures to schools, daycares, health offices
- BWL website
- Lead Hotline
- Meetings
  - Special focus
  - Neighborhood
- Local media
- Engaging Employees
Communications with our Customers

The BWL hosted several community open houses at various locations around the city.

8 Stations were at each location:

Station 1 – Information about lead service lines
Station 2 – Identifying lead service lines
Station 3 – Sources of lead
Station 4 – What the BWL is doing
Station 5 – How to protect yourself from lead
Station 6 – Where your water comes from

Additionally, there were two other stations. One staffed by the county health department, and one staffed by the state regulator.
Engaging the Customer

- Letter about service line material and reducing lead

- LSLR Notification
  - Letter explains the process
  - Included:
    - replacement tasks
    - the need for home access
    - BWL and customer responsibilities

- Meet with customer prior to or day of LSLR to explain the process, including follow-up. This helps the customer understand the details.

- After replacement, new line was flushed by crew and then final communication was provided.
<table>
<thead>
<tr>
<th>Keys to Success</th>
<th>Challenges</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Support of Top Management</td>
<td>• Customer Cooperation... both a key to success and challenge</td>
</tr>
<tr>
<td>• Dedicated Work Groups</td>
<td>• Scheduling Crews and Outside Contractors</td>
</tr>
<tr>
<td>• Well Trained Employees</td>
<td>• Good staking, yard restoration, non-standard installations</td>
</tr>
<tr>
<td>• Organization</td>
<td></td>
</tr>
<tr>
<td>• Having the Right Equipment</td>
<td></td>
</tr>
<tr>
<td>• LSLR Pulling System</td>
<td></td>
</tr>
<tr>
<td>• Customer Cooperation</td>
<td></td>
</tr>
</tbody>
</table>
Challenges

- Illegal Activities

- Customer Premises Problems
Budget

APPROXIMATELY $44.5 MILLION

COMPLETED AS A CAPITAL PROJECT

RATE PAYERS SHARE IN THE COST
BWL "Got the Lead Out"

- In 2016, the last known active lead service line was removed from homes and businesses.
- We use a corrosion control additive to reduce potential exposure from plumbing materials in your home. To check success, we conduct testing every three years at homes in our service territory.
- While the BWL has taken measures to reduce exposure to lead, here are simple tips on how you can reduce your exposure as well.

You Can Get the Lead Out Too!

- **Flush Your Pipes Before Drinking**
  If your water hasn’t been used for more than six hours, run the tap water until it feels cold.
- **Only Use Cold Tap Water**
  For drinking, cooking and making baby formula, hot water is more likely to contain lead.
- **Clean Faucet Aerators**
  Remove the aerators (screens) and clean them at least every six months.
- **Check and Replace Your Plumbing Fixtures If Necessary**
  Older faucets, fittings, and valves sold before 2014 may contain up to 8 percent lead, even if marked “lead-free.”

Visit michigan.gov/mileadsafe for more tips on how to reduce lead exposure.

For questions about BWL water contact the BWL’s Water Quality Administrator at water@bwl.com or 517-702-7059.
Thank you!

Angie Goodman: 517-702-7059
Angie.Goodman@lbwl.com
RICHARD DIAZ
WATER INFRASTRUCTURE ORGANIZER
BLUEGREEN ALLIANCE
All Eyes on Lead: How to Create an Equitable and Efficient LSL Program
The BIL invests $55 billion in our water systems—the largest federal investment ever.

$15M in LSLR

ASCE grades:

- The nation’s wastewater - D+

  The nations drinking water infrastructure - C-

- Estimates suggest aggressive action to remedy our ailing water systems could save $1.7 billion
Success and Challenges

DWSRF/LSL Replacement - $15B
Drinking Water State Revolving Fund funding, with eligible projects limited to LSL replacement.

49% of funds shall be used as principal forgiveness, 51% loans.

Success

- Some state are adjusting DAC definition
- Somes states are beginning to invest in LSLR to supplement fed $
BIL funding year 1 to year 2 changes:

- Utilities are beginning to apply for money from SRF specifically for LSL, and not as a tag long to watermain replacements

- Cities are creating equity or prioritization plans

Equity Plans

Detroit will prioritize homes that:
- have a density of housing built in 1945 or earlier
- significant amount of children and seniors in the area
- are in low-income Census tracts.

Milwaukee will prioritize lead service line replacements based on three factors, each given a different weight in the decision-making:
- 70% weight: Area deprivation index, which ranks neighborhoods by "disadvantaged status,"
- 25% weight: Incidents of children under 6 years old with elevated levels of lead in their blood.
- 5% weight: The density of lead service lines.

Cleveland targets:
- Communities most impacted by lead
- where water mains and streets are in worst conditions
- Indication of small children
- Customer identifies lead on private side
Workforce Development

- SRF dollars can be used to help build utility capacity needed for accelerated replacement

- Local hire ordinances can play a big role in making sure equity is included in workforce development efforts

- I.e., Milwaukee RPP program, Detroit EO, and Chicago local hire ordinance

- Bonafide registered apprenticeships are needed to make sure workers are given adequate training and market wages
“We don't train and pray!”

- In order for workforce development to be prioritized the LSL program must be funded.

- Contractor capacity plays a big role in securing jobs for workers trained and for replacing LSLR.

- Detroit has taken a number of steps to build contractor capacity:
  - Hiring opportunity and inclusion officer
  - Putting out different size bids (not one size fits all)
  - Adjusting payment schedules
Lessons from Newark

How did Newark replace 23K LSL in 3 years?

- Secure funding via feds, state, county, and city
- Make program mandatory
- Make program free

- Different size bids to spur competition
- Partnership between Mayor Baraka and Local Unions to create apprenticeship training program that trained residents from disadvantaged areas that were either unemployed or underemployed.
STEPHEN WALDVOGEL
PRINCIPAL ENGINEER
GHD

BHAVIN BHAYANI
SENIOR DATA SCIENTIST
GHD
MODERATED PANEL Q&A
THANKS FOR JOINING US!

WEBINAR/PROGRAM QUESTIONS
Bridget Brown
Chief Operations and Programs Officer
Email: Bridget.Brown@glslcities.org

MAYORS COMMISSION ON WATER EQUITY
Travis Wheeler
Chief Policy Officer
Email: twheeler@glslcities.org
Cities Initiative 2024 Annual Conference

May 15 - 17

Montréal, Canada

Network with peers around building your local sustainable freshwater economy.

Members receive a discounted member rate $600 USD
*ask us about deals for bringing multiple people

Register at tinyurl.com/prta9yua