

# **LCRR: Communicating about Construction, Disruptions and Disturbances**





**Plannned water line replacements**



**Unplannned water line repairs**



**Disturbances**



**Customer initiated replacements**

**Outreach: LSL Replacements**



**Trigger Level Exceedance**  
(>10,000 served)  
**Goal-based LSR replacements**

**Failure to meet  
replacement goal  
in 1st year**



**Must do one  
outreach activity  
(5 options)**



**More outreach  
required each  
successive year fail  
to meet goal  
(1 of 5 plus 2 of 4)**

# Trigger Level Exceedance Outreach

(within 1st year after failing to meet goal)

**Pick one from the list:**

- **Send Certified Mailing**  
to all customers with lead and GRR service lines
- **Participate in a community event**
- **Conduct Town Hall meeting**
- **Contact by phone, text, email or door hanger**
- **Other method approved by state**



# Trigger Level Exceedance Outreach

(2nd year fail to meet goal)

## One from previous list plus two from following list:

- Conduct outreach via newspaper, television or radio.
- Visit targeted customers to discuss the lead service line replacement program and opportunities for replacement.
- Conduct social media campaign
- Mail information about lead in drinking water including health effects, sources of lead, and the importance of using lead free plumbing materials to organizations representing plumbers and contractors



# Action Level Exceedance

```
graph LR; A[Public notice within 24-hours (Tier 1 Violation)] --> B[Must deliver materials to all bill paying customers]; B --> C[Offer free tap sampling to all customers];
```

**Public notice  
within 24-hours  
(Tier 1 Violation)**

**Must deliver  
materials to all  
bill paying  
customers**

**Offer free tap  
sampling to all  
customers**

**Mandatory replacement of 3%  
percent of full LSL annually**

# Considerations

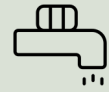


**How will you budget for the outreach?**

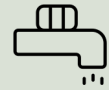


**Handle in house or contract out?**





Notification to property owners and people at location at least 45 days before planned work will result in LSL replacement;



Must offer to replace private portion, but not required to pay for it

**Planned**

**LSL Replacements - Partial**





Notification to customers **before** SL placed back in service:



May experience a temporary increase of lead levels in their drinking water due to the replacement



Required language on health effects of lead



Actions to minimize exposure to lead in drinking water



Procedure for flushing



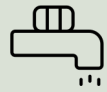
Pitcher filter or POU device with six months of filters



Offer of follow-up tap sample 3 to 6 months after SL replacement

# Planned

# LSL Replacements - Partial or Full



Notification to customers **before** SL placed back in service:



May experience a temporary increase of lead levels in their drinking water due to the replacement



Required language on health effects of lead



Actions to minimize exposure to lead in drinking water



Pitcher filter or POU device with six months of filters

## Planned

## Emergency Replacements - Partial



Procedure for flushing



When notified customer portion is being replaced and simultaneous replacement cannot be conducted or **when find out it was replaced within previous six months:**



Notification to customers **before** SL placed back in service:



May experience a temporary increase of lead levels in their drinking water due to the replacement



Required language on health effects of lead



Actions to minimize exposure to lead in drinking water



Procedure for flushing



Pitcher filter or POU device with six months of filters

Customer  
Initiated

LSL Replacements



When notified or learn of customer replacement that **happened more than six months in the past:**



not required to complete the lead service line replacement of the system-owned portion



system-owned portion must still be included in the calculation of a lead service line replacement rate

Customer  
Initiated

LSL Replacements

# Considerations



**How will you budget for the outreach?**



**Handle in house or contract out?**



**Where will you store the pitchers and filters or POU devices?**



**Who will distribute the pitchers and replacement filters?**



**Will in-**



# Disturbances

## Minor

### **Shut off or bypass**

*(operating a valve on a service line or meter setter, and without conducting a partial or full lead service line replacement)*



## Significant

- Full or partial LSL
- Replacing:
  - an inline water meter
  - water meter setter
  - gooseneck
  - pigtail
  - connector

# Disturbances Outreach

## Minor

- Customer notification
- Flushing



## Significant

- Customer notification
- Flushing
- Pitcher filters or POU devices

# Considerations



**How will field staff know if there is an LSL at the location?**



**How will you track follow up sampling?**



**How will you document that you did what is required?**












**Will your construction contractor or in-house staff provide the information to customers?**



**How will you document that you did what is required?**



# Required content for printed materials

-  **Info about lead in drinking water**
-  **Health effects of lead**
-  Sources of lead
-  Steps to reduce exposure to lead in drinking water
-  Why there are elevated and what doing to reduce
-  **Contact phone number and website for more info**
-  Info on lead service lines
-  Tell how to get water tested
-  Discuss lead in plumbing components; difference between low lead and lead free

*All written materials **must** be submitted to TCEQ prior to delivery.  
TCEQ **may** require the water system to obtain approval of the content prior to delivery.*

# Collaborate

## Within Utility

Meter Services  
Field Operations  
Customer Service  
Public Engagement  
Capital Delivery  
Water IT  
Laboratory

## Other City Departments

Code Compliance  
Consumer Health  
Neighborhood Services  
Development  
Transportation/  
Public Works

## State Agencies

TCEQ  
  
TEA  
  
TDSHS

## Local

County Health Departments  
  
Schools  
(ISDs, parochial, private, charter)  
  
Licensed child care

## Other

Plumbers  
Realtors  
Social Service Organizations  
Builders and Developers  
Equity Issues



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**Thank You**