Construction and Communication for Lead Service Line Replacements

By Maureen Schmelling
DC Water
Presentation Outline

• Construction Activities

• Outreach

• Emergency Repair
Service Line Sections

Property Line Separates Private Side from Public Side

- Property Line
- Curb Stop
- Private Side
- Public Side
- Service Line Sections

- Water Main
- Water Meter
- Test Pits
- Property Line
- Curb Stop
- Service Line

Water is Life
Required Construction Activities

• Replace lead pipe in public space
  – Private space removal if the homeowner has signed agreement
    • Plumbing code may require master plumber
  – OSHA 1926.62 Occupational Health and Environmental Controls - Lead
    • Plan for handling and disposal of lead pipe

• Include galvanized iron pipe
Required Construction Activities

- Flush outside hose-bib for 60 minutes
  - Use jumper for meter to improve flush velocity
• Preconstruction Photos
  – Private property, yard space, trees, etc.
• Hand Deliver Customer Notifications
• Report field data
Outreach - Construction Information for All Replacements

- Working in yard
  - excavating pits (not trench)
- Relocate shrubbery and favorite plants
  - 5 feet from service line
- Full replacement will break through foundation
  - Contractors will need access into home
- Ensure outside hose-bib valve is open
Customer Notification #1 – Two Weeks Before Water Main Construction

Customer requests LSR information

DC Water mails packet with cost and contract agreement

Deliver booklet 2 weeks before construction
Customer Notification #1– Lead Pipe Replacement Shout-Out

ATTENTION RESIDENT:

OPPORTUNITY TO REMOVE LEAD PIPE ON YOUR PROPERTY.

DC Water will be improving system reliability and water quality by replacing the water main in your neighborhood. You can take advantage of this project to reduce the cost of replacing the lead water service pipe on your property.

WHY REPLACE LEAD PIPE ON YOUR PRIVATE PROPERTY?
Lead can be released when water comes in contact with pipes that contain lead. If present, elevated lead levels can cause serious health problems, especially for pregnant women and young children. Removing your lead pipe at the same time as DC Water’s main replacement project will likely be less expensive and may improve the resale value of your home.

HOW DOES IT WORK?
DC Water will replace the water main in the street and the public portion of your water service pipe at no cost to you. If you opt to pay for the pipe replacement on your property, the entire water service pipe will be replaced at the same time. This work will be performed by a DC Water contractor. If you want more information about lead pipe replacement on private property and a cost estimate, contact DC Water at (202) 354-3600 or email lead@dcwater.com. If you are not the property owner, please share this information with the owner and encourage them to contact DC Water.
Customer Notification #2
– Mailed During
Construction

Lead can be a significant risk to your health, especially for pregnant women and children under age six.

If you have a lead service pipe, during the upcoming construction project:

• DC Water will replace your lead service pipe in public space at no cost to you.

• You are encouraged to replace the portion of your lead service pipe on private property.

• DC Water offers a special rate to coordinate and replace your service pipe on public and private property at the same time.

• Replacing a service pipe on private property is the homeowner’s financial responsibility.

Get more info and a cost estimate to replace your lead service pipe on private property.
DC Water Customer Service:
202-354-3600 or lead@dcwater.com

dcwater.com/lead
• 48 Hour Shut Notice
  
  – Need to dig in the yard
  
  – Replacing pipe and need to flush from outside hose-bib
  
  – Confirmation of private side replacement
**IMPORTANT HEALTH NOTICE**

DC Water replaced your lead service pipe with copper pipe in:

- Public space and connected to a ___________ pipe on your private property.
- Public and private property.

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**FILTER YOUR TAP WATER FOR COOKING AND DRINKING FOR SIX MONTHS**

DC Water is providing you with a filter cartridge to remove lead. Please read the important health notice provided with your water filter.

**FLUSH YOUR TAPS**

Following a lead pipe replacement, a temporary decrease in water pressure will likely occur in your tap water. Lead levels in water may remain elevated for a few months after a lead pipe replacement.

We recommend you take the following steps:

- **Immediately flush your household pipes**
  - Flush all household faucets by opening each one (at the same time, working from the lowest level of your home to the highest level) until the water runs clear. When possible, flush each faucet in your home for approximately ten minutes. When flushing is complete, flush the aerators and aerator screen and flush the aerator back on the faucet. Repeat these steps for all household faucets. Do not open a hot water faucet until the system is completely flushed.

- **For 30 Days** — Each day, flush your plumbing by opening at least one cold water faucet for 10 minutes. After flushing, remove and clean faucet aerators.

If you are pregnant or have children under age six, you should use filtered tap water for drinking and cooking until all sources of lead in drinking water have been removed. This includes water used for making ice, beverages and infant formula.

(See reverse side for more information)
IMPORTANT HEALTH NOTICE

DC Water replaced your lead service pipe with copper pipe in:

☐ Public space and connected to a pipe on your private property.

☐ Public and private property.

FILTER YOUR TAP WATER FOR COOKING AND DRINKING FOR SIX MONTHS

DC Water is providing you with a filter certified for lead removal. Please read the important health information provided with your water filter.

FILTER YOUR TAP WATER FOR COOKING AND DRINKING FOR SIX MONTHS

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FLUSH YOUR TAP WATER SYSTEM:

Following a lead service pipe replacement, lead will likely occur in the first water. The lead will remain elevated in the water system for up to 24 hours.

We recommend you flush your system immediately.

Immediate Flushing:

Flush all households to prevent lead leaching from old pipe. Locate a cold water faucet at one at a time. For water to be flushed, turn off water to basement and flush separately.

Take a faucet, remove the aerator and fully turn on the cold water faucet at maximum flow for approximately ten minutes. When flushing is complete, turn off the faucet, clean the aerator screen and screw the aerator back on the faucet. Repeat these steps for all household faucets. Do not open a hot water faucet until the system is completely flushed.

For 30 Days:

Each day, flush your plumbing by opening at least one cold water faucet for 10 minutes. After flushing, remove and clean faucet aerators.

If you are pregnant or have children under age six, you should use filtered tap water for drinking and cooking until all sources of lead in drinking water have been removed. This includes water used for making ice, beverages and infant formula.

(see reverse side for more information)
## LSR Door Hanger (Cont.)

**IMPORTANT HEALTH**

- DC Water replaced your lead service pipe with copper. 
- Public space and connected to a pipe on your private property.
- Public and private property.

**FILTER YOUR TAP WATER FOR FILTERING AND DRINKING FOR SIX MONTHS**

DC Water is providing you with a filter certified by the Water Quality Association. Please read the important health information provided with your water filter.

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<tr>
<th>FILTER YOUR TAP WATER FOR FILTERING AND DRINKING FOR SIX MONTHS</th>
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**FLUSH YOUR TAPS**

Following a lead pipe replacement, a temporary increase in lead will likely occur in your tap water. Lead levels can potentially remain elevated for a few months after a lead pipe is replaced.

We recommend you take the following steps:

**Immediately flush your household plumbing**

Flush all household faucets by opening each cold water faucet one at a time, working from the lowest level (preferably the basement) to the highest level in your house. To flush each faucet, remove the aerator and fully turn on the cold water faucet at maximum flow for approximately ten minutes. When flushing is complete, turn off the faucet, clean the aerator screen and screw the aerator back on the faucet. Repeat these steps for all household faucets. Do not open a hot water faucet until the system is completely flushed.

For 30 Days – Each day, flush your plumbing by opening at least one cold water faucet for 10 minutes. After flushing, remove and clean faucet aerators.
DEALING WITH HOUSEHOLD PLUMBING ISSUES

If you experience household water quality or plumbing issues, please refer to the tips below. The homeowner is responsible for all plumbing on private property and in the home.

Discolored water – If older pipes are disturbed or sediment is dislodged during construction, you may experience discolored water. Run the cold water tap for 15 minutes from the outside hose faucet or the lowest point in your home. Removing and cleaning faucet aerators will assist in flushing the sediment from your plumbing.

- Household plumbing noise
- Low water pressure
Water Filter Kit

• Filter - NSF 53 Certified for Lead
  • Half Gallon Pitcher
  • Filter Cartridge Insert for 40 Gallons of treatment

• 5 Replacement Cartridges
• Instructions
• Automated Phone Call
Pour-Through Filter for Lead

- Dupont WFPTC100 series
  - Certified by WQA to meet NSF 53

- Zero Technologies
  - Comes with a TDS meter, need to instruct customers what this means
Field Communication by Utility Staff

Discuss with Homeowner Following Repair:

• Significant but temporary increase in lead in water
• Use filtered water for cooking and drinking
  • Young children and pregnant women – until all lead sources are removed
• In-house flushing instructions
• Remove and clean aerators
• Galvanized household plumbing and lead
Reporting

- Specify required field data
  - Existing pipe materials
  - Feet replaced
  - Meter and Shut-off locations

- Plan for timely electronic updates
Emergency Repairs

- Notify resident of pipe material
  - Private property replacement information

- Crews flush outside hose-bib
  - Flush every time before putting back in service (might have to replace a portion and come back due to time constraints)

- Provide flushing instructions

- Leave water filter
Questions

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