

The logo for the New London Lead Service Line Replacement Program. It features the words "NEW LONDON" in a large, bold, blue, sans-serif font. The letter "O" in "LONDON" is replaced by a blue water drop icon with a white outline. Below this, the words "LEAD SERVICE LINE" are written in a smaller, bold, blue, sans-serif font, followed by "Replacement Program" in a smaller, regular, blue, sans-serif font.

**NEW
LONDON**
LEAD SERVICE LINE
Replacement Program

Program Overview & Funding Needs

September 5, 2023

Presented to the New London City Council

Introductions

Barry Weiner

Chairman

Water and Water
Pollution Control
Authority



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Director of Public Utilities
City of New London



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Program Director
Arcadis

Agenda

- 1 Program Overview and Goals – EPA LCRR**
- 2 Construction Phasing and Schedule**
- 3 Funding and Cost**
- 4 Construction Process**
- 5 Outreach**
- 6 Next Steps**

EPA Lead and Copper Rule Revisions Requirements

CORROSION CONTROL

Maintain optimized corrosion control treatment (CCT). Study treatment options and implement further optimization if triggered.

PITCHER FILTERS

Provide additional protection of at-risk customers in response to lead sample results >5 ppb or major service line disturbances.

TIER 1 SAMPLING

Register and routinely monitor LSL Tier 1 sample sites, monitor WQ parameters CCT, certify customer notifications and 90P calculations for compliance determination.

SCHOOLS & DAYCARES

Monitor 20% of all elementary schools and registered childcare facilities each year, coordinate with facilities on sampling plans.



OUTREACH & EDUCATION

SERVICE LINE (SL) INVENTORY

Manage internal and public-facing GIS records and tools, publish yearly inventory updates, and support program areas with mapping and spatial analyses.

SL IDENTIFICATION

Reduce the total number of both city and customer unknowns through routine field work, inspections, and capital projects.

SL INVESTIGATION

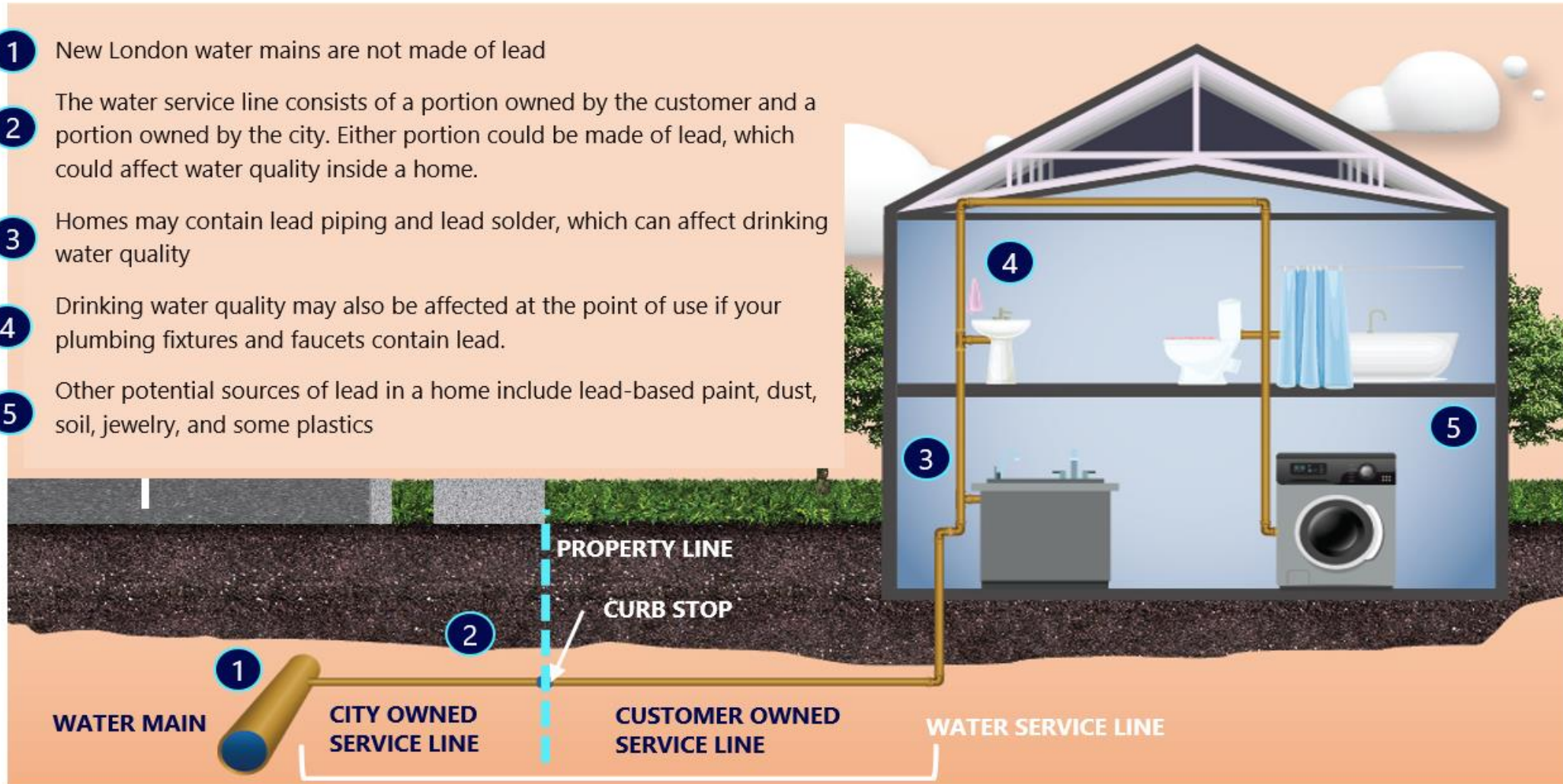
Find & Fix field investigations of service line materials to identify and remove potential sources of lead. Triggered by sample results.

SL REPLACEMENT

Prioritize and carry out the replacement of private lead and galvanized service lines to reduce lead risks to our customers.

What Is A Service Line?

- 1 New London water mains are not made of lead
- 2 The water service line consists of a portion owned by the customer and a portion owned by the city. Either portion could be made of lead, which could affect water quality inside a home.
- 3 Homes may contain lead piping and lead solder, which can affect drinking water quality
- 4 Drinking water quality may also be affected at the point of use if your plumbing fixtures and faucets contain lead.
- 5 Other potential sources of lead in a home include lead-based paint, dust, soil, jewelry, and some plastics



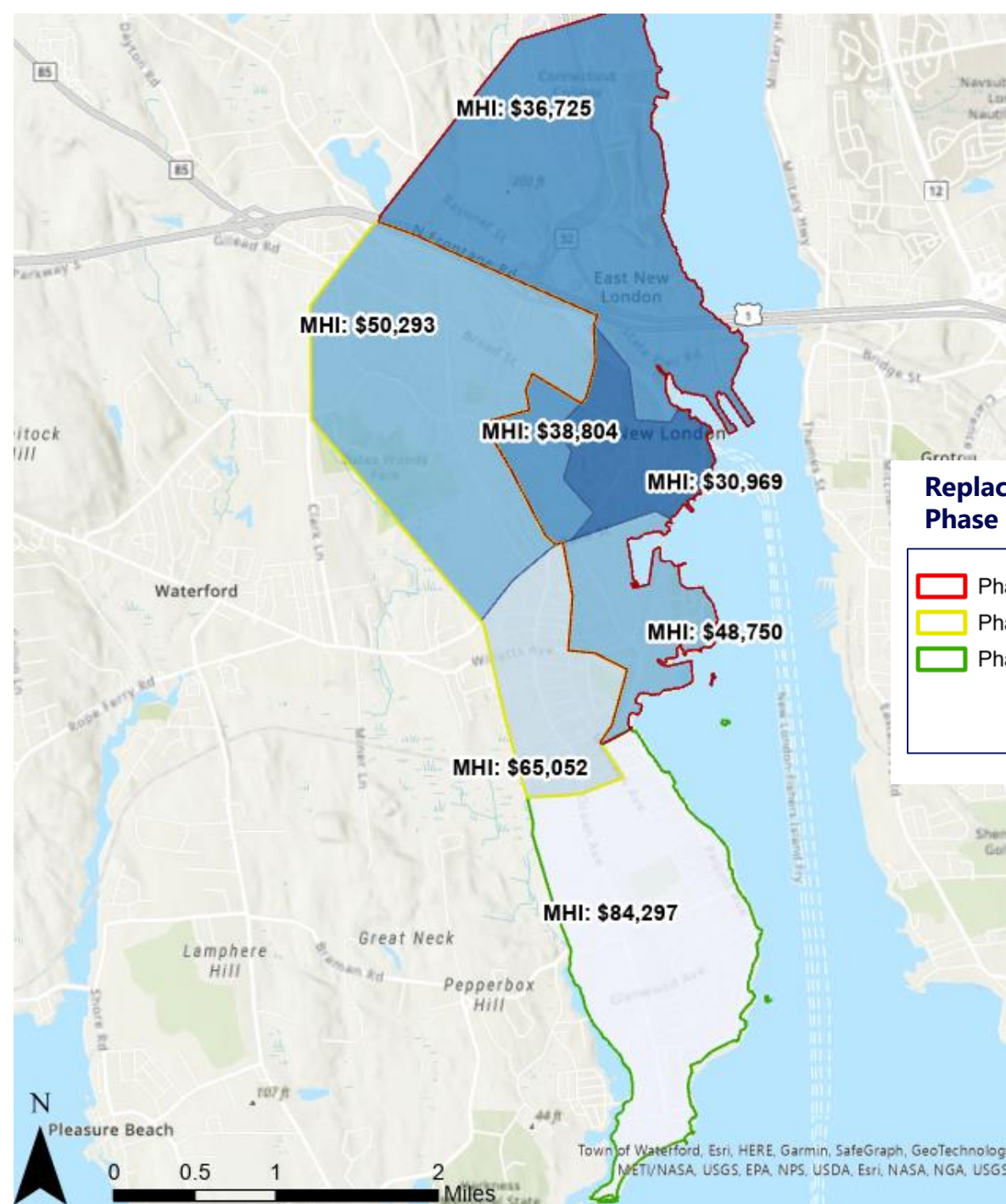
What are we doing? Why is this important?

- New London is implementing a comprehensive **Lead Service Line Replacement (LSLR) Program.**
- The Program includes:
 - **Updating the City's current inventory of lead service lines**
 - **Replacement of lead drinking water service lines with new copper lines.**
 - **Public Education & Outreach**
- New London has maintained compliance with established lead and copper action levels in its water system providing high quality drinking water to its customers; however, lead service lines present in the system can pose a risk and as such, the City is proactively advancing a program around lead service line education, inventory, and replacement. **We are ready to begin replacing known lead service lines.**
- The City of New London is committed to providing a safe source of drinking water to its residents and works hard to keep that commitment. Because property owners in New London own their water service lines from the curbstop into the house, there is a shared responsibility to manage lead exposure.

Program Schedule

Map of phasing with Median Household Income by Census Tract

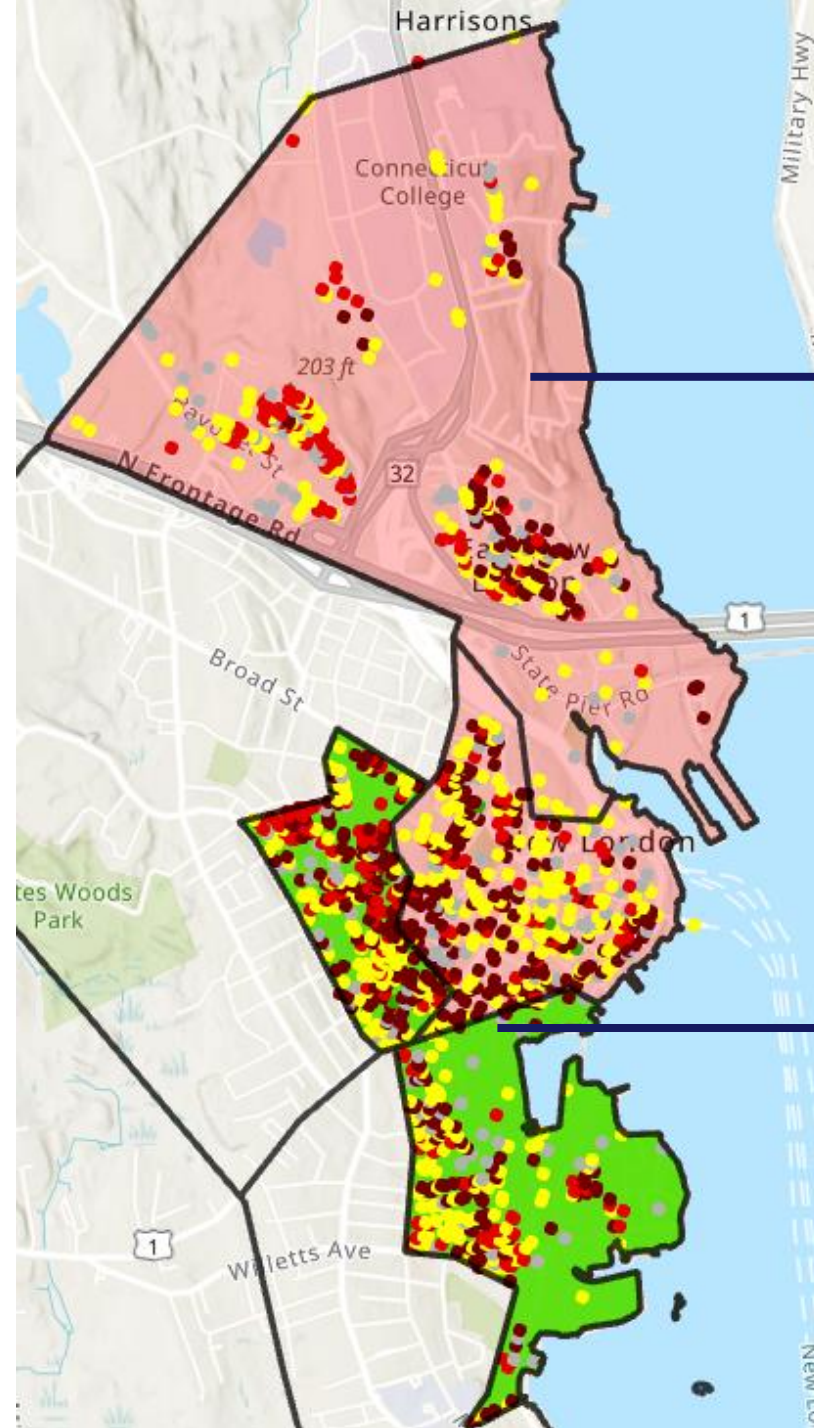
Income data is from the 2021 American Community Survey (5-Year Estimate)



Replacement Phase		MHI by Census Tract	
	Phase 1		< \$30,969
	Phase 2		\$30,969 - \$38,804
	Phase 3		\$38,804 - \$50,293
			\$50,293 - \$65,052
			\$65,052 - \$84,297

Phase 1 Details

*Lead Service Line
replacement
locations by material
type*



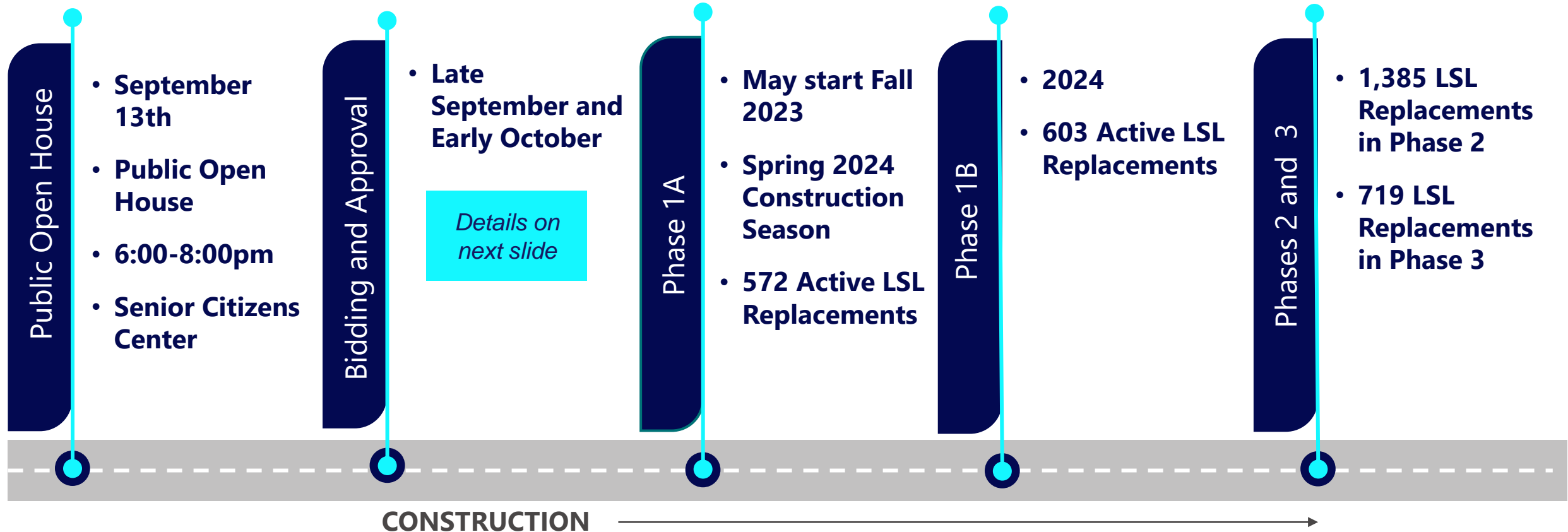
Phase 1B

Service Line Replacements

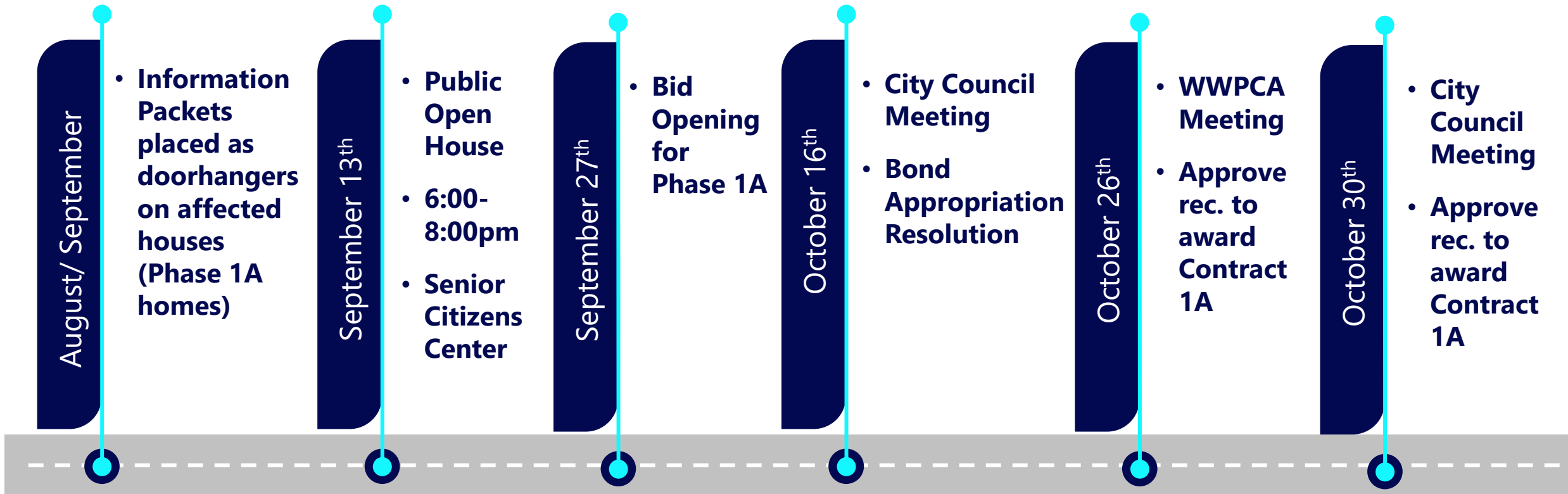
- Lead
- High Likelihood
- Medium Likelihood
- Galvanized
- Lead Status Unknown

Phase 1A

Program Schedule Overview



Looking Ahead: The Next 3 Months



Funding and Cost

Phase	Estimated Number of Replacements	Total Cost	Subsidy Requested (75%)	Cost to City*
1	1,175	\$11,341,500	\$8,506,125	\$2,835,375
1A	572	\$6,286,245	\$4,714,684	\$1,571,561
1B	603	\$5,055,255	\$3,791,441	\$1,263,814
2	1,385	\$13,361,250	\$10,020,938	\$3,340,312
3	719	\$6,938,350	\$5,203,763	\$1,734,587
Grand Total		\$31,641,100	\$23,730,826	\$7,910,274

**Engineer's estimate - bid (opening Sept 2023) will determine actual price*

What does replacement entail?

"Pulling Pit" at Property Line Used to Pull Out Old Service and Place New Copper Line

This is our preferred option but may vary on a case-by-case basis.

This approach removes or displaces existing pipe while simultaneously replacing it with a new pipe, minimizing disturbance by using the existing pipe's route.



Least disturbance to private property

Most cost-effective method

What should customers expect?

Water Service Shutoff

We recommend customers collect a supply of water in advance for drinking and cooking purposes.

Digging Outside

The contractor will be digging at the curb stop.

In-home Construction

Where the service line comes into the home.

Flushing New Service Line

Customers complete the high velocity flushing protocol immediately.

Restoring the Area

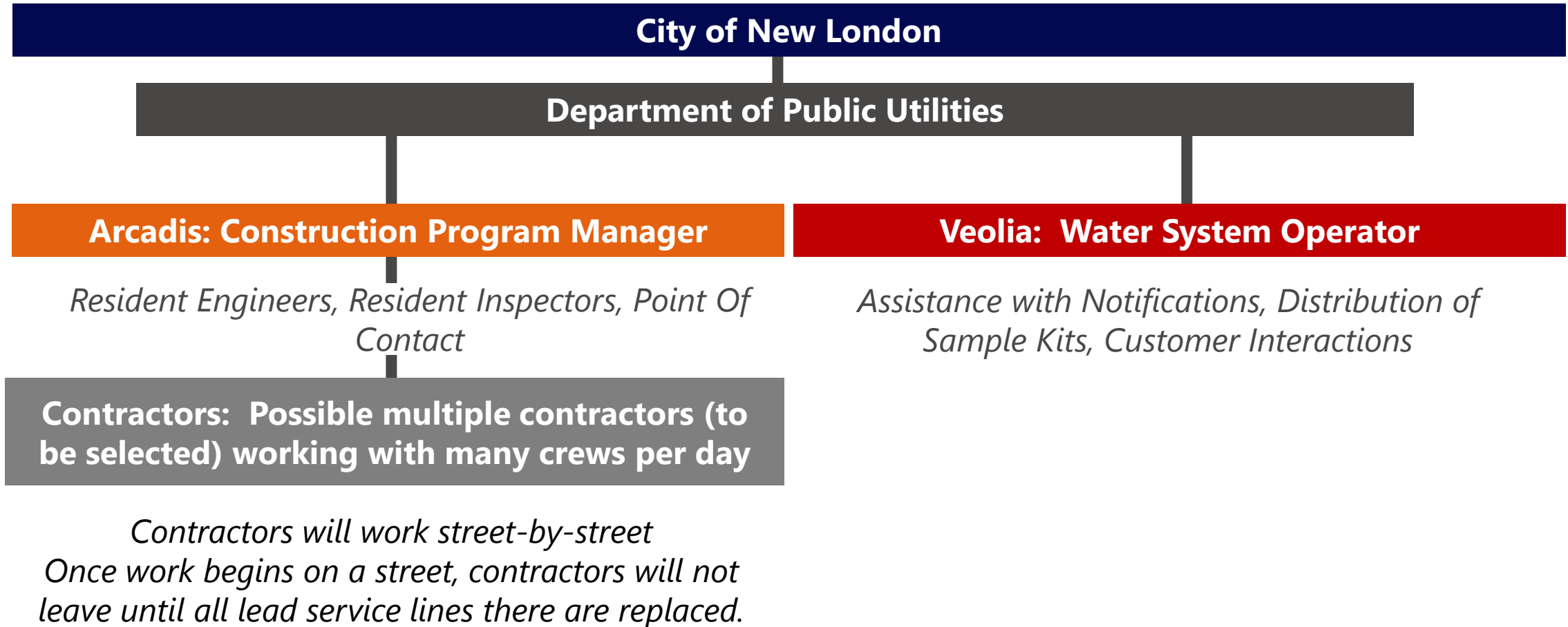
The contractor will restore any disturbed grass and/or concrete areas near the curb stop.



Reminders:

- **The homeowner or designee must be at the property for the pre-construction video.**
- **Your water will be shut off during the replacement work.** You will be notified when your water service is turned back on.

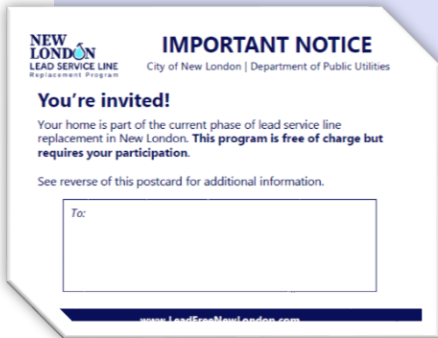
Roles and Responsibilities for Construction



Anticipated Pre-construction Outreach Activities

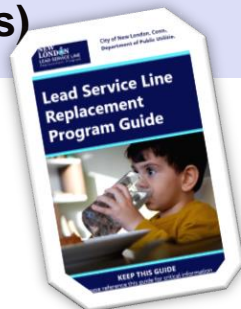
LSLR Notifications

- **Postcard** - inform customer of selection for LSL Replacement & invite them to participate in program



Doorhanger Packet

- **Agreement Forms**
- **Homeowner's Guide to Managing Lead**
- **Program Booklet**
- **Public Meeting Flyer**
- **Frequently Asked Questions sheet (FAQs)**



Public Open House #3

- Targeted Open House outreach - **Flyers & Announcements** to customers / areas within this phase of replacement

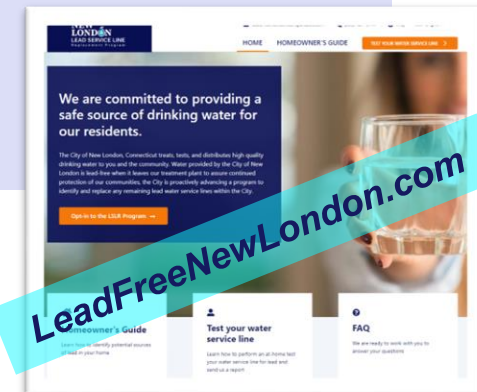


Onsite Pre-work Inspection

- **Final on-site verification** of SL material (recorded)
- **Pre-construction video** of existing conditions.
- **Pitcher filter with 6 months of cartridges** provided to residents with instructions. Track distribution.

Program Website

- Our robust, **custom program** website is the hub of customer outreach.
- Provides a variety of materials and opportunities to learn more and opt-in.



Resources Available

Customers can use these resources for more information:

- **Program Hotline:**
Phone: (203) 427-8144
Email: LeadFreeNewLondon@arcadis.com
- **City of New London website** with more information and helpful tips on lead in drinking water:
www.LeadFreeNewLondon.com
- **Connecticut Department of Public Health** information on lead: <https://portal.ct.gov/DPH/Drinking-Water/DWS/Lead-and-Copper-Rule>
- Resources to understand and reduce lead exposure from the **United States Environmental Protection Agency:**
 - epa.gov/lead
 - epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead
- **National Lead Hotline:** Contact the National Lead Information Center's hotline at 1 (800) 424-LEAD [5323]

Open Discussion

Barry Weiner

Chairman

Water and Water Pollution
Control Authority

Joseph Lanzafame, PE

Director of Public Utilities

City of New London

Jennifer Kelly Lachmayr, PE, BCEE

Program Director

Arcadis



City of New London Program Hotline:

(203) 427-8144 or

LeadFreeNewLondon@arcadis.com

LeadFreeNewLondon.com

OPTING IN: Review of Acceptance Forms



Sign and submit agreement form



Opt-in to **get in the queue for replacement**



Notification 45 days in advance of scheduled replacement




Replacement is **Free of Cost** (*pending funding availability*)



If you are scheduled for Phase 2 or Phase 3, we recommend signing acceptance form now for priority replacement



If you wish to replace your service line on your own, please call (203) 427-8144 .



City of New London
 Department of Public Utilities
 15 Masonic Street • New London, CT 06320 • Phone (860) 447-5221
 Fax (860) 447-5297

Joseph Lanzafame, PE -- Director of Public Utilities

CUSTOMER AGREEMENT FORM – OPT IN

Customer elects for The City to replace Customer's water service line: YES

The undersigned customer(s), whose name(s) appear in the signature block at the bottom of this page (the "Customer") grants to The City of New London ("The City") and to its approved contractors and/or subcontractors a license to enter upon Customer's property at the address shown below ("Property") for the purpose of connecting Customer's residence to a City water main at the front of the Property, at no cost to Customer.

PROPERTY ADDRESS: _____ City _____ State _____ Zip _____

Customer represents that Customer is/are the sole owner(s) of the Property at the address shown above and has/have sole authority to agree to this License.

The City's approved contractors and/or subcontractors will install a new service line from the curb stop to the City's meter or valve installation ("Installation") at Customer's front Property line. The City will determine the location of the Installation. The new Installation will be owned and maintained by the Customer.

Upon completion of the work necessary to place the new connection, The City's approved contractors and/or subcontractors will restore Customer's Property as nearly as practicable to its former condition. City warrants the workmanship of its installation of the Customer service line for a period of 12 months following the date signed and set forth below by the Customer, with The City's liability limited to the cost of repairing or replacing the Customer service line.

IN CONSIDERATION FOR PERFORMING THE WORK TO INSTALL THE CUSTOMER SERVICE LINE AT CITY'S COST AND THE CITY'S AGREEMENT TO PROVIDE A 12-MONTH LIMITED WORKMANSHIP WARRANTY, CUSTOMER AGREES TO INDEMNIFY, RELEASE AND HOLD HARMLESS CITY AND ITS AFFILIATES AND AGENTS FROM AND AGAINST ALL CLAIMS, LIABILITY AND COSTS ("CLAIMS") RESULTING FROM ACTS AND OMISSIONS OF THE CITY AND/ OR ITS APPROVED SUBCONTRACTORS IN INSTALLING THE CUSTOMER SERVICE LINE.

CUSTOMER:

Signature _____

Print Name _____

Phone Number _____

Email (if applicable) _____

Date _____

To be completed by The City of New London:

Parcel ID _____

If returning agreement by mail or drop off, please mail or drop off to:

The City of New London
 ATTN: Marianna McGuirk
 15 Masonic Street
 New London, CT 06320