



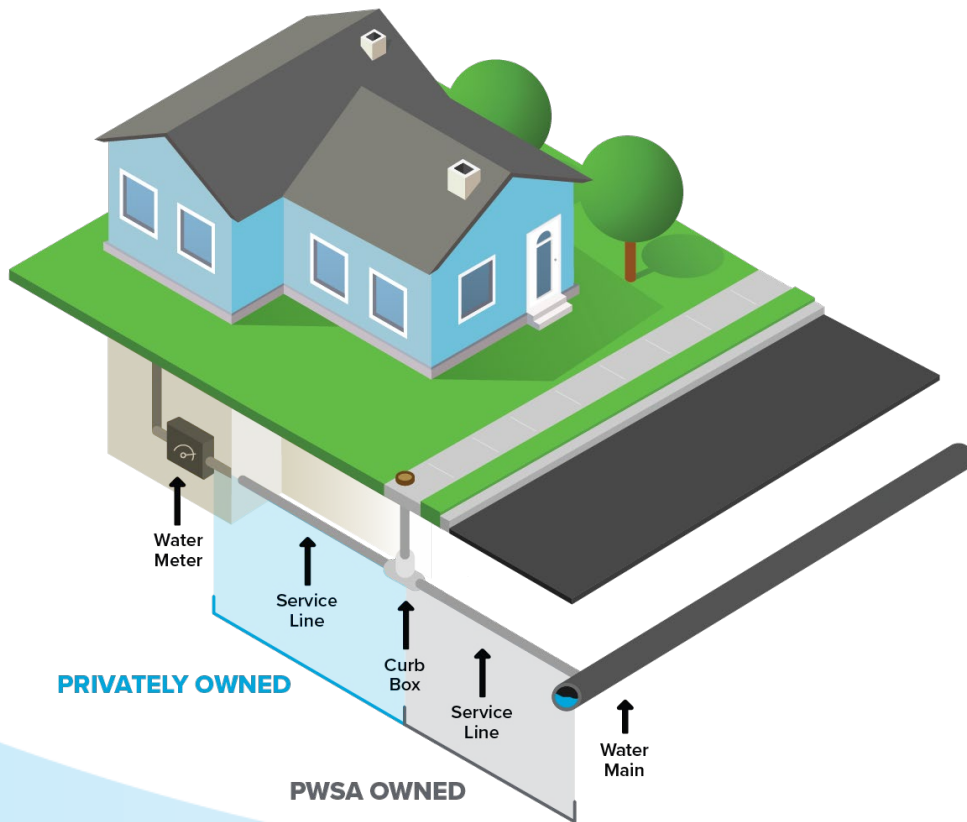
COMMUNITY LEAD RESPONSE

Lead in Drinking Water

Oakland Planning and Development Corporation

November 7, 2019

WATER SYSTEM SCHEMATIC



- > Service line has joint ownership, both PWSA and the customer;
- > Each side of the service line can be different materials, typically lead, galvanized iron, copper or PEX (plastic);

LEAD SERVICE LINE REPLACEMENTS

- **Started in 2016;**
- **Initial program just replaced the public side;**
- **Post-construction sampling indicated temporary lead increase since the private side lead pipes remained;**
- **State law changed in late 2017 to allow PWSA to also replace the private side;**
- **Starting in 2018, PWSA has been doing full service line replacements where homeowners give permission.**

PWSA POLICY

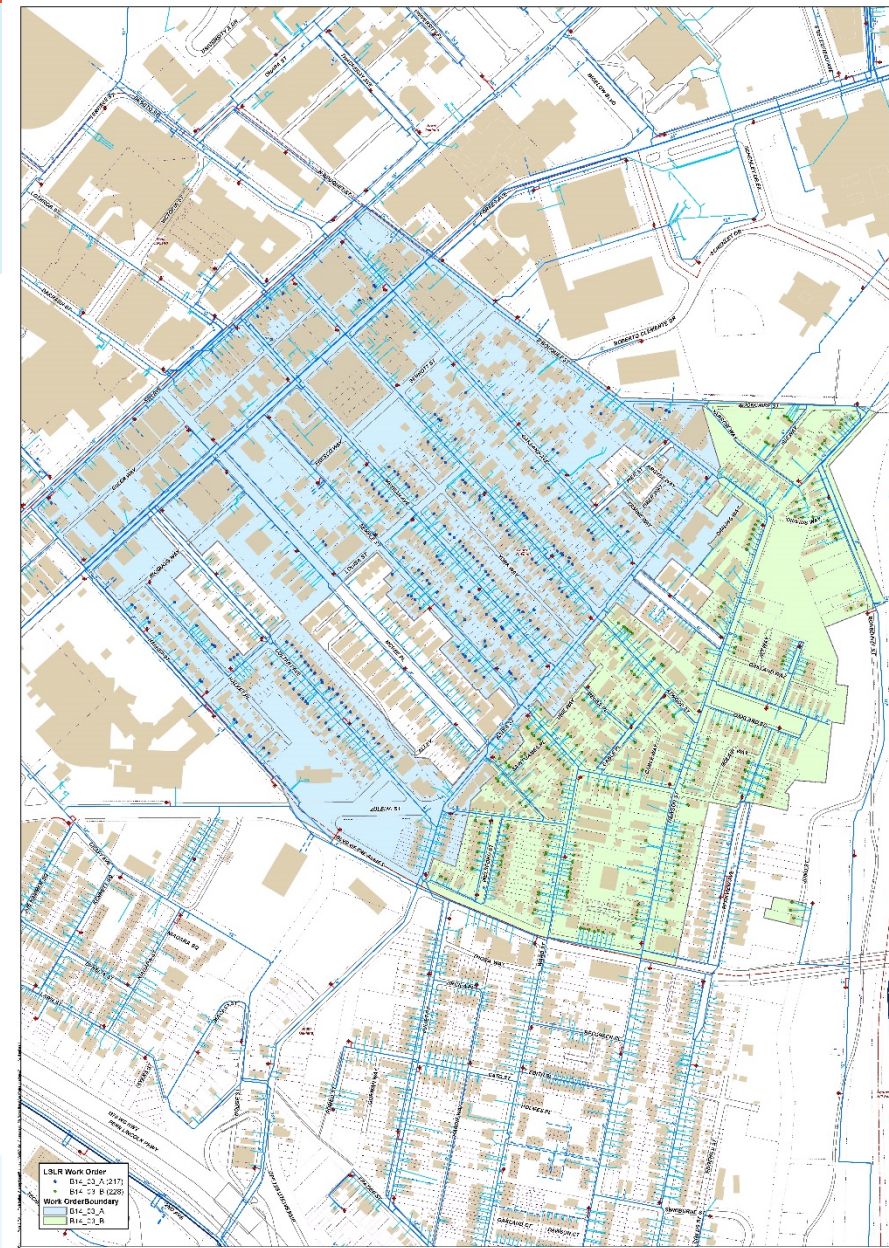
- **If PWSA replaces the public side of a service line, we will offer to replace the private side at no cost (prevent partial replacements);**
- **Homeowner needs to sign agreement allowing work to proceed – if you are in an area scheduled for replacement you will receive an agreement package from PWSA;**
- **Homeowner responsible for any restoration or work to allow interior access to service line.**

PRIVATE PROPERTY RESTORATION POLICY

- **Contractors incentivized to use least disruptive methods;**
- **Homeowner or their rep must be present during replacement;**
- **PWSA will backfill, but not restore;**
- **Stairs, retaining walls, decorative landscaping could be disrupted;**
- **Owners can opt out of replacement due to potential disruption;**
- **Over 98% of replacements are using less disruptive trenchless methods**

CENTRAL OAKLAND

- Shaded areas are part of the 2019 LSLR Program neighborhood replacement;
- Non-shaded areas within the boundary will be a future water main replacement;
- Work will start around the end of 2019.



CUSTOMER COMMUNICATIONS

- **45-day notice letter: Property access agreement, must be **signed** by owner and **returned** to PWSA to start process!**
- **Robocalls;**
- **Door hangers;**
- **In-person coordination appointment;**
- **Lead Help Desk.**

LEAD FINANCIAL ASSISTANCE PROGRAMS

- PWSA customers at or below 250% federal poverty level eligible for CEP;
- Dollar Energy Fund serves as mandatory third-party administrator;
- Contractors will replace private and public lead lines.

For information, please call 866-762-2348

Or visit www.dollarenergy.org



OTHER RESOURCES

- Customer-Request Water Testing;
- Coupons for discount water filters;
- Informational videos on PWSA Website lead.pgh2o.com;
- Service Line Map where you can look up your address:

ArcGIS ▾ PWSA Lead Service Line Map

Details | Basemap |

About | Content | Legend

Legend

Water Service Line Material Public/Private

- Lead / Lead
- Lead / Non-Lead
- Lead / Galvanized Iron
- Lead / No Data
- Galvanized Iron / Galvanized Iron
- Galvanized Iron / Non-Lead
- Galvanized Iron / No Data
- Non-Lead / Lead
- Non-Lead / Non-Lead
- Non-Lead / Galvanized Iron
- Non-Lead / No Data
- No Data / Lead
- No Data / Non-Lead
- No Data / Galvanized Iron
- No Data / No Data

2019 Lead Service Line Replacement Areas

- Active Work Zone
- Planned Future Work
- Completed Replacements

2018 Lead Service Line Replacement Areas

- Completed Replacements

Pittsburgh City Boundary

-

Trust Center | Legal | Contact Esri | Report Abuse



LEAD HELP DESK INFORMATION



Pittsburgh
Water & Sewer
Authority

PWSA Lead Help Desk
LeadHelp@pgh2o.com
T 412.255.8987

Penn Liberty Plaza 1
1200 Penn Avenue
Pittsburgh, PA 15222



Pittsburgh
Water & Sewer
Authority

COMMUNITY LEAD RESPONSE