

Lead Service Line Replacement Grant (LSLR) Program



DEPARTMENT OF
**PUBLIC
UTILITIES**



An aerial photograph of a city skyline, likely Pittsburgh, featuring a river, industrial structures, and modern buildings. The text is overlaid on the image.

The purpose of the Lead Service Line Replacement (LSLR) Program

Who is eligible

How the LSLR Program works





HOW DID WE GET HERE?



Timeline and Purpose



In 1986
Safe
Drinking
Water Act
Lead Ban

In 1992
Targeted
monitoring
of specific
locations

LSLR Program Purpose:

To help offset the cost of lead service line replacements for property owners and remove sources of lead from the City's Water Distribution System.

Timeline and Purpose





How would I know if I may have a lead or galvanized piping?



Identifying Lead Pipe

Bulb-looking section near connection



Identifying a Lead Service Line:

- Lead piping is soft, dull, and silvery gray in color.
- A magnet will not stick to a lead pipe.
- There is a bulb-looking section near connections.
- If unsure, perform a Scrape Test.



Scrape Test Procedure:

1. Grab a coin, like a penny.
2. Scratch the pipe with a coin. If the scraped area is shiny silver and flakes off, it is **lead**.

Identifying Galvanized Pipe



Identifying a Galvanized Service Line:

- Galvanized piping is **rigid**, dull, and silvery gray in color.
- A magnet **will** stick to a galvanized pipe.
- If unsure, perform a Magnet Test.



Magnet Test Procedure:

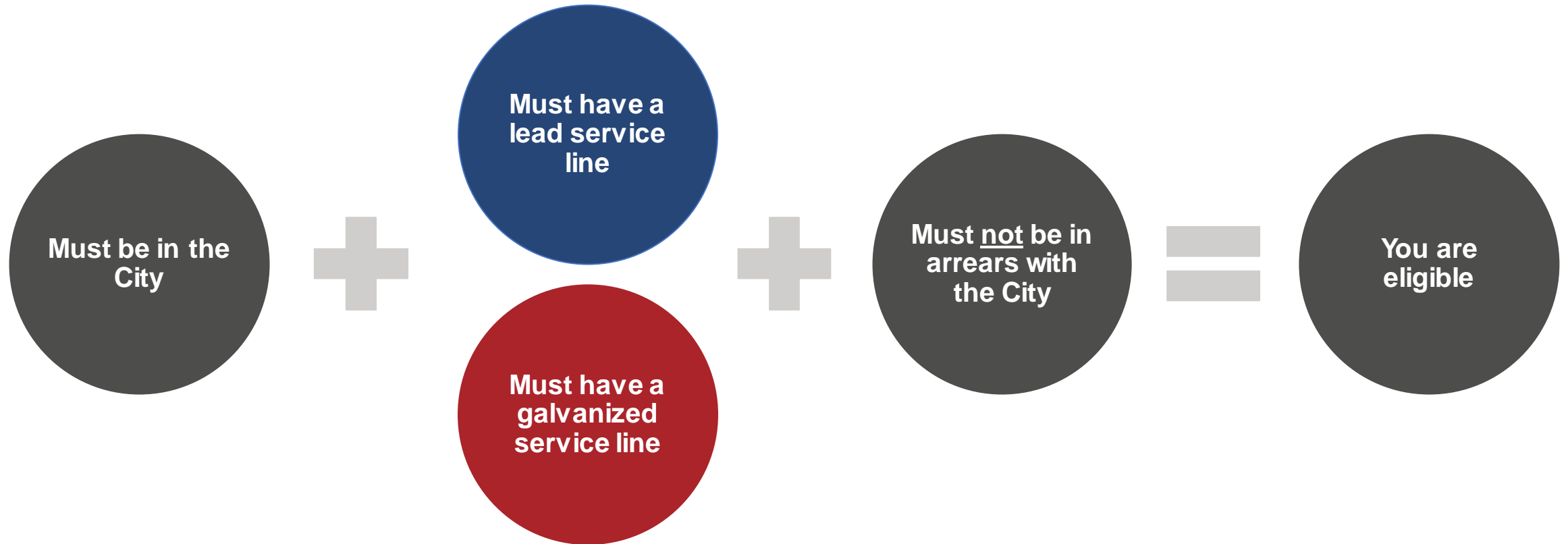
1. Grab a strong magnet.
2. Place the magnet on the pipe, if its sticks, it's **galvanized**.

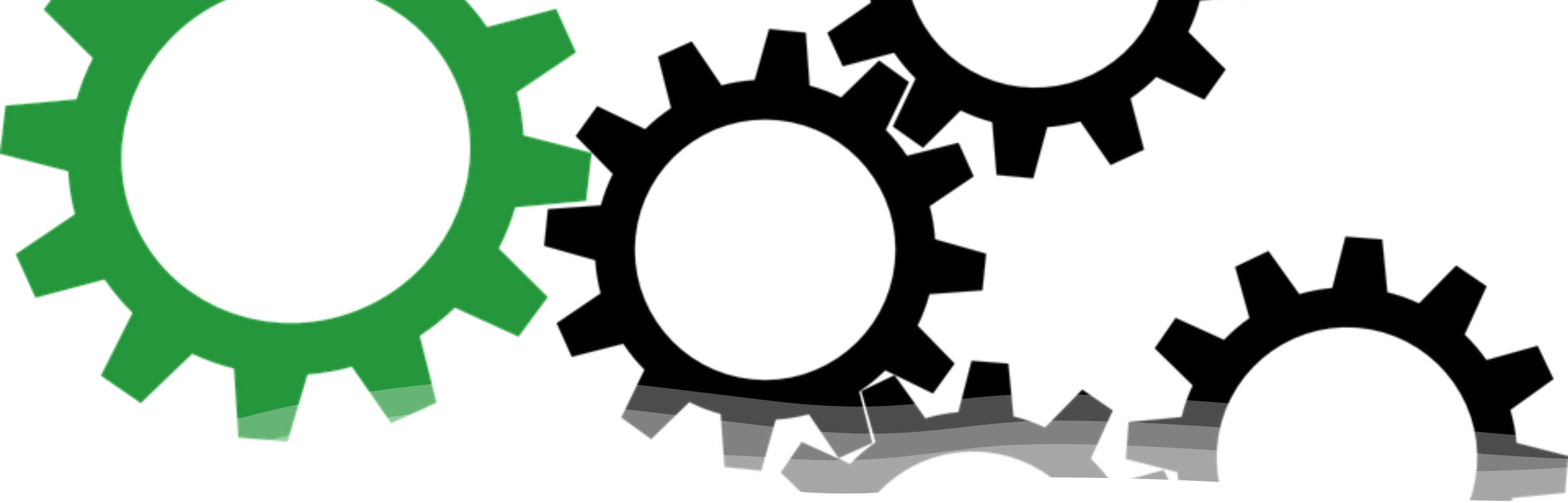


WHO QUALIFIES FOR THE LSLR PROGRAM?



Eligibility



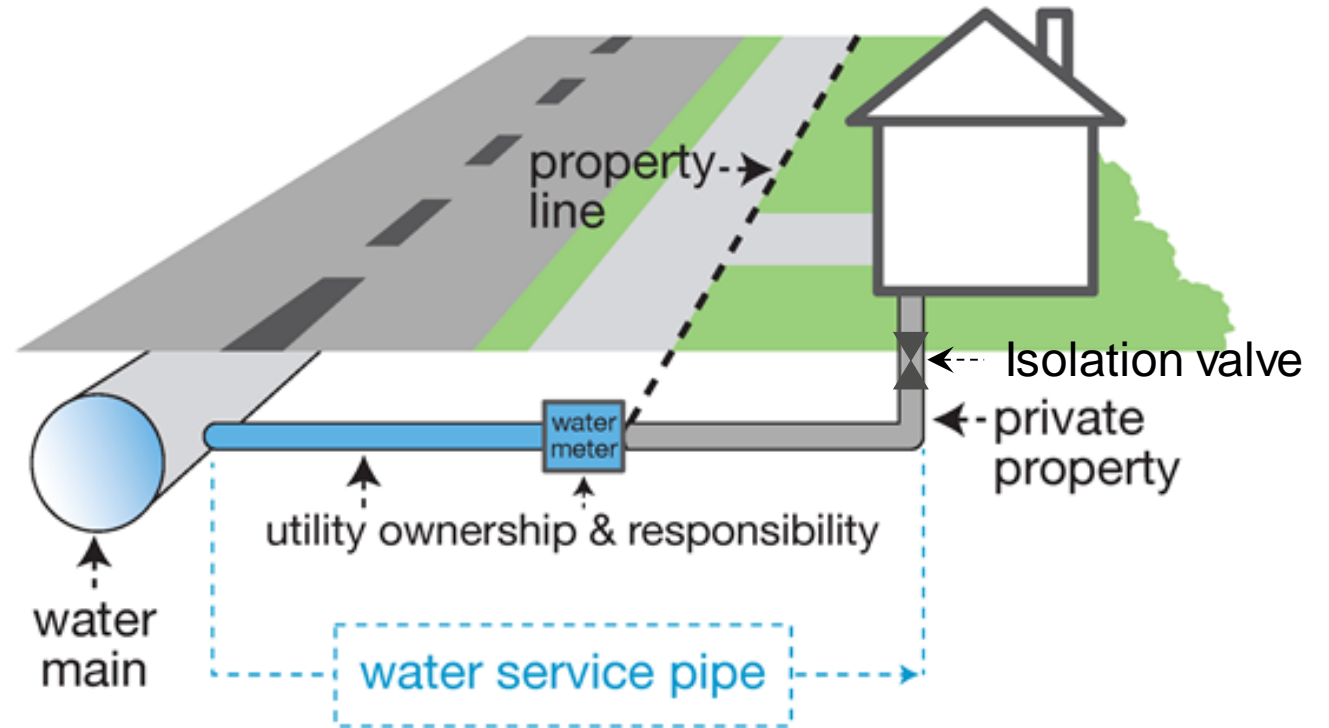


HOW DOES THE LSLR PROGRAM WORK?



Administration of the Program

- Program administration by the **Department of Public Utilities (DPU) Development Services**
- Reimbursement cost for lead or galvanized water service lines on private properties
- **NO** internal plumbing replacement cost covered by the LSLR Program
- The **Department of Housing and Community Development** can assist homeowners with replacement costs for internal lead or galvanized plumbing through the **Healthy Homes Program**

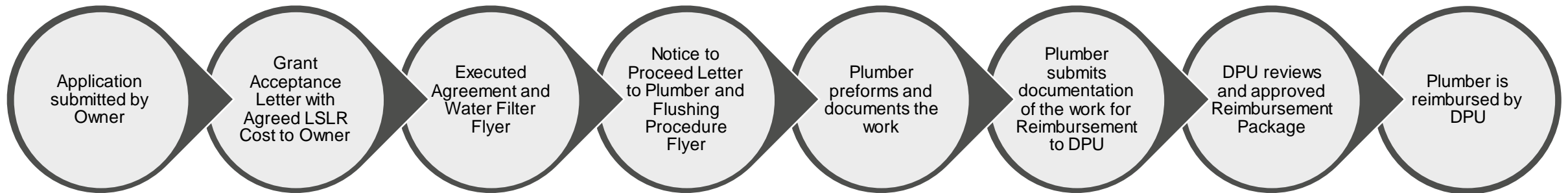


Certified Plumbers



- DPU conducts **Plumber's Certification Training** sessions for the LSLR Program
- Proper documentation of the replacement work is needed for reimbursement
- A **list of Certified Plumbers** can be found on the City's website
- **Only Certified Plumbers** are authorized to do work for the LSLR Program

LSLR Program Process



Application Submitted by Owner

- Homeowner **chooses, contacts, and schedules** an onsite visit with a Certified Plumber
- If the presence of lead or galvanized pipe is confirmed, the plumber will provide the following items to the homeowner to submit with the **LSLR Application**:
 - A photo documentation as evidence of lead or galvanized piping in the property
 - A photo of the front exterior of the home for location verification
 - An itemized cost estimate for the replacement work

Grant Acceptance Letter and Agreed LSLR Cost to Owner

- DPU reviews the application package once submitted by the homeowner
- The review process can take up to **14 business days**
- If accepted, a **Grant Acceptance Letter** is issued to the property owner with an **Agreed LSLR Cost** for the replacement work. The Certified Plumber is copied on the correspondence as well as the **Department of Housing and Community Development**.
- The **Grant Acceptance Letter** **does not authorize** you or the Certified Plumber to begin work.
- **Grant Acceptance Letter** to include:
 - Confirmation of eligibility, presence of lead or galvanized pipe, and **Agreed LSLR Cost** for replacement work
 - City Document: **Owner – Plumber Agreement**
 - A **Water Filter Flyer**

The Agreement and Water Filter Flyer

- **Owner – Plumber Agreement** to be executed and returned to DPU. It outlines what the Owner and Plumber agree to do as participants of the LSLR Program.
- **Water Filter Flyer**
 - City supplies a **free** water pitcher and filter
 - The water filter is NSF/ANSI 42 & 53 certified.
 - **6 months recommended use** after replacement work
 - **Use water filter for drinking and cooking**
 - Flyer includes instructions and helpful tips on the cleaning and usage of the water pitcher and filter.
 - **Use only cold water** when filling the water filter
 - **Free** replacement filters for the **first 6 months**

Lead Service Line Replacement - Complimentary Water Filter

The City is distributing household water filters where a service line providing water to a property has been replaced. Service line replacements can result in disturbances to existing plumbing which can cause a temporary increase in lead levels in your drinking water. To minimize the risk of lead exposure, the City is providing a household water filter that is certified to remove lead to NSF/ANSI 42 and 53 Standards.

NSF NSF/ANSI 42: Particulate Removal
NSF/ANSI 53: Lead Removal

FILTER INSTALLATION AND USE:

- 1 Prepare Filter Cartridge**
 - Brita Elite**
No preparation required
 - PUR Plus**
Soak filter for 15 minutes
Hold Under Running Water for 10 seconds
- 2 Install Filter Cartridge**
 - Brita Elite**
Press cartridge in place firmly
 - PUR Plus**
Push down and twist clockwise to lock
- 3 Set Filter Life Indicator**
 - Brita Elite**
Press and hold button for 8 seconds
 - PUR Plus**
Press and hold button for 10 seconds
- 4 Replace Filter Cartridge**

Helpful Tips:

- **Aerators** – If an aerator is present on your tap, remove and clean out aerator once a month for 6 months following the service line replacement.
- **Flushing** – After periods of 6+ hours without water use, run cold water for 5 minutes to flush out lead before refilling your pitcher filter.
- **Cold-Water** – Only use cold water when refilling your pitcher filter.
- **Monitor Filter Speed** – Note any significant changes in filter speed.
 - Normal: A reduction in filter speed is normal and happens over time as the filter continues to remove contaminants.
 - Replace Filter: Increased filter speed of partially used or newly installed cartridges may be a sign that the filter is not removing contaminants.
- **Discard Initial Filtered Water** – It is normal for carbon dust or discoloration to appear in your first batches of filtered water. Brita recommends discarding the first three pitchers of filtered water or using it to water plants.

It is strongly recommended that the filter provided by the City be used for a minimum of 6-months following the service line replacements.
Contact Insert Name at XXX-XXX-XXXX if you have any questions or require additional replacement cartridges.
website url info

Use this log to keep track of when you replaced your filter cartridge last.

New Filter Cartridge Installed On: MM/DD/YYYY

Note: Brita Elite filters should be replaced every 120 gallons or around every 6 months.
PUR Plus filters should be replaced every 40 gallons or around every 2 months.

Notice to Proceed Letter

- Upon receipt of executed Agreement DPU will issue a **Notice to Proceed Letter**. The homeowner will be copied on this correspondence.
- **Notice to Proceed Letter** to include:
 - Guidance of whether coordination with DPU Water Maintenance is required for a full-service line replacement
 - VDH Document: **Contractor Compliance Certification Statement**
 - A **Flushing Procedure Flyer**

Flushing Procedure Flyer

- **Six steps to conduct the initial flushing** on all pipes in the home **immediately** after replacement work is completed.
- Additional steps to reduce risk of lead exposure after the initial flush.
- Initial flushing: **30 minutes**
- City advises **not to use hot water** to prevent sedimentation of lead particles in hot water tanks.
- Contact the City's **Housing and Community Development Department** to inquire if your hot water tank is eligible for replacement at no cost to you through the **Healthy Homes Program**.
- Use water filter for purposes of drinking and cooking; only use **cold water** when filling your water filter.

Important Health Notice

Flushing Your Pipes After Service Line Replacement

After your service line is replaced, it is important to flush all of the pipes in your house. Flushing will remove any lead particles and clean your pipes after the service line replacement.

Follow the Six Steps to the Right and Note These Important Guidelines:

Do **NOT** flush at these locations: outdoor hose bibs, taps where filter cannot be bypassed, any tap where aerator cannot be removed

Bathtubs and laundry sinks are required to be flushed as they will create the highest flushing velocities and have the most potential to remove particulates

Check your faucet aerator to see if it needs a key to remove the screen

IMPORTANT: ONLY use COLD water. Do NOT use any HOT water until after you have flushed all of the pipes in your house. Using hot water could cause lead particles to settle in your hot water heater

Flush all of your pipes immediately following your service line replacement and do not use any water until the flushing is complete.

1 NOTE: Removing aerators is essential to prevent particulates from collecting on the screen. Please see removal instructions on reverse side of this sheet.

1 Remove Aerators and Screens
Remove aerators and screens from all faucets being flushed (skip faucets with aerators that cannot be removed)

2 Open Cold Water Taps
Start at the lowest level of the house and open cold water taps to the highest flowrate possible. Continue to open faucets on higher floors

3 Run Water
After all taps are open, leave water running and set a timer for 30 mins

4 Check Sinks
Check the sinks to ensure water doesn't overflow during flushing

5 Turn off Taps
After 30 mins, turn off the taps in the same order they were turned on (i.e., starting from lowest floor)

6 Re-Install Aerators
Clean and re-install aerators or replace if worn or damaged

Flushing Locations

- ⓐ Open taps from the lowest level to the upper levels and flush simultaneously.
- ⓑ
- ⓒ

Additional Steps to Reduce Your Risk of Lead Exposure:

DAILY FLUSHING – if water has not been used for several hours or longer, flush water from the kitchen faucet for 5 minutes before using the water for drinking or cooking purposes.

REGULAR FLUSHING – if water has not been used for a long period of time (e.g., post vacation), all faucets (not just kitchen) should be run for 10 minutes at their highest possible flowrate with aerators temporarily removed before using for drinking or cooking purposes.

POINT-OF-USE (POU) FILTERS – NSF/ANSI Standard 53 certified filters for lead removal (pitcher or faucet) should be used following a service line replacement for at least 6 months. Follow manufacturer recommended practices for replacing filter cartridges.

CLEANING AERATORS – aerators/screens should be cleaned once a month for at least 6 months following a service line replacement or replaced if worn/damaged.

Faucet Aerator Removal Tools

- Hidden Aerator
- General Aerator
- General Aerator
- Coin Slot Aerator
- Aerator Key
- Water Pump Filter
- Adjustable Wrench
- Coin

Aerator Removal and Maintenance

Remove faucet aerators and clean out any particles that may have collected there.

rubber washer
aerator
aerator housing

Clean out particles

Contact
Contact Audrey Brubeck at 804.646.8701 if you have any questions regarding flushing your pipes after service line replacement.

Certified Plumber Performs and Documents the Work



- **Certified Plumber** will schedule a date for the replacement work
- DPU may be present if a full-service line replacement is required.



- If DPU is present, a separate flushing procedure will be conducted by DPU and the Plumber for the portion of water service line underground.
- This flushing is required by the American Water Works Association Standards.
- The flushing will last a minimum of **10 minutes at maximum water velocity.**
- This flushing is **in addition to** the flushing to be conducted by the homeowner or tenant for the internal piping in the home.

Examples of Documentation of Work



Picture of Home and Location of Meter



Excavation of Water Service – Ex. Lead



Excavation of Water Service – Replaced

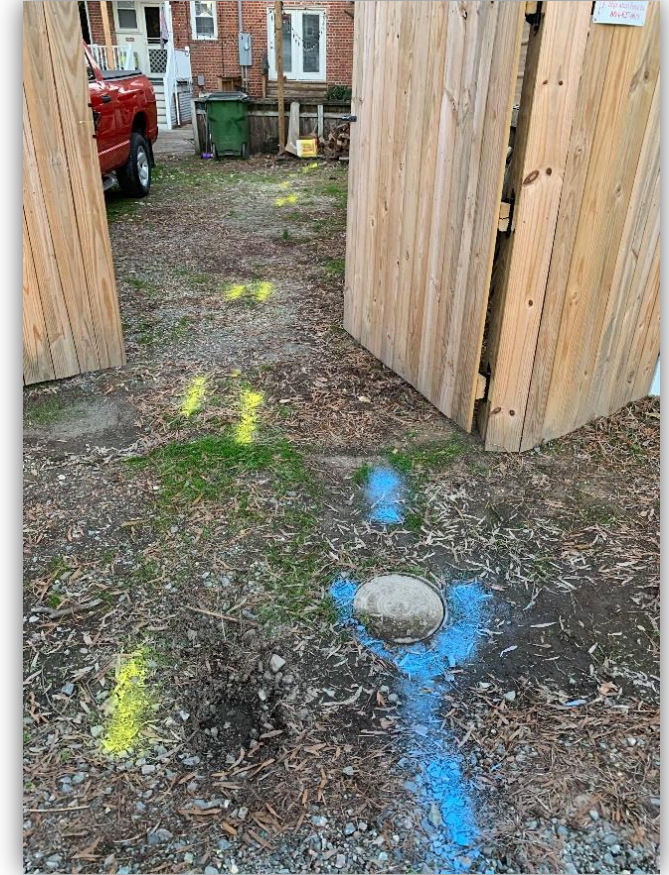
Examples of Documentation of Work



Front Picture of Home



Rear Picture Location of Meter



Location of Meter in Rear of Home

Examples of Documentation of Work

Before
City: Copper
Owner: Lead



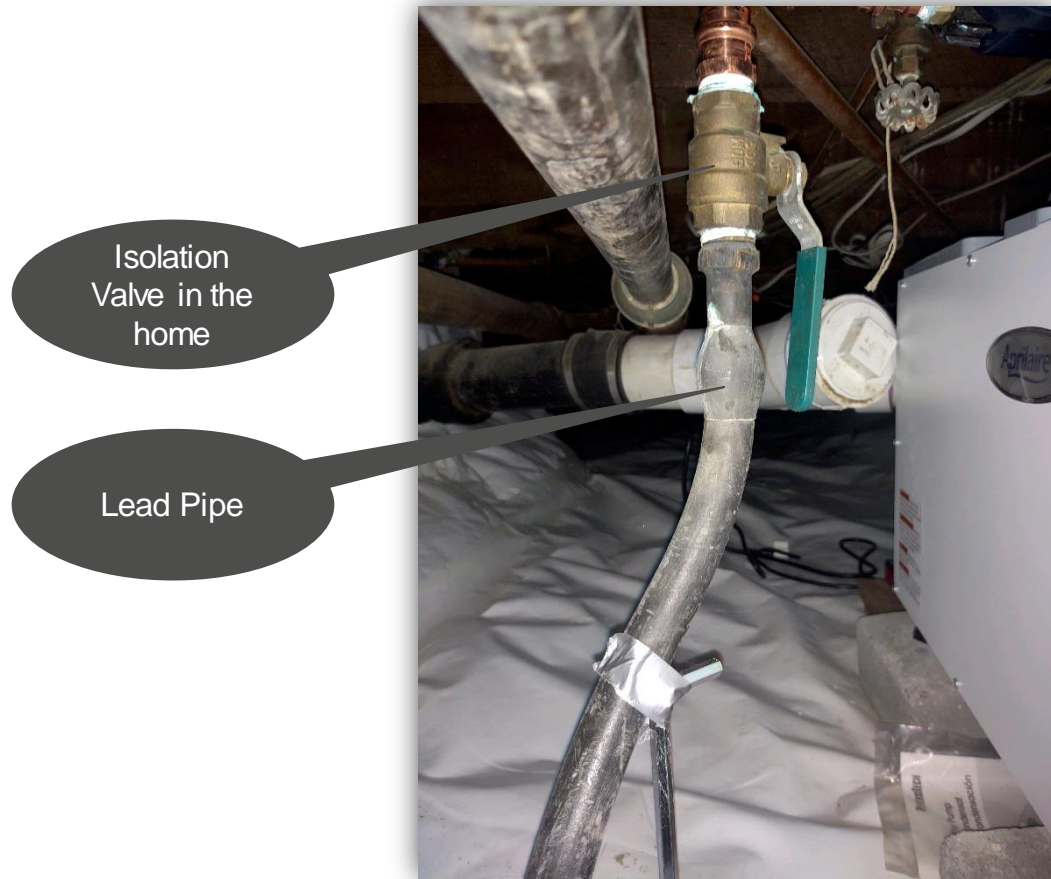
Closeup of Lead Service



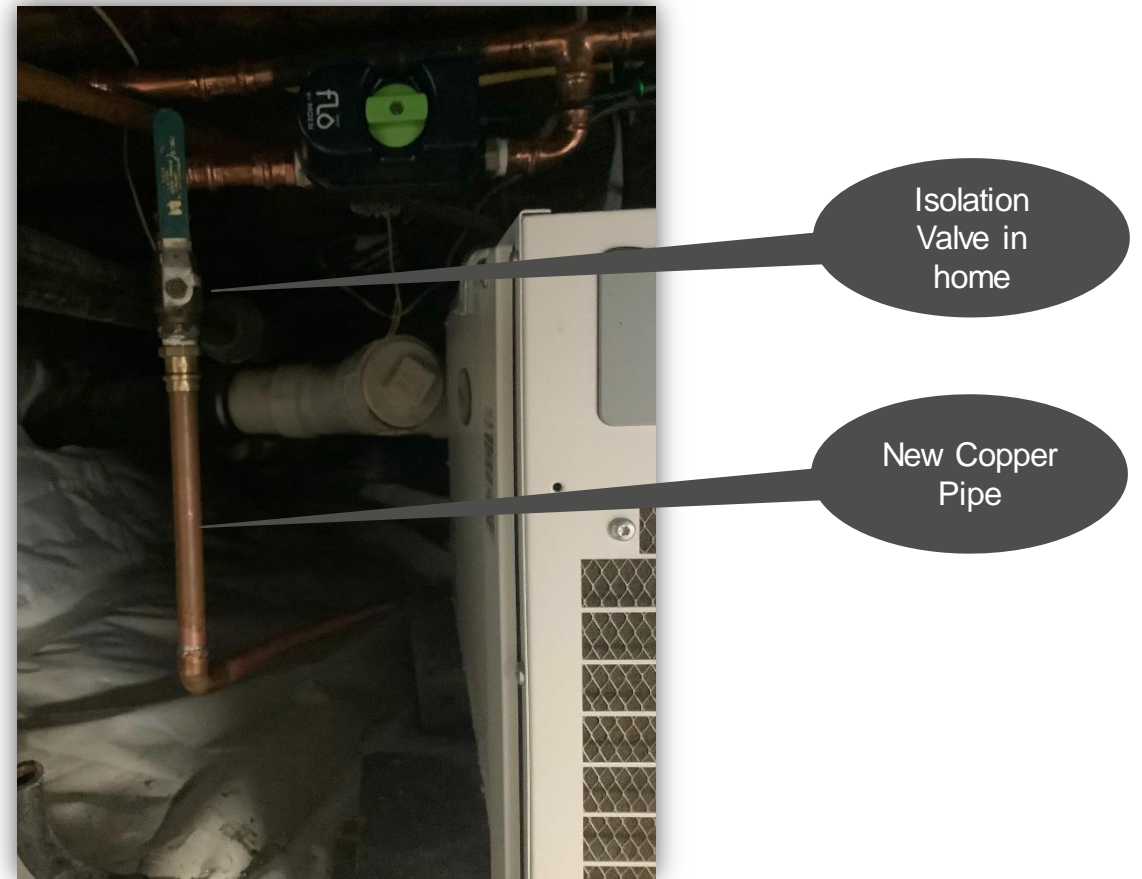
After
City: Copper
Owner: Poly

Closeup of Replaced Service

Examples of Documentation of Work

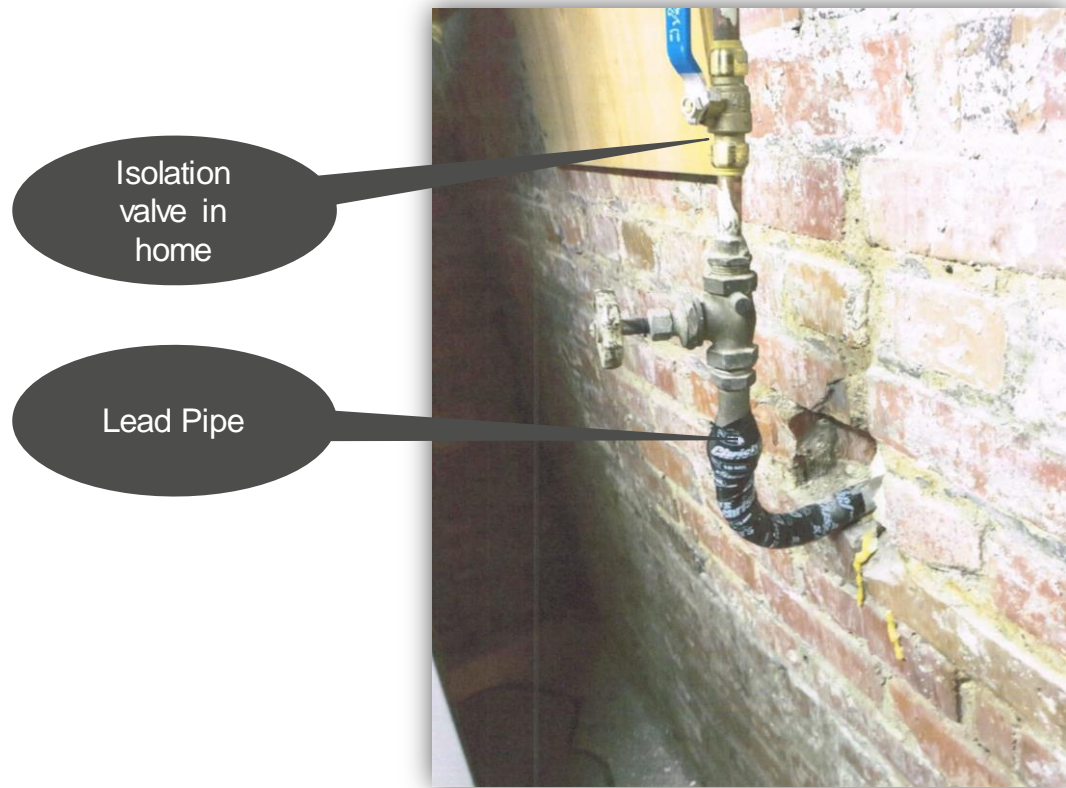


Closeup of Lead Service

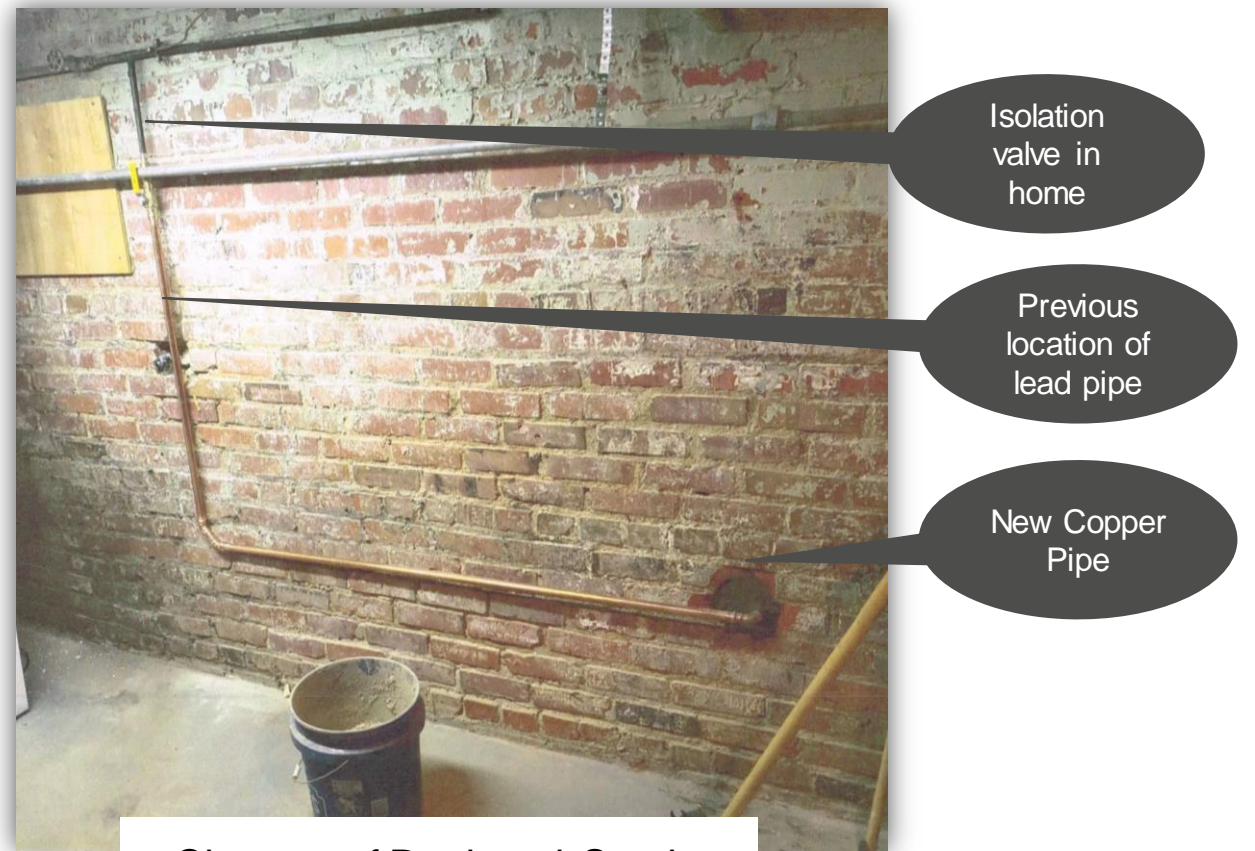


Closeup of Replaced Service

Examples of Documentation of Work



Closeup of Lead Service



Closeup of Replaced Service

Documentation for Reimbursement to DPU



PLEASE NOTE

If additional costs are incurred due to changes in field conditions, the Plumber must provide photo documentation and written explanation of the upcharge. All charges beyond the **Agreed LSLR Cost Estimate** are subject to City review and approval prior to reimbursement.

Upon completion of the work, Plumber to complete and submit:

- **Contractor Compliance Certification Statement** with required documents by the form
- Pre- and Post-Construction Photos of the outside and inside of the home
- Plumbing Permit
- Itemized Invoice – Invoice should match the **Agreed LSLR Cost Estimate**.

Reimbursement Package Review and Approval by DPU



- DPU reviews package submitted by Plumber for:
 - Completion of **Contractor Compliance Certification Statement**
 - Submission of Pre-and post- Construction Photos
 - Copy of Plumbing Permit
 - Complete Itemized Invoice
- This review process can take up to **14 business days**

Plumber is Reimbursed by DPU



- Once the reimbursement package is approved, a requisition for payment to DPU Finance Office is submitted
- Payment may take up to **30 business days**



THE LSLR PROGRAM PROCESS IS COMPLETE!

Related City Funding Programs

Healthy Homes

Contact: Department of Housing and Community Development

Telephone: 804-646-1766 or

Email: Don.Grivetti@rva.gov

MetroCare

Contact: Department of Public Utilities

Telephone: 804-646-4646 or

Email: Nicole.Street@rva.gov



Thank you!

Contact Development Services:

Telephone: 804-646-8544 or

Email: DPU.DevelopmentServices@rva.gov



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