

A background image showing a woman with dark hair tied back, wearing a white cardigan over a teal top, smiling as she looks down at a young child. The child, with curly brown hair, is wearing a yellow and white long-sleeved shirt and is leaning over a kitchen sink, holding a clear glass under a modern chrome faucet. The scene is brightly lit, with a large window in the background showing green foliage outside.

# **Overview of LCRR Requirements and Lead Service Line Replacement Program**

April 23<sup>rd</sup>, 2024 @ 6:00pm

Presented to the Ledyard Water Pollution Control Authority



# Introduction



**Jennifer Kelly Lachmayr, PE, BCEE**

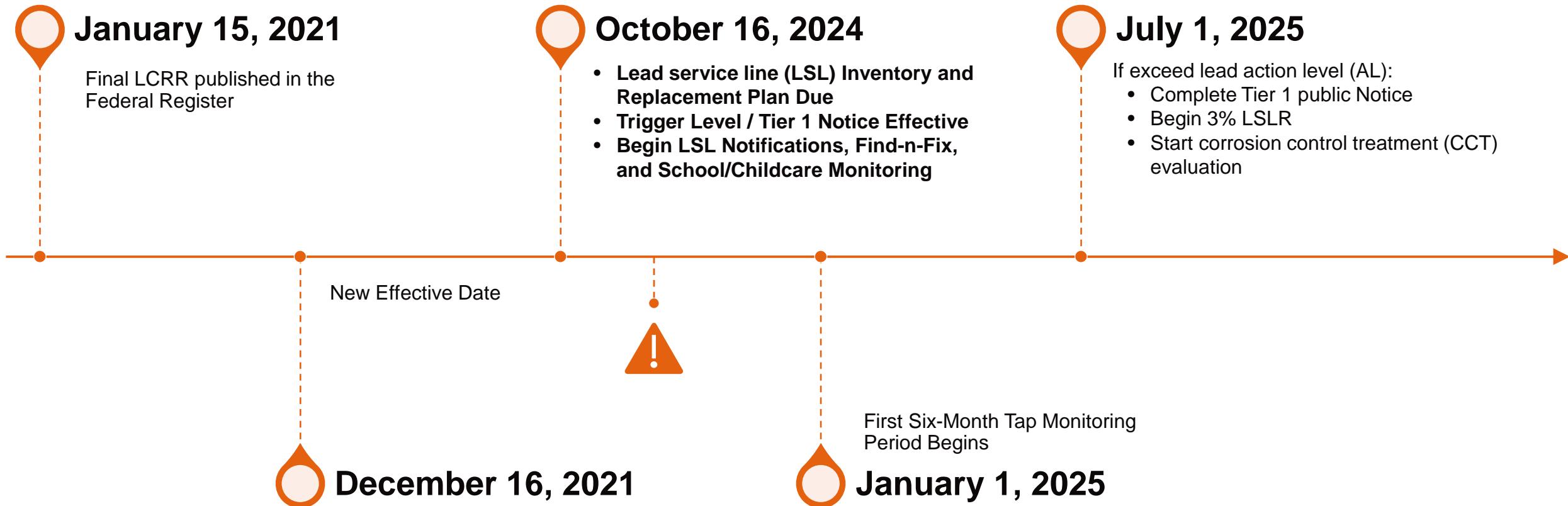
Program Director

Arcadis

# Agenda

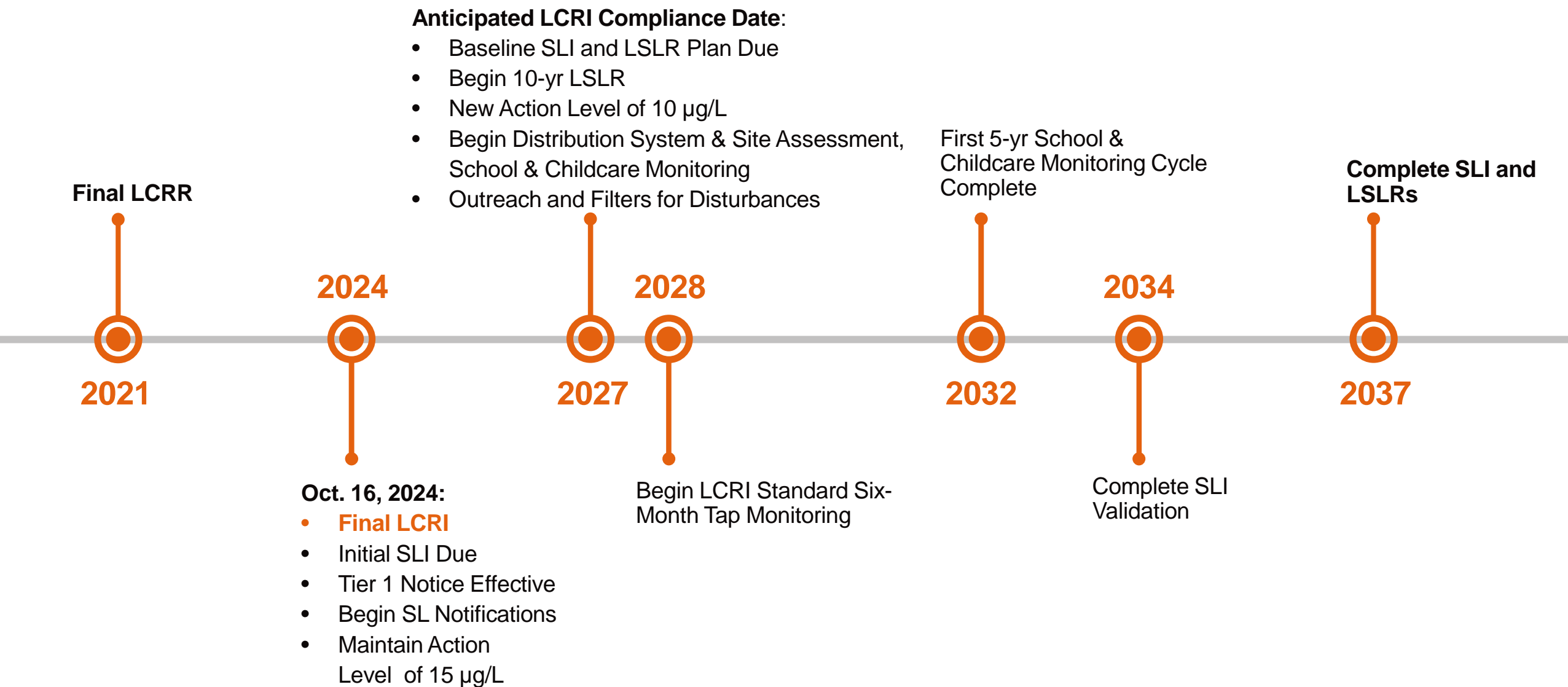
- 1 EPA LCRR/LCRI Overview
- 2 Program Overview
- 3 Public Outreach
- 4 Construction Phasing/Process
- 5 Funding Needs
- 6 Discussion

# Anticipated LCRR Compliance Timeline



 **USEPA intends to propose and promulgate further revisions (Lead and Copper Rule Improvements) prior to Oct. 16, 2024**

# Anticipated LCRI Regulatory Timeline



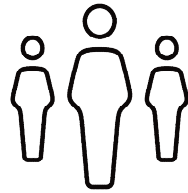
# Ledyard System Overview and Service Line Ownership



- 1 Gales Ferry System
- 2 Ledyard Center System

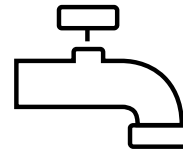
## Additional Water Service Areas

- 3 Southeastern Connecticut Water Authority (SCWA)
- 4 Mashantucket Pequot



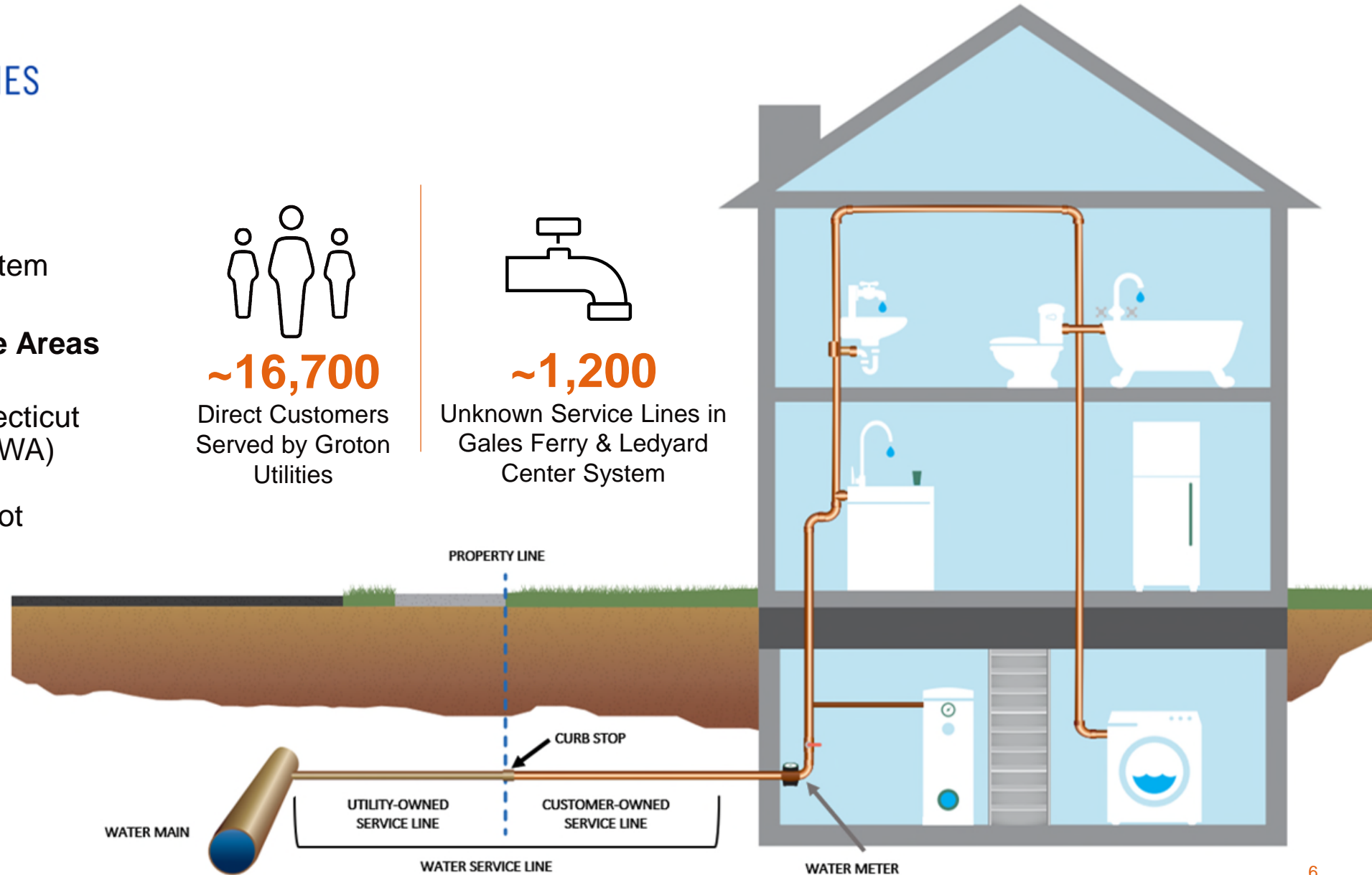
**~16,700**

Direct Customers  
Served by Groton  
Utilities



**~1,200**

Unknown Service Lines in  
Gales Ferry & Ledyard  
Center System



# Breakdown of Lead Status Unknown SLs

## Ledyard Center System

System-Side	Customer-Side
322	576

## Gales Ferry System

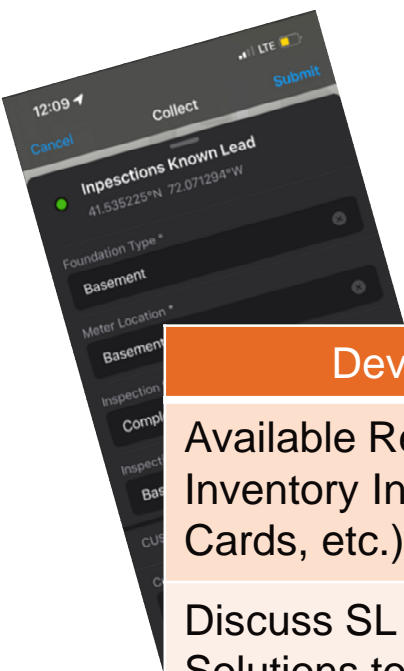
System-Side	Customer-Side
38	544

# 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**
- Maintained compliance with established lead and copper action levels in its water system providing high quality drinking water to its customers
- City is proactively advancing a program around lead service line education, inventory, and replacement. **We have started 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.



# Service Line Material Inventory



## Developing Service Line Inventory

Available Records for Developing a Current SL Inventory Information (i.e. Historical Record, Tap Cards, etc.)

Discuss SL Identification Strategies for Feasible Solutions to “Unknown” SL Materials

Discuss Methods for Tracking & Updating Materials (i.e. ArcGIS Field Maps)

Present Findings for Best Practices Moving Forward

Develop a Public Facing Inventory and Training with MWD



## CT DPH Template Inventory Required Fields

Address Information

Initial Connector or Gooseneck Material Code & Material

Connector or Gooseneck Verified Material Code & Material

Connector or Gooseneck Verification Source & Date

Lead Gooseneck, Pigtail, or Connector Replacement Date

New Connector or Gooseneck Diameter

Initial System Service Line Material Code & Material

System Service Line Verified Material Code & Material

System Service Line Verification Source & Verified Material Date

Is System Service Line Replacement Required?

Customer Initiated System LSLR Date & Extension Deadline

System Service Line Replacement Date, Material Code, & Material

New System Line Diameter

Initial Customer Service Line Material Code & Material

Customer Service Line Verified Material Code & Verified Material

Customer Service Line Verification Source & Verified Material Date

Is Customer Service Line Replacement Required?

Customer Refusals/Non-Responses for LSLR

Customer Service Line Replacement Date, Material Code, & Material

New Customer Service Line Material Diameter

Entire Service Line Material Classification

# CT DPH LCRR Material Inventory Template

SITE ID	LOCATION IDENTIFIER	STREET ADDRESS	TOWN	SYSTEM SERVICE LINE VERIFIED MATERIAL CODE	SYSTEM SERVICE LINE VERIFIED MATERIAL	SYSTEM SERVICE LINE VERIFICATION SOURCE	SYSTEM SERVICE LINE VERIFIED MATERIAL DATE	IS SYSTEM SERVICE LINE REPLACEMENT REQUIRED?
ABC	XYZ	100 Main Street	Anytown	CL	CONFIRMED LEAD	RV	3/25/2023	Y
DEF	UVW	101 Main Street	Anytown					
GHI	TSR	102 Main Street	Anytown	PL	PLASTIC	RV	3/25/2023	N
JKL	QPO	103 Main Street	Anytown	CL	CONFIRMED LEAD			
MNO	MNL	104 Main Street	Anytown					
PQR	KJI	105 Main Street	Anytown	OT	OTHER NON-LEAD	FI	3/25/2023	N
STU	HGF	106 Main Street	Anytown					
VWX	EDC	107 Main Street	Anytown	IL	LINED CAST IRON			
YZ	BA	108 Main Street	Anytown	CC	CONFIRMED COPPER	FI	3/25/2023	N
A1B1	C1D1	109 Main Street	Anytown					

# Service Line Subclassification Recommendations

**Recommend additional information to help determining the probable SL**

- 1) **Lead Status Unknown:** The degree of likelihood that the SL is lead, i.e. low, medium, high
- 2) **Galvanized Requiring Replacement (GRR) known or unknown to have been downstream of an LSL:** Track the subclassification, i.e.
  - a) The galvanized pipe is known to be currently downstream of LSL,
  - b) The galvanized pipe was previously downstream of an LSL, or
  - c) Unknown if the galvanized pipe was ever downstream of an LSL.

Classification	Subclassification Example
Unknown	Install date 1970, record drawing doesn't call out material
GRR	Not enough information if galvanized line was ever downstream of LSL, installed 1943
Non-lead	1" Copper pipe replaced June 2017
Lead	Split ownership, Utility-side service line is lead, customer-side unknown
Lead	Galvanized Lead Line
Lead	Downstream of 2" LSL installed during 1950 to 1960
Lead	Downstream of Lead Pigtail



# Public 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 Houses/Community Meetings

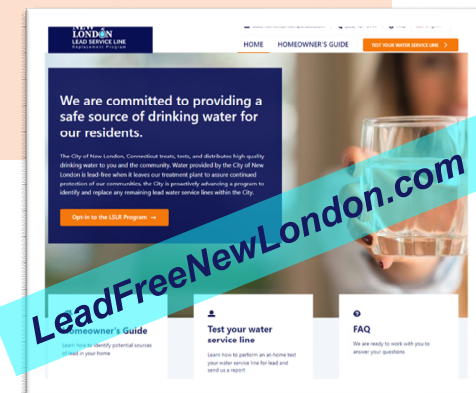
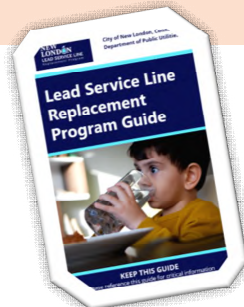
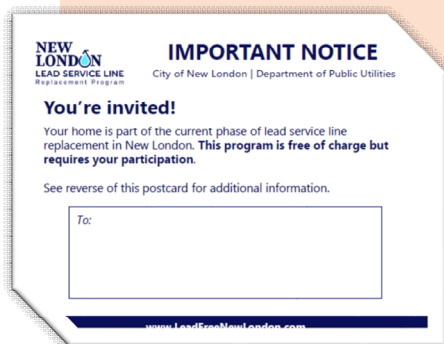
- Targeted Open House outreach - **Flyers & Announcements** to customers / areas within this phase of replacement

## 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.



# Public Facing Inventory

## City of New London Water Service Information

The City of New London makes no warranty, representation or guarantee as to the content or completeness of any of the database information provided herein. The information provided in the map are provided "as is" and without express or implied warranties of any kind as to the accuracy of the information or fitness for any particular purpose. In no even will the City of New London be made liable for any damages, including loss of data, lost profits, business interruption, loss of business information or other pecuniary loss that may arise from the use of this mapping service or the information it contains.

Persons who use information contained in this database to commit a criminal act may be subject to criminal prosecution. I have read the foregoing disclaimer and agree to its provisions. By accessing this website and database, the user agrees to the terms and provision thereof. The City accepts no liability for any direct, special, indirect, consequential damages, or any other damages of whatsoever kind resulting from whatever cause either directly or indirectly from the use of this website or reliance upon the website's contents. The City accepts no liability for any inaccuracies or omissions in this website and all risks associated with the use of this website, including any decisions based on information contained in any of the City's websites, are the sole responsibility of the user.

### Service Material Key

Utility Side Material

Customer Side Material

- Confirmed Non - Lead
- Confirmed Lead
- High to Medium Likelihood of Lead
- Unknown Material

The water service line materials are comprised of two material designations. For each service line location the colored box on the left represents the utility material designation. The colored box on the right represents the customer material designation.

☐ I agree to the above terms and conditions

OK

**City of New London**

Water Service Information

**19 JAY ST**

✕

Service Address: 19 JAY ST

Service Material Status: Lead

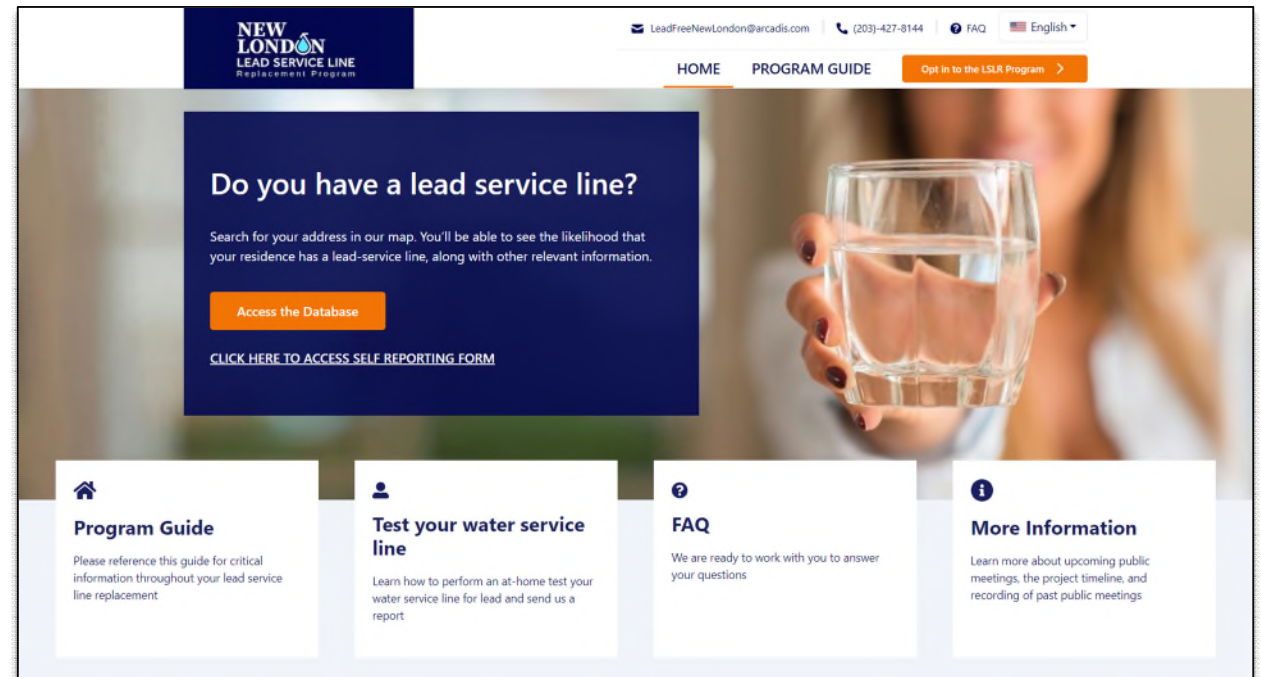
Utility Side Service Material: Lead

Customer Side Service Material: High Likelihood of Lead

## Hotline & Website

**Our hotline at (203) 427-8144 is an easy way for residents to contact an Arcadian for information on the program**

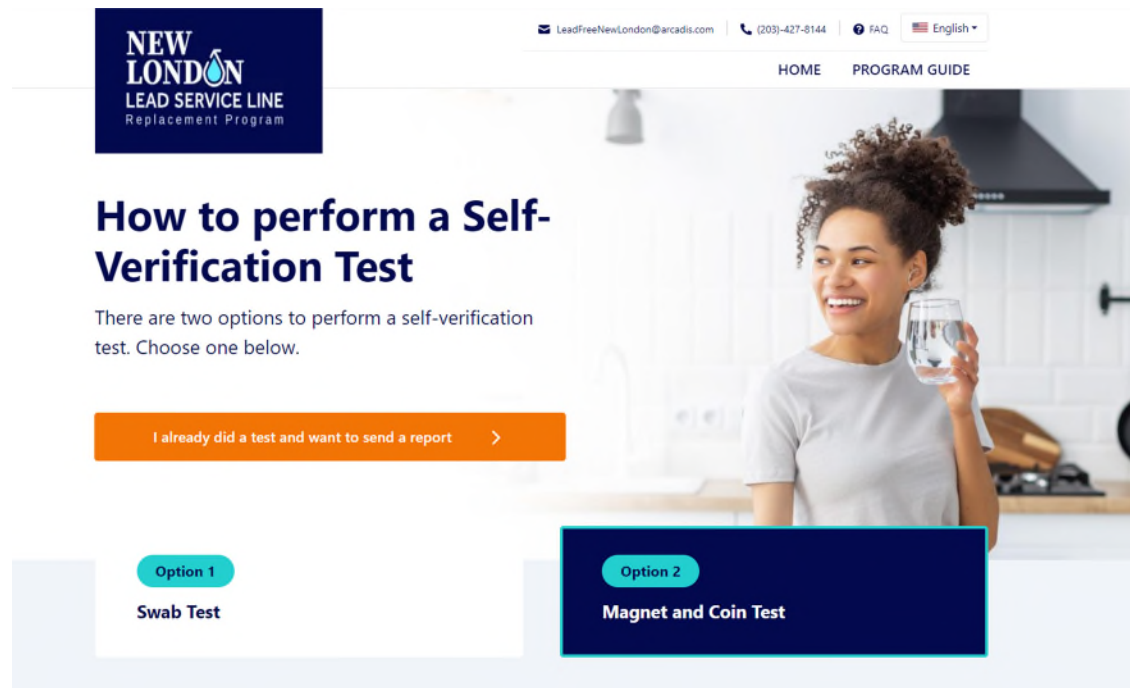
- Our program website **[www.LeadFreeNewLondon.com](http://www.LeadFreeNewLondon.com)** has our program guide, FAQs, a step-by-step guide on testing a water service line, and our project timeline





# Self Reporting Program

Doorhanger Distribution  
Citywide Mailing  
QR Code to existing website



**NEW LONDON**  
LEAD SERVICE LINE  
Replacement Program

LeadFreeNewLondon@arcadis.com | (203)-427-8144 | FAQ | English

HOME PROGRAM GUIDE

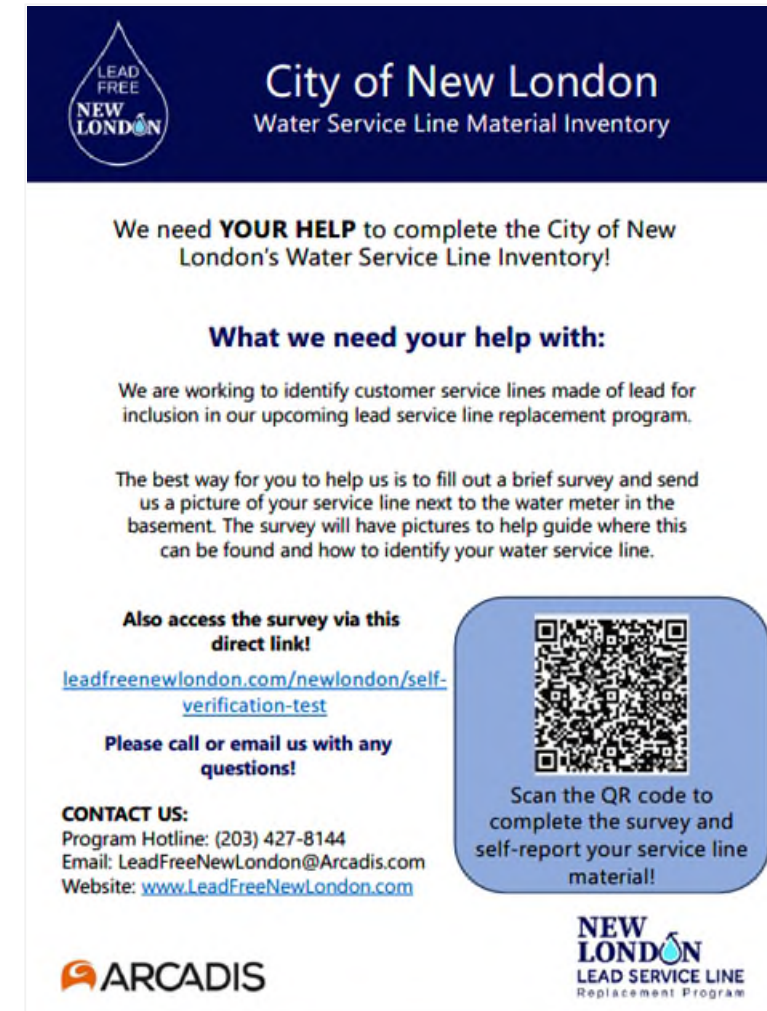
## How to perform a Self-Verification Test

There are two options to perform a self-verification test. Choose one below.

I already did a test and want to send a report >

**Option 1**  
Swab Test

**Option 2**  
Magnet and Coin Test



**LEAD FREE NEW LONDON**

## City of New London

Water Service Line Material Inventory

We need **YOUR HELP** to complete the City of New London's Water Service Line Inventory!

### What we need your help with:


We are working to identify customer service lines made of lead for inclusion in our upcoming lead service line replacement program.

The best way for you to help us is to fill out a brief survey and send us a picture of your service line next to the water meter in the basement. The survey will have pictures to help guide where this can be found and how to identify your water service line.

**Also access the survey via this direct link!**  
[leadfreenewlondon.com/newlondon/self-verification-test](https://leadfreenewlondon.com/newlondon/self-verification-test)

**Please call or email us with any questions!**

**CONTACT US:**  
Program Hotline: (203) 427-8144  
Email: [LeadFreeNewLondon@Arcadis.com](mailto:LeadFreeNewLondon@Arcadis.com)  
Website: [www.LeadFreeNewLondon.com](https://www.LeadFreeNewLondon.com)



Scan the QR code to complete the survey and self-report your service line material!

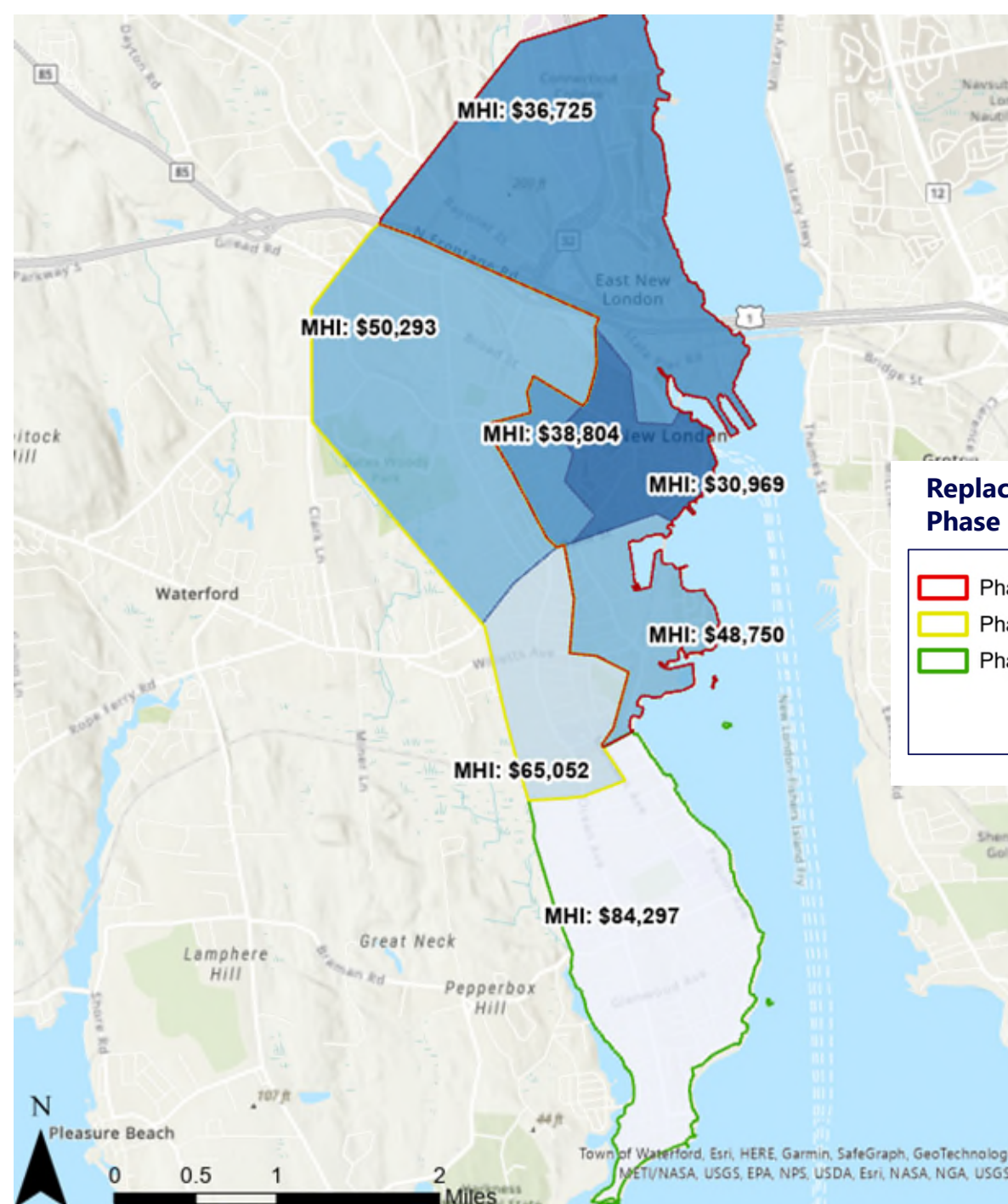
**NEW LONDON**  
LEAD SERVICE LINE  
Replacement Program

**ARCADIS**

# 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

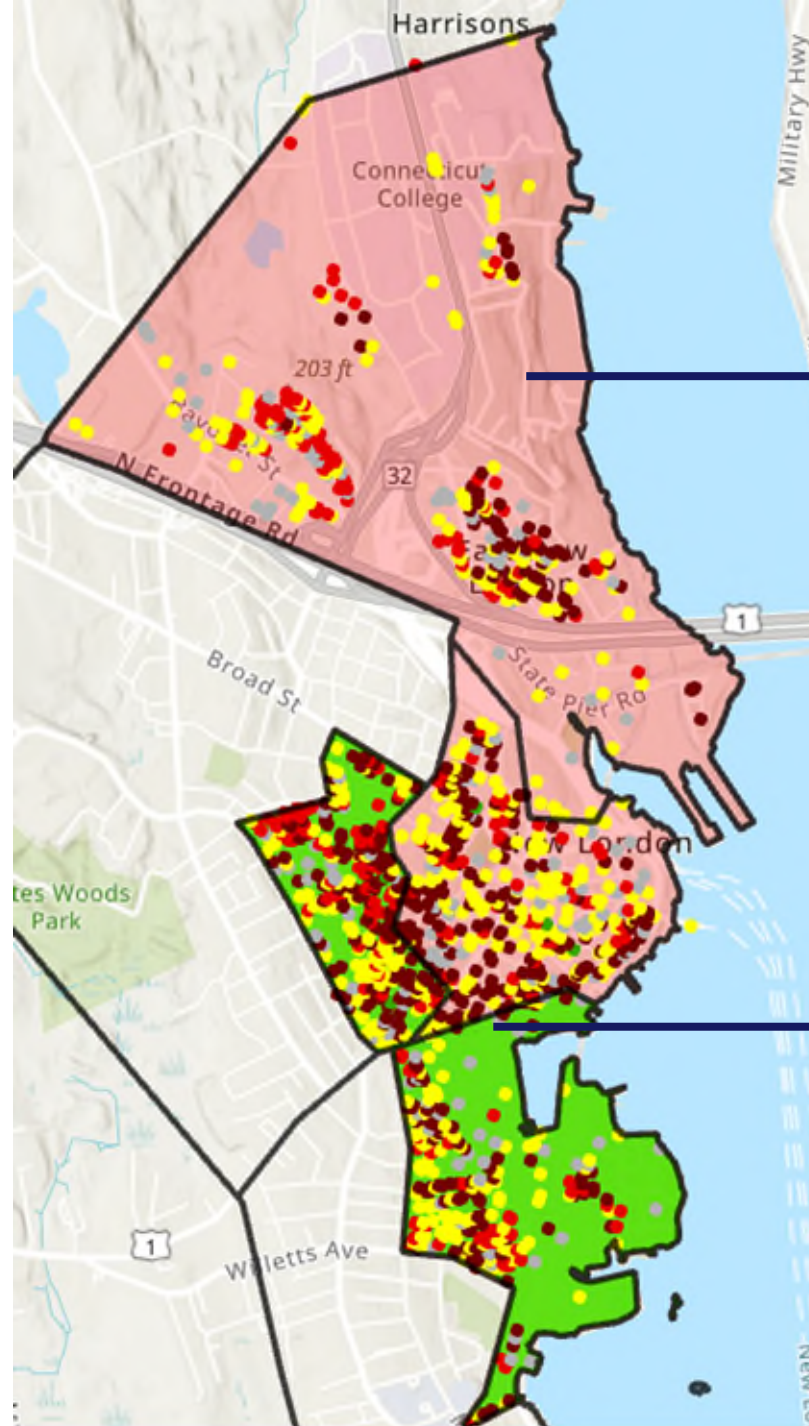
- Phase 1
- Phase 2
- Phase 3

## MHI by Census Tract

- < \$30969
- \$30969 - \$38804
- \$38804 - \$50293
- \$50293 - \$65052
- \$65052 - \$84297

# Phase 1 Details

*Lead Service Line  
replacement  
locations by material  
type*



**Phase 1B**

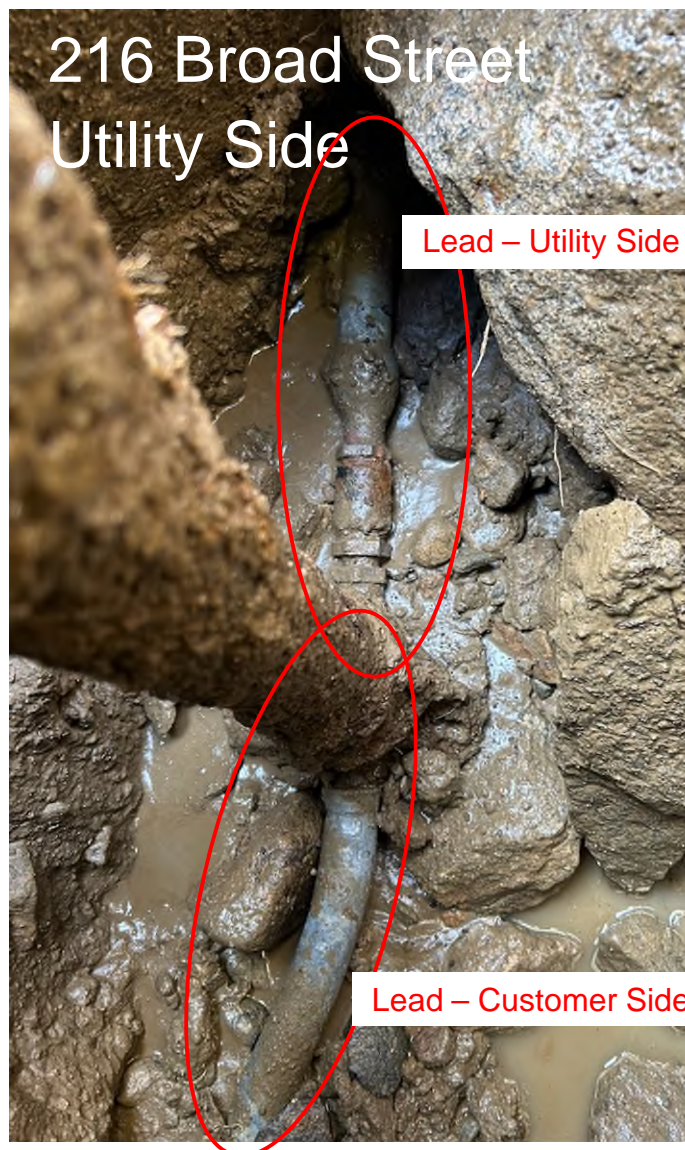
## Service Line Replacements

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

**Phase 1A**

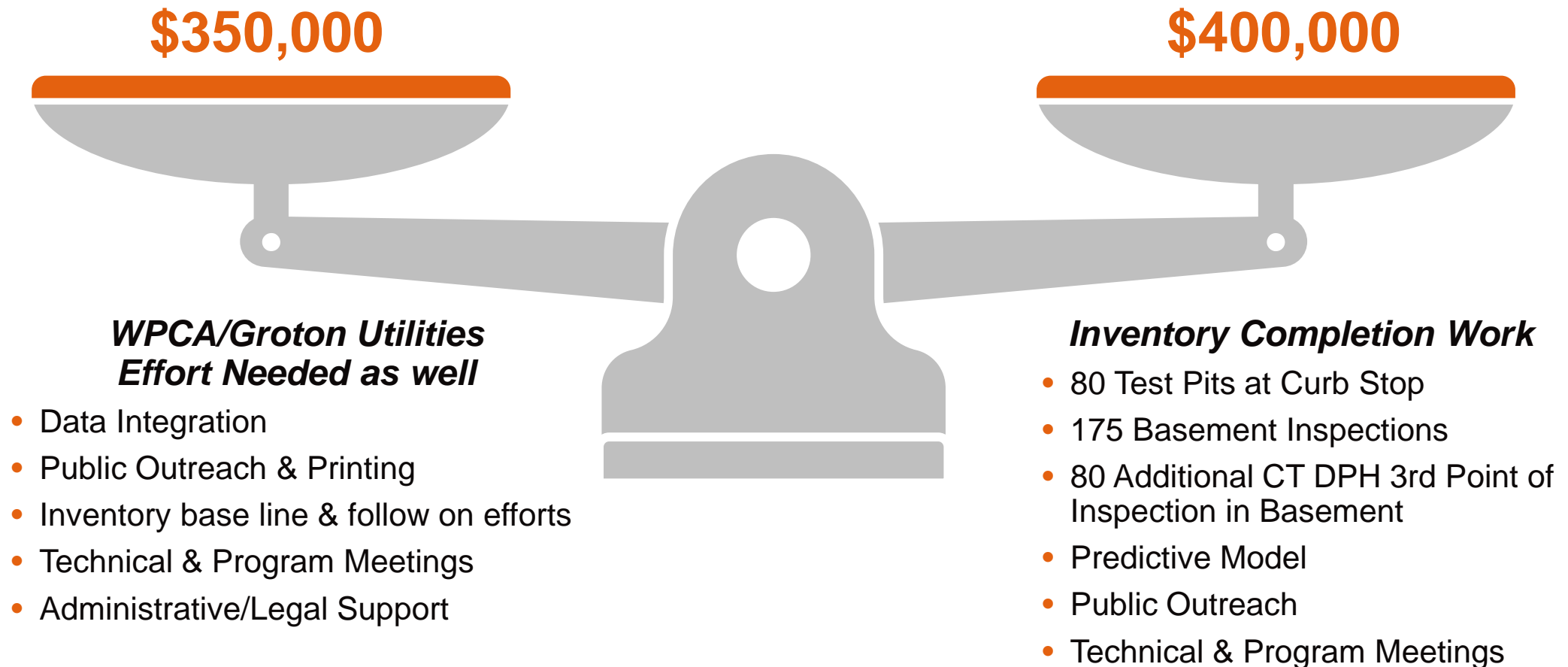


# Test Pits & Service Line Replacements





## Estimated Cost Range for LSLI



# Thank you! Any Questions?



**Jennifer Kelly Lachmayr, PE, BCEE**  
**Program Director**  
**Arcadis**